

COPY OF

H. M. PANDEY, I. A. S.,  
Director of Municipal  
Administration.

Ezhilagam Annexe,  
Chepauk, Madras-600 005.

D.O. Ir. No. 16790/89-OP1, Dated: 7-3-89.

Dear Thiru. Jayaraman,

Sub: Municipal Administration-Regional Directorate of  
Municipal Administration - Effective functioning  
of - Regarding.

.....

During the discussion I had with the Regional Directors regarding the functioning of this Department and other aspects of Municipal Administration, I found that the structure namely this Directorate with functional wings at state level and Regional Directors at the Regional level is good but has not been functionally put to use effectively. At present they are not able to oversee and guide the activities of the Municipalities in their jurisdiction especially in respect of Special Grade Municipalities where the Commissioners are of equal cadre at times with higher seniority. But the administrative structure should be viewed as a machinery for functioning effectively and efficiently with the objective of making the Municipalities to perform better in the provision of civic amenities to the public.

I have had occasions to find that the Regional Directors are reluctant to associate themselves with the administration of Special Grade Municipalities, either in obtaining particulars or combining their activities with that of others. This has only resulted in the Special Grade Municipalities functioning as isolated pockets in the whole administrative hierarchy. I would like to impress on the Senior Municipal Commissioners that the Regional Directors are to function as eyes and ears of this Directorate. Therefore, this Directorate would view the things and examine the Municipal affairs in totality. I request the Selection and Special Grade Commissioners to utilise the services of the Regional Directors in full and co-operate with them by furnishing all the particulars required and by sending all the reports to the Directorate only through the Regional Directors. By this the Regional Directors will be kept informed of the needs and problems of the Selection and Special Grade Municipalities also. Thus this Directorate would receive information and reports from Regional Directors and process them comprehensively. I have also requested the Regional Directors during the discussion to associate themselves with all the activities of the Selection and Special Grade Municipalities also. As a first step towards achieving this objective, the Selection and Special Grade Commissioners may correspond with this Directorate only through the Regional Directors and the Regional Directors in turn should make it a point to make visits to the Selection and Special Grade Municipalities also in their areas, so that they can effectively function as Regional Officers.

...2...

Another important aspect of Municipal Administration I would like to levy emphasis is on hearing public grievances. The Regional Directors should fix up programmes to visit each of the Municipalities in their jurisdiction including Selection and Special Grade Municipalities once in a month to hear public grievances. Their programmes should be notified well in advance and they should sit in the Municipal Office for few hours and receive representations and grievances from the public, sort them out in consultation with the Commissioners and Municipal Chairman and other field Officers. They should be able to guide the Municipal Commissioners properly in solving the problems of the Public and the staff. They should also pass on the information to the Directorate periodically. These programmes of hearing public grievances should be well-planned with advance intimation given to the Municipalities and the Directorate followed by monthly reports over a D.O. letter to the Additional Director of Municipal Administration. This D.O. report should consist of information regarding administrative difficulties in the Municipalities like Water Supply problems implementation of plan Schemes with difficulties experienced therein included all other problems in rendering services such as ~~problem~~ conservancy, sanitation and problems that are highlighted by the Municipal Chairmen.

The receipt of the D.O. letter may be acknowledged atonce.

Yours sincerely,  
Sd/- . . . . .

//true copy//

RF.32/89(2442)

Municipal Office, Palani.  
Dated: 16-3-89.

Copy communicated to Municipal Engineer, Municipal Health Officer, Town Planning Officer and Revenue Officer for necessary action.

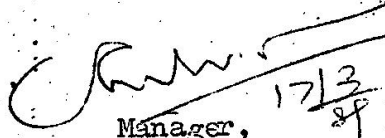
Copy to Manager and Accountant.

Copy to stock file of C1, C2, H1 and H2.

Copy to Commissioner's table.

Sd/- S. Jayaraman,  
Commissioner.

//t.c.b.o.//

  
17/3  
29  
Manager,  
Palani Municipality.

pj/