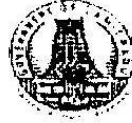


From
Dr. P. Senthilkumar, I.A.S.,
Director of Municipal
Administration,
Chepauk,
Chennai-600 005



1/4
To
All Corporation Commissioners
All Regional Directors of
Municipal Administration
All Municipal Commissioners
All Executive Officers

Lr. Roc.No. 31898/2010/M2 Dated: 31-07-2010

Sir / Madam,

Sub: Format for monitoring Redressal of public grievances
reported in Newspapers - Regarding
Ref: From Principal Secretary to Govt., M.A.&W.G. Department
Lr.No 4/PPri.Secy/MAWS/2010 dated 29.07.2010

000000

Government has proposed to monitor the redressal of public grievances reported in the News Papers (both Tamil & English) against the Corporations and the Municipalities. Government has communicated a model format.

The report in the format need be sent only for those News items communicated by the Principal Secretary by way of entries in Column 2 and 3 of the format. If the grievances are major and warranting long-term solutions, the same may be indicated in column 7 of the format. In all other cases, the details of the action taken should be indicated in Columns 4 to 6 of the format; such items should continue to be shown until they are fully redressed.

Whenever such issues communicated from the Government, it will be sent to the concerned Commissioners / Executive Officers and Regional Directors of Municipal Administration immediately by fax / e-mail. In all such cases replies from the Commissioners and Executive Officers shall be sent in the prescribed format before 1.30 P.M. on the same day to the Directorate, so that reply can be sent to Government before 3.00 P.M. on the same day. In all such cases the concerned official shall also contact the Director of Municipal Administration or the officers concerned in the Directorate and indicate the status over phone.

The instructions of the Government and a model proforma is enclosed herewith for ready reference.

Copy to: All the Officers of this office.

Director of Municipal Administration

2/4

MOST IMMEDIATE:



Municipal Administration and
Water Supply Department,
Secretariat,
Chennai – 600 009.

Letter No.4/Prl.Secy./MAWS/2010, Dated: 29-07-2010

From

Thiru K.Ashok Vardhan Shetty, I.A.S.,
Principal Secretary to Government,
Municipal Administration & Water Supply Department,
Chennai-9.

To

The Commissioner, Chennai Corporation, Chennai-3.
The DMA, Chepauk, Chennai-5.
The DTP, Kuralagam, Chennai-108.
The MD, CMWSS Board, Chennai-2.
The MD, TWAD, Chennai-5.

Sir,

Sub: Format for monitoring Redressal of public grievances reported in
Newspapers – Regarding

It is proposed to monitor the progress in the redressal of grievances about the alleged poor delivery of civic services appearing in leading English and Tamil newspapers against Corporations, Municipalities, Town Panchayats, Metro water and TWAD. The report need be sent only for those News items communicated by the Principal Secretary by way of entries in Column 2 and 3 of the enclosed format. If the grievances are major and warranting long-term solutions, the same may be indicated in Column 7 of the format. In all other cases, the details of the action taken should be indicated in Columns 4 to 6 of the format; such items should continue to be shown until they are fully redressed.

2. The report must be sent to the Principal Secretary by fax by 3.00 P.M. daily, whenever a report is due.

Yours faithfully,

Principal Secretary to Government

Daily Report on Redressal of Public Grievances

3/A

Name of Department / Agency :

Date:

Sl. No.	Newspaper & Date	Brief description of complaints (with Page No.)	Whether the grievance has been fully redressed? Yes / No	If 'yes', brief description of action taken	If 'No', present stage of the matter & the date by which grievance will be fully redressed	Any other remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1						

sd/-.....
Principal Secretary to Government,
MAWS Department

MODEL

Daily Report on Redressal of Public Grievances

A/A

Name of Department / Agency : DMA

Date: 29.7.2010

Sl. No.	Newspaper & Date	Brief description of complaints (with Page No.)	Whether the grievance has been fully redressed? Yes / No	If 'yes', brief description of action taken	If 'No', present stage of the matter & the date by which grievance will be fully redressed	Any other remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	தினமலர் 29.7.2010	நெல்லைமில் எரிகிறது குப்பை கிடங்கு மூச்சு முட்டும் புகையினால் பெண் பஸி				

sd/-.....

Principal Secretary to Government,
MAWS Department