



Complaint Redressal Process for Citizens in Wai

Assessment and Recommendations

May 2021



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Citizens' charter and model complaint redressal system

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Brief background of Wai Municipal Council, Maharashtra

Wai is a small pilgrim city in Satara district of Maharashtra with a population of around 43,000 (2019).

Wai Municipal Council (WMC) has 12 functional departments such as water supply department, sanitation department, building department, tax department etc. through which they provide various services to their citizens as well as resolves their complaints around these services. WMC with support from Center for Environmental Planning and Technology (CEPT) University has also recently introduced the scheduled septic tank emptying service through which all the septic tanks in the city are emptied at 3 year emptying cycle as per Central Public Health and Environmental Engineering Organisation (CPHEEO) standards. It also has a dedicated Faecal Sludge Treatment Plant (FSTP) to treat all the collected septage. With this, Wai has become India's first city to provide a citywide scheduled septic tank emptying service.

Wai is also one of the 8 global cities under Citywide Inclusive Sanitation (CWIS) programme of the Bill & Melinda Gates Foundation (BMGF).

Need for the study

An efficient and transparent citizen's complaint redressal system (henceforth referred as complaint redressal system) is an important function of an efficient municipal council and a responsibility towards its citizens. While it gives the citizens an opportunity to lodge their complaints and feedback for the services they receive, it is also an important mechanism for the municipal council to evaluate their performance and improvise it. The primary intent of a complaint redressal system is to resolve the complaints. Although, it is equally important that the complaints are resolved in a timely manner, they are trackable and closed loop, monitored appropriately and analyzed regularly.

In 2018, WMC has introduced a scheduled septic tank emptying and treatment services as a part of its Faecal Sludge and Septage Management (FSSM) plan. While institutionalizing this new service, the council also plans to strengthen its existing systems and organization structure for better municipal governance and service delivery systems. Out of the different systems that function within the municipal council, the complaint redressal system is one of the most important. Thus, it is important to assess the existing system in detail and to strengthen it further with appropriate measures.



Scheduled Desludging



Citizen lodging complaint at sanitation department

Objectives of the study

- To understand the contours of good complaint redressal systems through literature review
- To assess complaint redressal process followed at the WMC by different departments, and a detailed assessment of complaint redressal process by the sanitation department.
- To understand the perspective of elected representatives and citizens, especially the women and vulnerable households towards the complaint redressal system of WMC
- To draw observations from these assessments and suggest measures for improvising the current complaint redressal process.

Approach: The study was conducted by assessing the complaint redressal process at WMC through discussions with the WMC officials, elected representatives and citizens



Literature review

A review of literature is done to understand the key components of a citizens' charter and good complaint redressal systems



Understanding the complaint redressal process of different departments and of services of the Sanitation Department through discussions with officials and staff members

Based on the discussions with the officials, the complaint redressal process of different departments and of all the services of sanitation department along with the forms and formats used was analysed.



Understanding the complaint redressal system from the perspective of elected representatives and citizens, especially the women and vulnerable households through surveys and discussions

Surveys and discussions were conducted with the elected representatives and citizens, especially the women, low income and vulnerable households to understand their perspective of the current complaint redressal system and suggestions to improve it further.



Proposed complaint redressal system at WMC

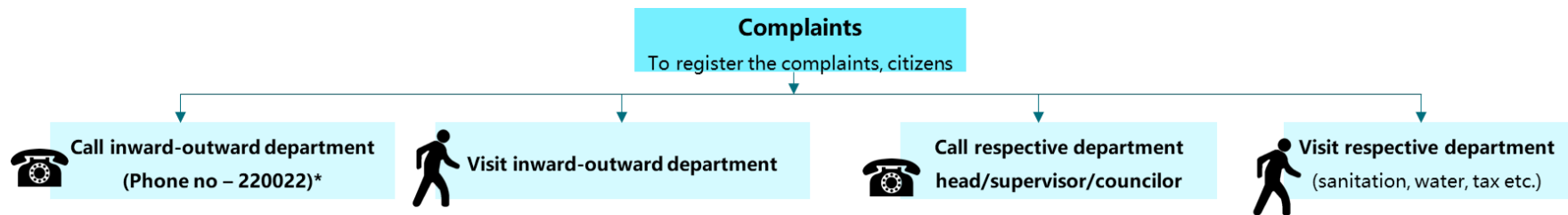
Based on analysis and feedback, improvements to the complaint redressal system have been suggested for the sanitation department at WMC

Citizens' charter in WMC

Before assessing the complaint redressal system of a city, the first step is to know its citizens' charter. In case of Wai, it is found that WMC has a citizens' charter as per the Maharashtra right to public services act, 2015. It is displayed in the foyer of WMC building and can be easily viewed by the citizens. This charter guides the citizens on different aspects of availing the services such as documents required, fees to be paid, contact person, time frame for provision of services, etc. The charter covers various services such as issuing birth, death and marriage certificates, availing water and sewer connections etc., although it does not mention about the complaint redressal process of WMC.

Channels for receiving citizen complaints in WMC

Most of the complaint in WMC are received by sanitation, street light, fire, building, water supply and tax department. The discussion with the department heads revealed that majority of the complaints are received by the sanitation department, mostly related to its drain cleaning and solid waste management related services. Across all the departments, it is found that there are broadly four channels through which the complaints are received:



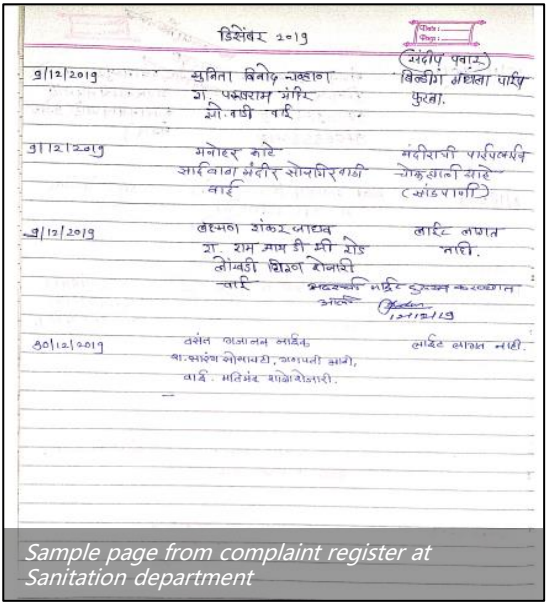
The inward-outward department in WMC forms the first entry point for any kind of document including bills by contractors, government regulations, applications from citizens, complaint applications etc. which needs to be further circulated within the municipal council. All the documents received at the inward-outward department are shared with the chief officer (CO) before distributing them to respective departments. Though this system seems to be an ideal way through which the complaint should be routed, it was found that it is not followed by all the departments for all their complaints. Instead of visiting the inward-outward department, citizens sometime call the respective department head/staff, call the inward-outward department, route the complaint through councillor or visit the respective department directly. Also, there is no dedicated software/system for registering the complaints at the inward-outward department. All the complaints received are entered in the module of MAINet software which also maintains entry of other documents. Thus, further analysis of only complaints becomes difficult. The current role of inward-outward department is also to only route the complaints and other documents department wise. Once the complaints are distributed to each department, the citizens further follow-up with the respective department for the status of the complaint. The MAINet software module is only meant to keep a record of documents coming to WMC and going out. It does not track the status of complaint or inform citizens accordingly.

Complaint redressal process of different departments in WMC

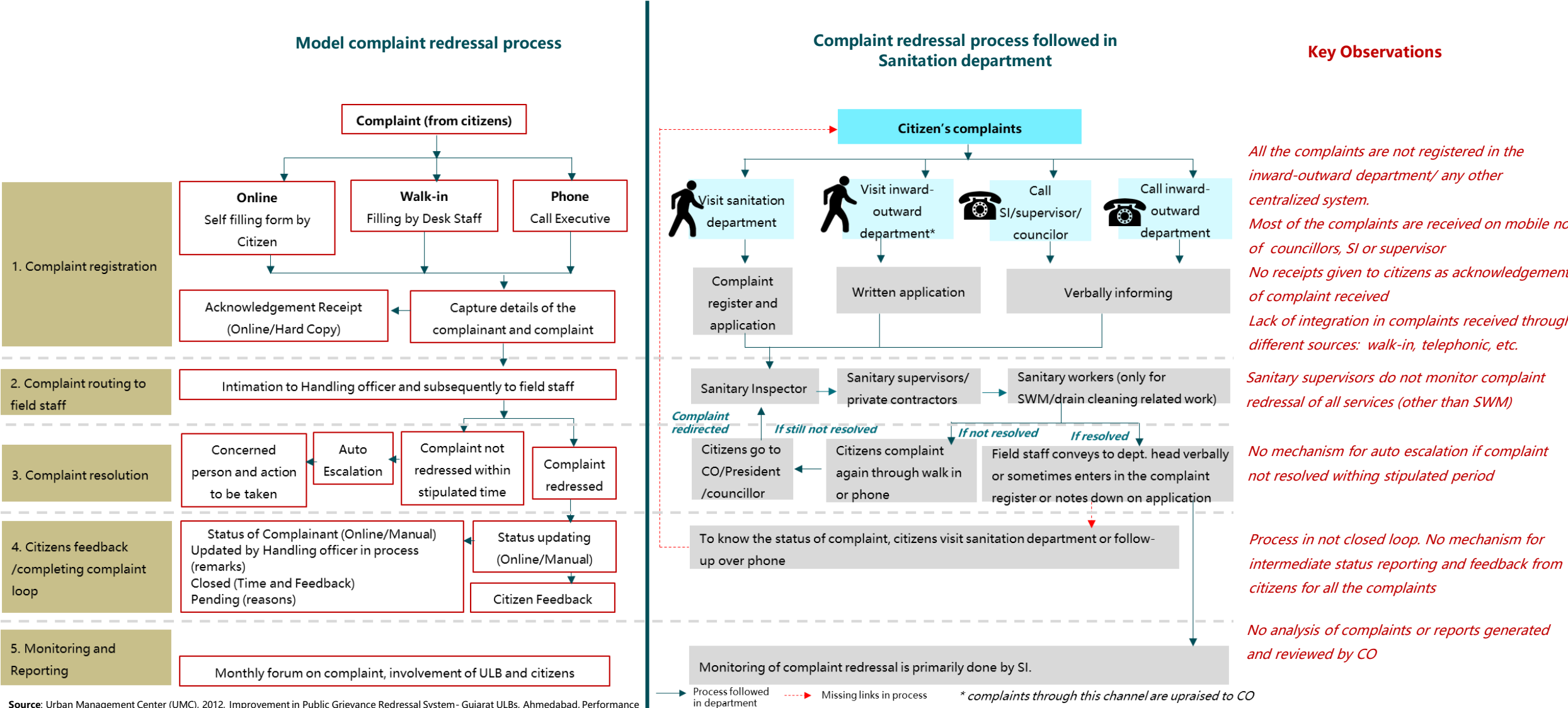
For this study, complaint redressal process of three departments is analysed: a) Sanitation Department, b) Water Supply Department, and c) Buildings Department. Further, a detailed assessment of all the services provided by the sanitation department has been carried out. The process of complaint redressal is analysed across 5 main stages:

| | |
|--|--|
| 1. Complaint registration | Channels for receiving the complaint and medium of complaint registration |
| 2. Complaint routing to field staff | Details of who receives the complaints and routes to whom |
| 3. Complaint resolution | Channels used for reporting when resolved, and modes of escalation when not resolved |
| 4. Citizen feedback /completing complaint loop | Mechanism for tracking the complaints and capturing feedback |
| 5. Monitoring and reporting | Mechanism for monitoring and reporting of complaints resolution process |

During the assessment, it was found that different modes are preferred for registering the complaints at different departments in the WMC. In the Sanitation Department, most complaints are made over phone to the councillors (elected representatives), Sanitary Inspector (SI) or supervisors. In Water Supply Department, most complaints are received on phone (mobile no. of department head and landline no. of inward outward dept). On the other hand, in the Building Department, most of the complaints are received through applications coming from inward department. Sanitation and Building Departments maintain their own complaint register to keep a written record of the complaints. The register is used to keep a record of the walk-in complaints. Although, across all the departments, complaints received over phone are not entered in the complaint register. Thus, there is lack of integration in complaints received through different sources: walk-in, telephonic, etc. The complaints are first checked by the respective department heads and then routed to the field staff. Once resolved, the field staff conveys to the department head verbally or sometimes enters in the complaint register or notes down on the application. However, when the complaint is not resolved in a timely manner, citizens have to follow up again with respective departments. At present, there is no mechanism of auto escalation, checking the intermittent status of complaints or capturing citizens feedback once complaint is resolved. Complaint resolution is primarily monitored by the department heads. The Chief Officer intervenes only when citizens approach her. Currently complaints are neither analyzed periodically nor reviewed regularly.



In the diagram below, the complaint redressal process of sanitation department is compared with the model complaint redressal process. In this, the stage wise comparison shows that sanitation department (like other departments) follows ad hoc process of complaint redressal.



Within the Sanitation Department, a uniform process of complaint registration and redressal is not followed for all the services

The Sanitation Department receives complaints around various services which it provides: drain cleaning, street sweeping, picking up dead animals, door-to-door collection of solid waste, emptying of septic tanks etc. During the study, it was found that a uniform process of complaint registration and redressal is not followed for all the services. Most of the complaints related to solid waste or cleaning of community and public toilets are conveyed to the SI or sanitary supervisor on their mobile phones, many of which are not entered in the complaint register. Record of complaints related to emptying of septic tank emptying outside municipal limit (service provided by WMC's truck) are maintained in the form of fee receipt in MAINet software and separate log books. For complaints related emptying of septic tank within municipal limit (service provided by Sumeet facilities), citizens are asked to submit application and thus, a written record is maintained. The site supervisor of Sumeet facilities also maintains a record of these complaints in their excel based formats. All the complaints are first checked and monitored by the Sanitary Inspector. Sanitary supervisors are involved in an intermediate level of task allocation and on-ground monitoring for complaints related to only SWM. There is no mechanism of auto escalation, checking the intermittent status of complaint or capturing citizens feedback once complaint is resolved at sanitation department. Also, the complaints are not analyzed periodically and reviewed by CO. As compared to other services, the emergency emptying service provided by Sumeet facilities is much more systematic. The use of Sanitab and emptying forms help the process to be closed loop and enables citizens to provide their feedback. Also, the database can help WMC to analyse the service periodically.

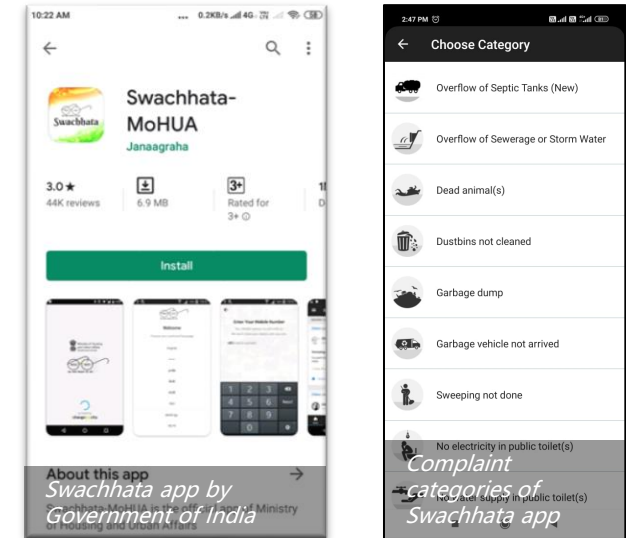
The citizens find the complaint redressal system to be inclusive and up to the satisfaction, although expects it to be more organized

A survey of citizens, especially the women, low income and vulnerable households was conducted in Wai to know their experiences and perspective towards the complaint redressal system of sanitation department of WMC. In this survey, it was found that most of the citizens preferred to call the councillors in order to lodge their complaints. Overall, the citizens whose complaints were resolved were also found to be satisfied with the WMC's service. The system was also found to be inclusive to the women and households from slums and vulnerable areas as they mentioned that their complaints too were lodged and resolved appropriately. Although, the citizens complained that they were never informed of the intermediate status of the complaint when it was being resolved. For few, the complaint was never resolved and they still do not know its status. Thus, the overall suggestion from the citizens was that the system further needs to be more organised, transparent and closed looped.



Swachhata app is another tool for redressing sanitation related complaints, although it is not appropriately implemented in WMC

Swachhata app is an official platform by Government of India which enables citizens to post their civic-related issues. After comparing it to the model complaint redressal system, it was found that Swachhata app follows a systematic process of complaint redressal. The complaint categories available in the app as well covers all type of complaints currently received by the sanitation department. Although, in case of WMC, it is not yet appropriately implemented. The sanitary supervisors and SI at WMC do not have the app. The city coordinator checks the complaints on the website and informs the SI/supervisors over phone. Once the complaints are resolved, the supervisors inform the city coordinator. Accordingly, she updates the status on the website. Also, the Swachhata app is not much used by the citizens. The citizen's survey revealed that around 80% of the surveyed households had android mobile phones but did not have the app. Many of them did not know about the app and had never used it before. Lack of awareness and confidence that the app would resolve their complaints were found to be the key issues in its limited usage by the citizen. Swachhata app if appropriately implemented will make the complaint redressal process more transparent and closed loop. It can as well help WMC to organise and streamline their complaints. In order to institutionalise the Swachhata app and create awareness amongst the citizens, the councillors of WMC also extended their support.



Key suggestions and proposals to improvise the complaint redressal system of Sanitation department

1. WMC can have a charter for complaint redressal process with details such as time period within which the complaint would be resolved, place and person to contact, contact details etc.
2. Since most of the complaints are received by the sanitation department, it is proposed to first streamline the process for sanitation department.
3. As per the study, Swachhata app is found to be an appropriate tool for streamlining the sanitation related complaints.
4. Following are the key suggestions across all the 5 stages for improving the complaint redressal process through Swachhata app:

| | |
|---|--|
| 1. Complaint registration | <ul style="list-style-type: none"> All the in-person/online or telephonic sanitation related complaints received by the councilors, SI or the supervisors should be redirected to the city coordinator whose desk is stationed in the sanitation department. They city coordinator would support the citizens to upload their complaints on the app. |
| 2. Complaint routing to field staff | <ul style="list-style-type: none"> They sanitary supervisors should download the engineer's app and install it in their phones. Once the complaints are routed to them through the app, they should resolve it with the help of sanitary workers and should update the status of the complaints appropriately. They should be involved in monitoring of complaint redressal of all the services along with SWM. |
| 3. Complaint resolution | <ul style="list-style-type: none"> If complaints are not resolved within a stipulated period of time, auto-escalation should be enabled through the app. |
| 4. Citizens feedback /completing complaint loop | <ul style="list-style-type: none"> Once the complaint is resolved, citizens feedback/vote can be captured in the Swachhata app. Citizens can reopen complaint if needed. The sanitary supervisors/city coordinator should update the status of the complaint at every stage on the app. This would send automated push messages to the respective complainant. |
| 5. Monitoring and Reporting | <ul style="list-style-type: none"> CO and SI should regularly monitor the complaint resolution and performance of sanitation department through the Swachhata app dashboard. |

5. Along with streamlining the Swachhata app, WMC also needs to conduct awareness programs amongst the citizens. Councillors can play a major role in this.



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Citizens' Charter and need of complaint redressal system

A **citizens' charter** is a document addressed to the citizens and is aimed at defining standards of services and procedures that a government body offers the citizens.

It represents the commitment of the organization towards standard, quality and time frame of service delivery, complaint redressal system, transparency and accountability.

The Department of Administrative Reforms and Public Grievances under Ministry of Personnel, Public Grievances and Pensions, Government of India coordinated the efforts to formulate and operationalize Citizens' Charters in its efforts to provide more responsive and citizen-friendly governance (<https://www.goicharters.nic.in/>)

Many of the state governments actively participated to this concept by incorporating the charter in their departments and local bodies.

Components of a Citizens' Charter

- Vision and Mission Statement;
- Details of Business transacted by the Organization;
- Details of clients;
- Details of services provided to each client group;
- **Details of grievance redressal mechanism and how to access it; and**
- Expectations from the clients.

Six principles of a Citizens' Charter

- Published Standards;
- Openness and Information;
- Choice and Consultation;
- Courtesy and Helpfulness;
- Redress when things go wrong;
- Value for money;

The elements of a good charter

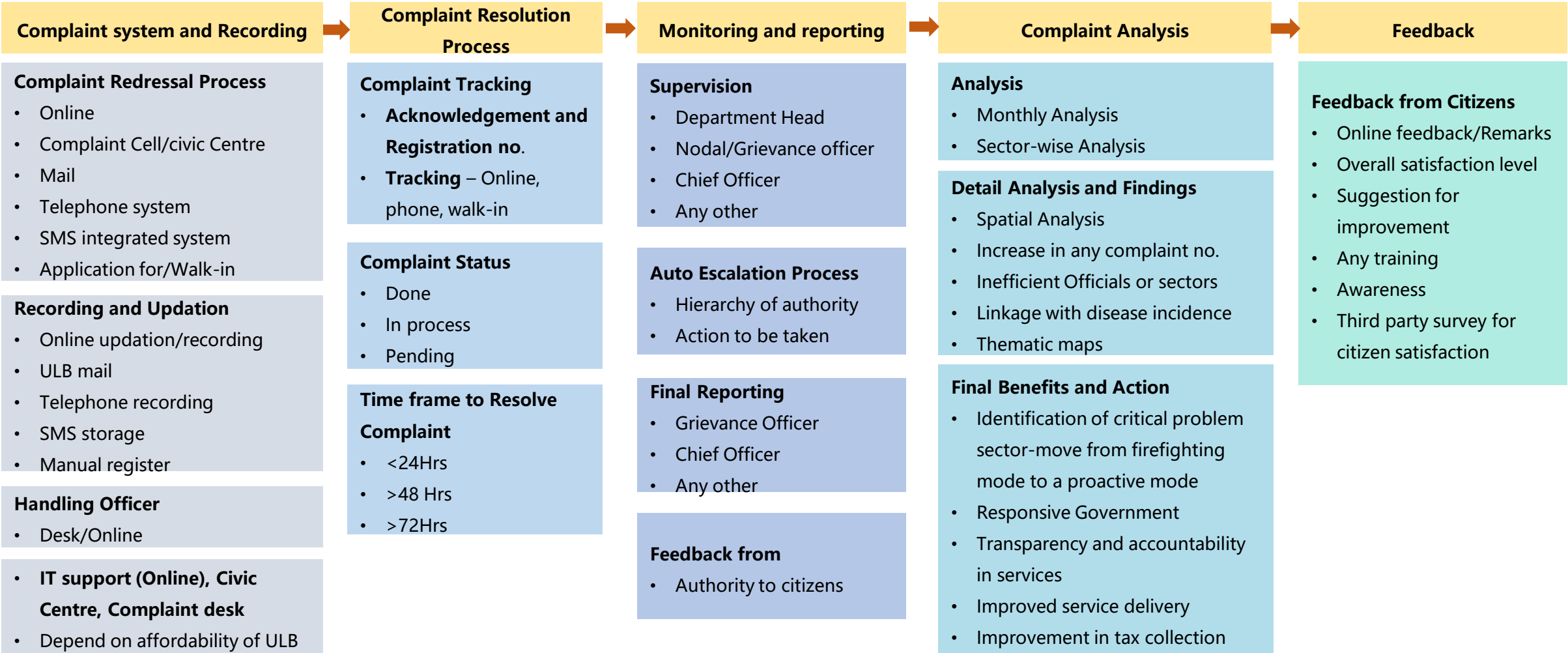
- Focus on Customer Requirements;
- Simple Language;
- Service standards;
- Effective Remedies
- Training;
- Delegation;
- Feedback Mechanism;
- Close Monitoring;
- Periodic Review

Presence of a detailed citizen's complaint redressal system is one of the important components of the citizens' charter

Source: Ministry of Personnel, Public Grievances and Pensions, Citizens Charters – Handbook, New Delhi, Retrieved at: <https://darpg.gov.in/citizens-charters-handbook>

Framework for Efficient Complaints Management System

Following is framework with 5 key stages of complaint redressal for an efficient complaint management system suggested by Urban Management Centre (UMC) under the PAS project:

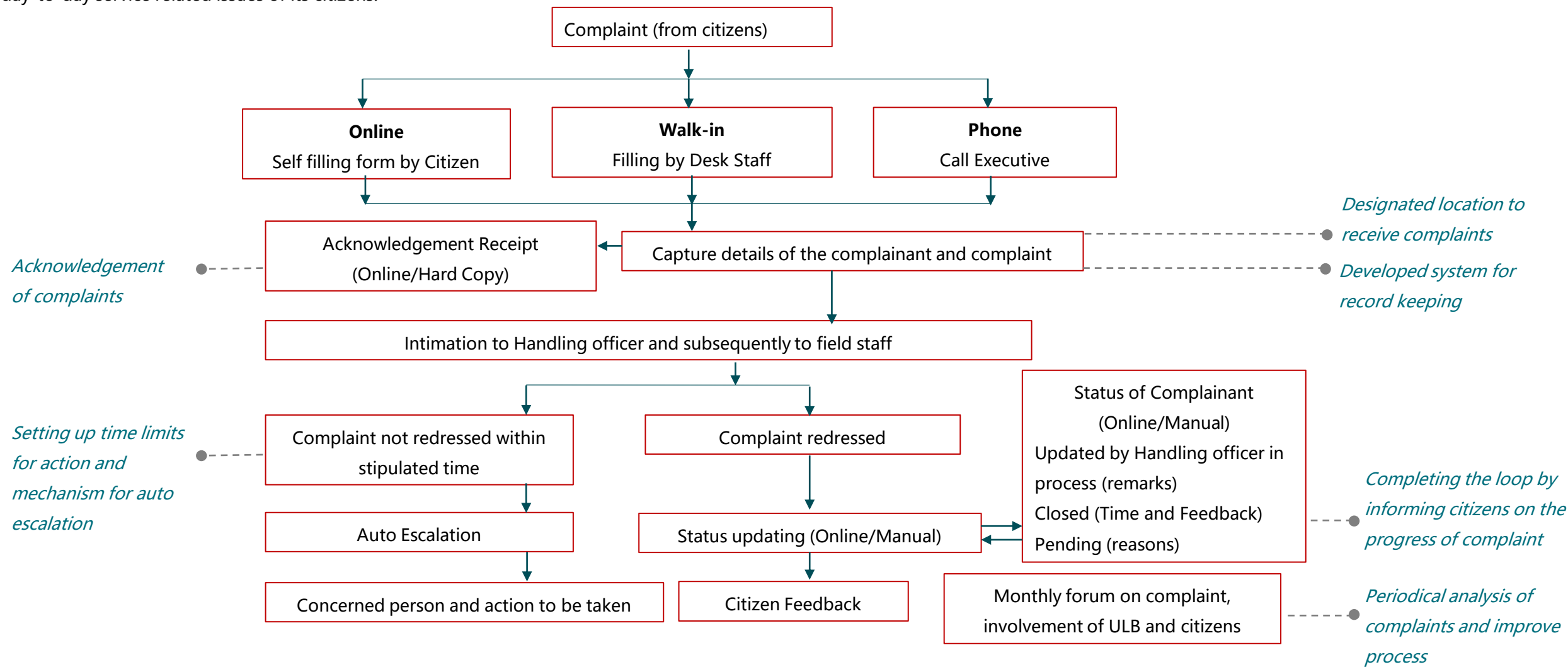


Without a good complaint redressal system, Citizen’s charter has no effect. Thus, departments should establish highly credible and responsive complaints procedures and redressal systems.

Source: Urban Management Center (UMC), 2012, Improvement in Public Grievance Redressal System- Gujarat ULBs, Ahmedabad, Performance Assessment Systems (PAS), Retrieved at: https://pas.org.in/Portal/document/PIP%20Application/Public%20Grievance%20Redressal%20System_UMC%20Final.pdf

Detailed complaint registration and redressal process

Below is the step wise model complaint registration and redressal process suggested by Urban Management Centre (UMC) under the PAS project for urban local bodies to resolve the day-to-day service related issues of its citizens:



Source: Urban Management Center (UMC), 2012, Improvement in Public Grievance Redressal System- Gujarat ULBs, Ahmedabad, Performance Assessment Systems (PAS), Retrieved at: https://pas.org.in/Portal/document/PIP%20Application/Public%20Grievance%20Redressal%20System_UMC%20Final.pdf



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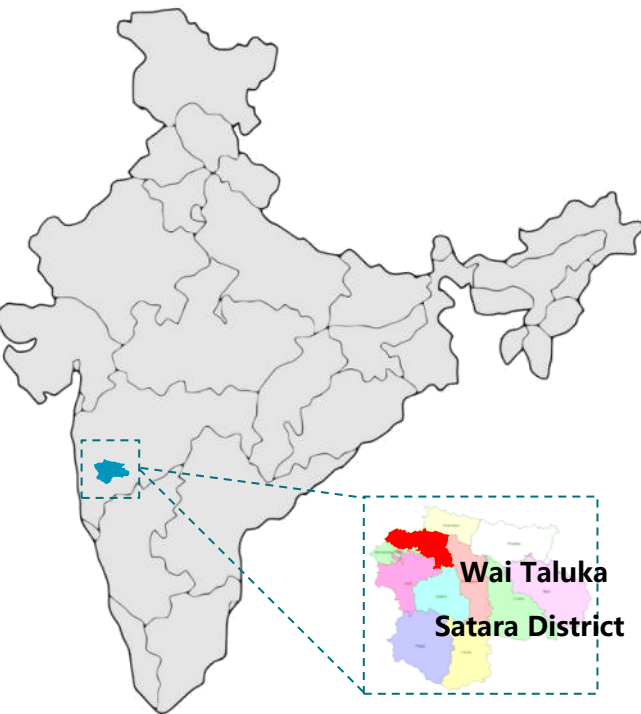
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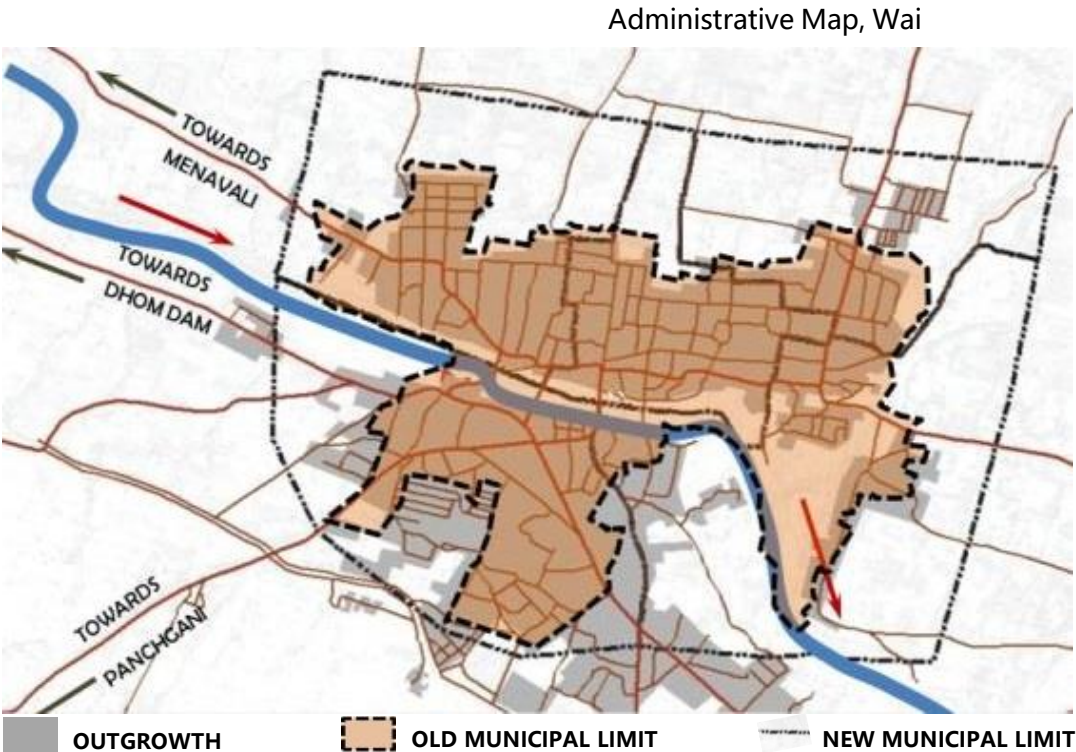
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Introduction to Wai



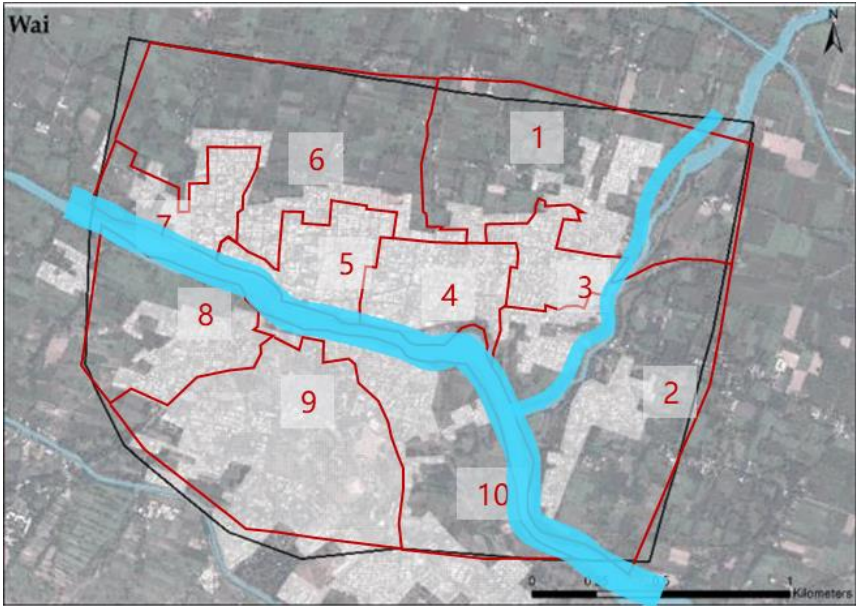
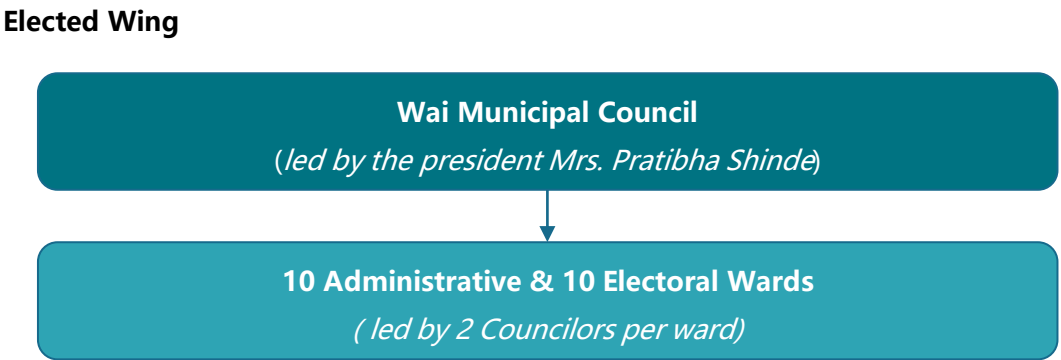
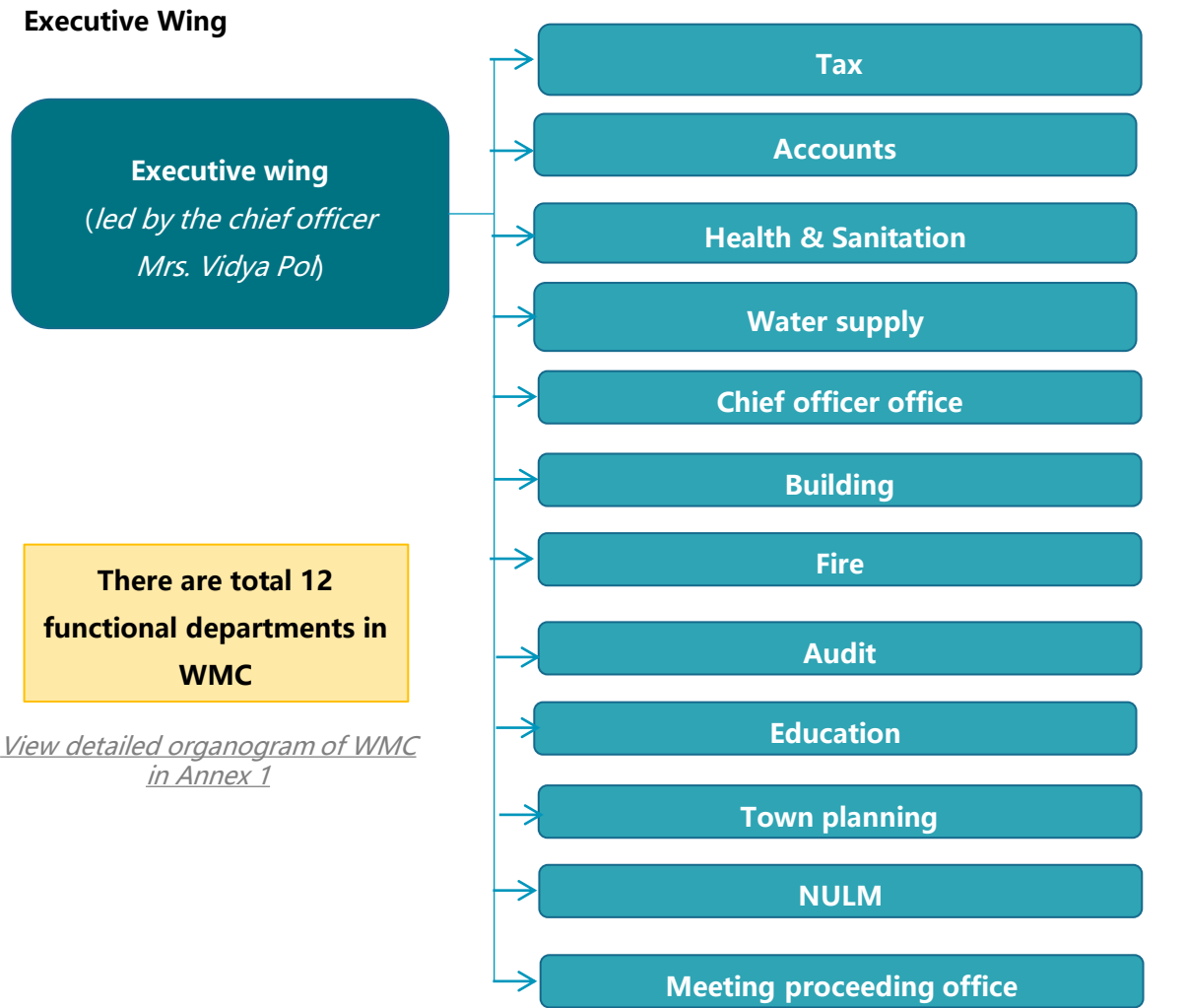
| C Class Municipal Council | |
|---------------------------|---|
| District | Satara |
| Location | 95km south of Pune; 35km from Satara |
| Area | 3.54 sqkm |
| Population (2019) | 43000 |
| Households | 8991 |
| Literacy Rate | 81% |
| Slum population | 4% |
| Prabhags | 10 |



- Wai is class C town in Maharashtra, known for its Ghats on the banks of River Krishna and around 250 temples.
- It is a holy pilgrimage town and an old Buddhist settlement



Wai is governed by the elected municipal council which is aided in its day-to-day operations by the executive wing



□ The executive wing is the bureaucratic arm, led by Chief Officer (CO).

□ The elected wing consists of elected officials called nagarsevaks/councillors, led by the Council President. Each ward elects 2 municipal councillors.

WMC's citizens' charter (as per the Maharashtra right to public services act, 2015) shares the details of the services it provides to the citizens, although there is no mention about the complaint redressal system

| महाराष्ट्र लोकसेवा हक्क अध्यादेश-२०१५ कलम-३ अन्वये वाई नगरपरिषदेने जाहीर करावयाचा लोकसेवेचा तपशील | | | | | | | | | | | |
|--|--|--|---|-----------------|---|----------------------|------------------------|---------|--------------------------|--|--|
| अ. क्र. | लोकसेवांची सुची | आवश्यक कागदपत्रे | फी | नियतकाल मर्यादा | पदाधिकारी अधिकारी | प्रथम अपिलीय अधिकारी | द्वितीय अपिलीय अधिकारी | अ. क्र. | लोकसेवांची सुची | आवश्यक कागदपत्रे | फी |
| १ | जन्म प्रमाणपत्र देणे | विहित नमुन्यातील अर्ज | १) दाखला फी रु.२०/- २) २१ दिवसांनंतर विलंब आकार रु.५/- ३) एक वर्षांनंतर विलंब आकार रु.१०/- | ३ दिवस | जन्म व मृत्यु नोंदणी अधिनियम-१९६९ अन्वये प्राधिकृत अधिकारी (संबंधित विभाग प्रमुख) | कार्यालयीन अधिकारी | मुख्याधिकारी | २ | मृत्यु प्रमाणपत्र देणे | विहित नमुन्यातील अर्ज | १) दाखला फी रु.२०/- २) २१ दिवसांनंतर विलंब आकार रु.५/- ३) एक वर्षांनंतर विलंब आकार रु.१०/- |
| ३ | विवाह नोंदणी प्रमाणपत्र देणे | १.विहित नमुन्यातील अर्ज २.कार्यालयाच्या पुरावा ३.वयाचा पुरावा ४.विवाहपत्राची प्रत ५.मोदीदाराचे स्वयंपोषणापत्र ६.१० दिवसांनंतर नोंदणी असल्यास स्वयंपोषणापत्र | १) विवाहापरान्त १० दिवसा पर्यंत नोंदणी फी रु.५०/- २) विवाहापरान्त एक वर्षापर्यंत रु.१००/- ३) एक वर्षांनंतर रु.२००/- ४) एक वर्षांनंतर विलंब आकार फी रु.५०/- | ३ दिवस | विवाह नोंदणी अधिनियम-१९६९ अन्वये प्राधिकृत अधिकारी (संबंधित विभाग प्रमुख) | | | ४ | मातृत्व लाभ कर उतरा देणे | विहित नमुन्यातील अर्ज | उतरा फी रु.१००/- प्रती |
| ५ | अकबाकी नसल्याचा दाखला देणे | विहित नमुन्यातील अर्ज | दाखला फी रु.२००/- | ३ दिवस | संबंधित विभाग प्रमुख | कार्यालयीन अधिकारी | मुख्याधिकारी | ६ | भाग नकाशा देणे | १.विहित नमुन्यातील अर्ज २.७/१२ उतरा/मिटी मध्ये उतरा ३.मोजणी नकाशा/मिटी सहई नकाशा | भाग नकाशा फी रु.२००/- |
| ६ | अनुसूचित जातीच्या आवासीय मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे | १.विहित नमुन्यातील अर्ज २.वकबाकी नसल्याचा दाखला ३.दस्तावेजाची प्रत (खरेदीद्वारा/वकीलपत्र/वाटणी पत्र व इतर) | मालमत्ता हस्तांतरण नोंद फी रु.५००/- | १५ दिवस | संबंधित विभाग प्रमुख | कार्यालयीन अधिकारी | मुख्याधिकारी | ७ | मोर्गटा प्रमाणपत्र देणे | १.विहित नमुन्यातील अर्ज २.७/१२ उतरा/मिटी मध्ये उतरा ३.मोजणी नकाशा/मिटी सहई नकाशा | मोर्गटा प्रमाणपत्र फी रु.२००/- |
| | | | | | | | | ८ | मोर्गटा प्रमाणपत्र देणे | १.विहित नमुन्यातील अर्ज २.७/१२ उतरा/मिटी मध्ये उतरा ३.मोजणी नकाशा/मिटी सहई नकाशा | मोर्गटा प्रमाणपत्र फी रु.२००/- |
| | | | | | | | | ९ | मोर्गटा प्रमाणपत्र देणे | १.विहित नमुन्यातील अर्ज २.७/१२ उतरा/मिटी मध्ये उतरा ३.मोजणी नकाशा/मिटी सहई नकाशा | मोर्गटा प्रमाणपत्र फी रु.२००/- |
| | | | | | | | | १० | मोर्गटा प्रमाणपत्र देणे | १.विहित नमुन्यातील अर्ज २.७/१२ उतरा/मिटी मध्ये उतरा ३.मोजणी नकाशा/मिटी सहई नकाशा | मोर्गटा प्रमाणपत्र फी रु.२००/- |
| | | | | | | | | ११ | मोर्गटा प्रमाणपत्र देणे | १.विहित नमुन्यातील अर्ज २.७/१२ उतरा/मिटी मध्ये उतरा ३.मोजणी नकाशा/मिटी सहई नकाशा | मोर्गटा प्रमाणपत्र फी रु.२००/- |

वाई नगरपरिषद, वाई.

View the translated citizens charter in Annex 2

- WMC has a citizens' charter as per the Maharashtra right to public services act, 2015
- It is displayed in the foyer of WMC's building and can be easily viewed by the citizens
- The citizens' charter guides on different aspects of availing the service such as documents required, fees to be paid, contact person, time frame for provision of services, etc.
- The charter covers various services such as issuing birth, death and marriage certificates, availing water and sewer connections etc., although it does not mention about the complaint redressal process of WMC.

Type of complaints received by various departments of WMC

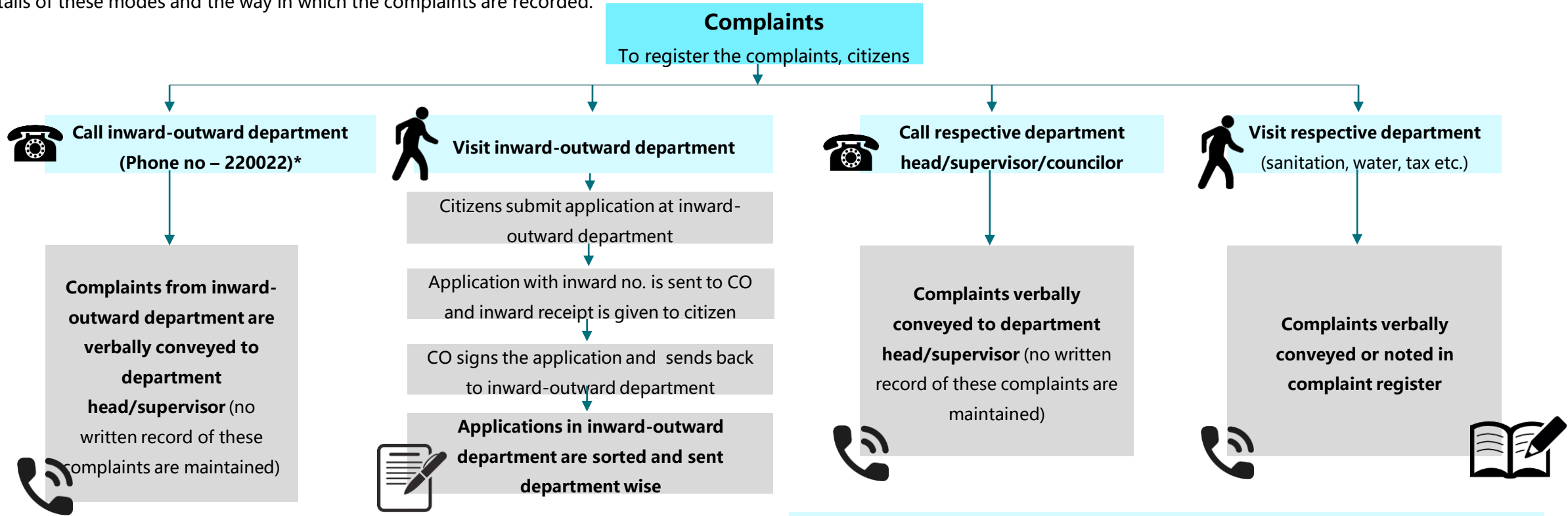
Below is the representative list of the type of complaints received by various departments in WMC. The list is made after discussion with heads and staff members of respective departments. As per the discussions, it was found that **sanitation department receives the highest number of complaints** of all the departments since it provides most of the day-to-day public services.

| Sanitation department | | Street light department | Fire department | Building department | Water supply department | Tax department |
|---|--------------------------------------|---|---|--|-------------------------|--------------------------------------|
| Sewerage and Drainage | Solid Waste Management | Street light | Firefighting services | Building works | Water Supply | Tax |
| Blockage/overflow of drains/drains not cleaned | Street/public places sweeping issues | Non-functional street light | Fire on property to be extinguished | Encroachment in property | Infrequent water supply | Complaints regarding increase in tax |
| Unclean community/public toilets | No door-to-door collection | Exposed electrical wire of street light | Big branches of the tree to be cut down due to potential hazard | Unauthorised/illegal construction | Damaged water pipelines | Mistakes in tax receipt (spelling |
| Waterlogging | Public littering | Insufficient lighting | | Potholes/damaged roads | Polluted water supply | Property tax bill not received |
| Overflowing/filled septic tanks | Cattle nuisance | Damaged streetlight pole causing potential hazard | | Repair/construction of drains | | |
| Septic tank emptying truck not visiting on time | Removal of dead animals | Irregular operations of street light | | Repair of superstructure/septic tank of community/public toilets | | |

Most common type of complaint received in the department

Wai Municipal Council has multiple channels for registration of complaint for its departments

WMC receives complaints through different modes such as – over phones, in person visits by complainant to respective department or inward-outward department etc. Below are the details of these modes and the way in which the complaints are recorded.



- No centralized complaint redressal system/dedicated center for registering complaints of all departments
- Due to multiple channels for registration of complaint, it is difficult to get the aggregated data of all the complaints and its resolution status
- Once the complaints are registered in different department, each of them follow their own methods of redressing it.

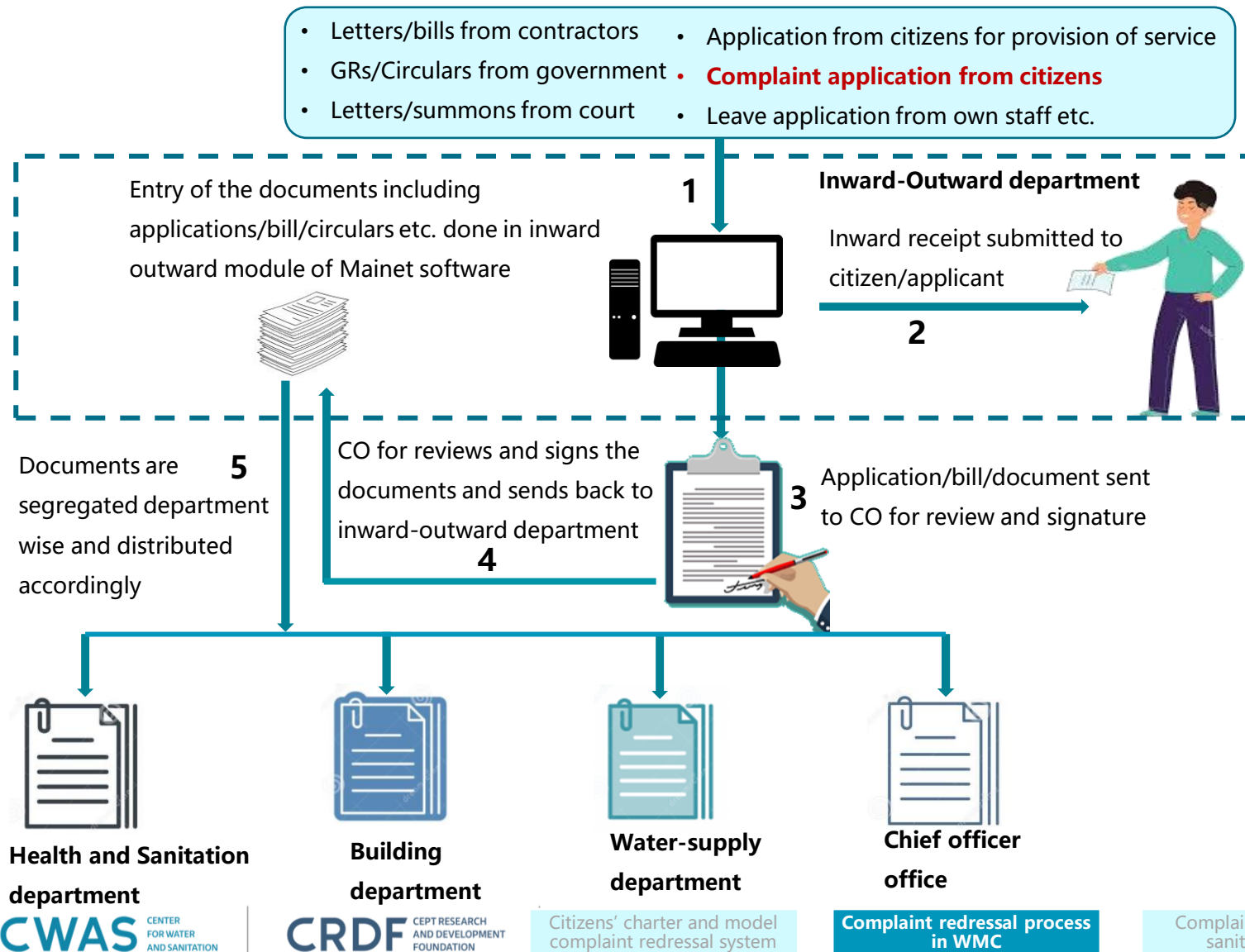
** WMC also has a toll free no. (18002332214), although it is not much known to the citizens and used*

Different channels for complaint registrations are preferred by different department:

| Department | Common mode of receiving complaint |
|--------------|--|
| Sanitation | Call to councillors, SI and Supervisors (on personal mobile no.) |
| Tax | Complainants visit tax department directly |
| Water supply | Call to department head or on landline in inward-outward dept. |
| Building | Visit inward-outward department |

In inward-outward department, complaints along with other received documents are entered in the same module of Mainet

In order to understand how the complaints are processed at the inward-outward department, a detailed discussion was carried out with the official working at the department and the overall functioning of the department was mapped as follows:



Window

ORACLE

आवक

MAINET

FUN/LETTER

Transaction

Inward Letter

User : श्रीमती. सुभाषी शिंदे

Help

Version

Add

Edit

Save

Clear

Delete

Search

Query

List

Print

Exit

Inward Letter

नोटणी क्र.

नोटणी दिनांक

पाठविण-याचा वर्ग (मुद्रण)

नगरपालिका

पाठविण-याचा वर्ग (उप)

फोनरूबर

पत्राचा प्रकार

सामान्य पत्र

पत्राचा वर्ग

विल

संदर्भ क्र.

.....

संदर्भ दिनांक

14-09-2020

कोषाफडून

श्री. साई सजायवर्त, वाई

पत्ता

स. नं. 19 सोनईराम अपार्टमेंट वि, वाडी वाई

विषय

सोबत जोडलेले

पत्राची वर्गवारी

पत्रव्यवहाराची फ़दत

विभागाला चिट्ठा/किनाकरी

Select

CC

विभागाला प्रकार

Select

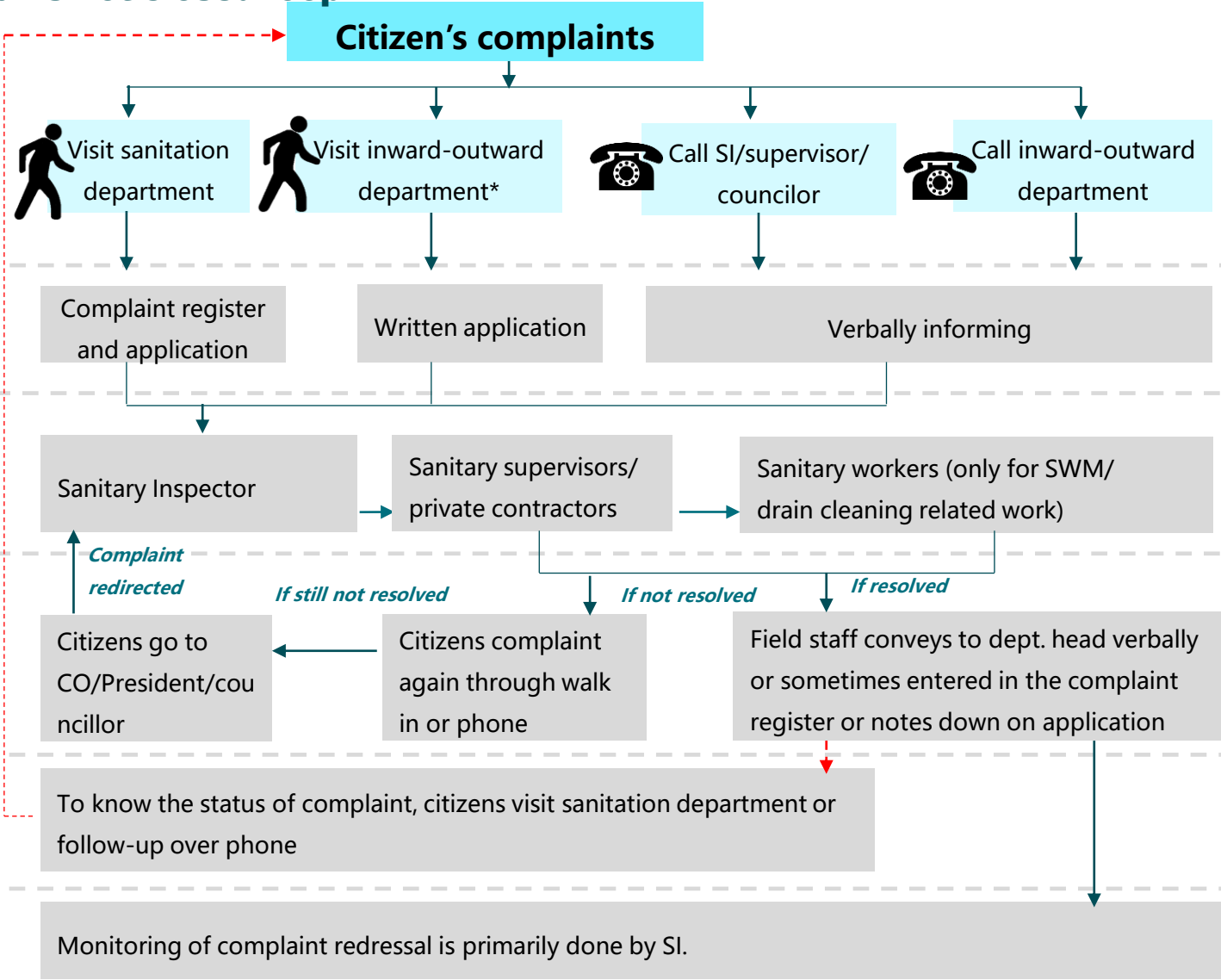
वर्ग-वर्ग

सारांश
 Record 14

- Complaints along with details of other documents are entered in the same module of Mainet. Thus, further analysis of only complaints becomes difficult.
- Role of Inward-Outward department is to only route the complaints and other documents department wise.
- Once the complaints are distributed to each department, the citizens further follows-up with the respective department for the status of the complaint.
- This module is only meant to keep a record of documents coming to WMC and going out. It does not track the status of complaint or inform citizens accordingly.

1. Sanitation department: This department receives highest number of the complaints, although most of them are received over phone and record of which is not maintained. Also, there is no mechanism for auto escalation and process of complaint redressal is not closed loop.

Sanitation department



Key Observations

- All the complaints are not registered in the inward-outward department/ any other centralized system.
- Most of the complaints are received on mobile no. of councillors, SI or supervisor
- No receipts given to citizens as acknowledgement of complaint received
- Lack of integration in complaints received through different sources: walk-in, telephonic, etc.
- Sanitary supervisor do not monitor complaint redressal of all services (other than SWM)
- No mechanism for auto escalation if complaint not resolved within stipulated period
- Process is not closed loop. No mechanism for intermediate status reporting and feedback from citizens for all the complaints
- No analysis of complaints or reports generated and reviewed by CO

2. Water supply department: Most of them are received over phone and there is no complaint register at the department level. Also, there is no mechanism for auto escalation and process of complaint redressal is not closed loop.

Key Observations

All the complaints are not registered in the inward-outward department/ any other centralized system.

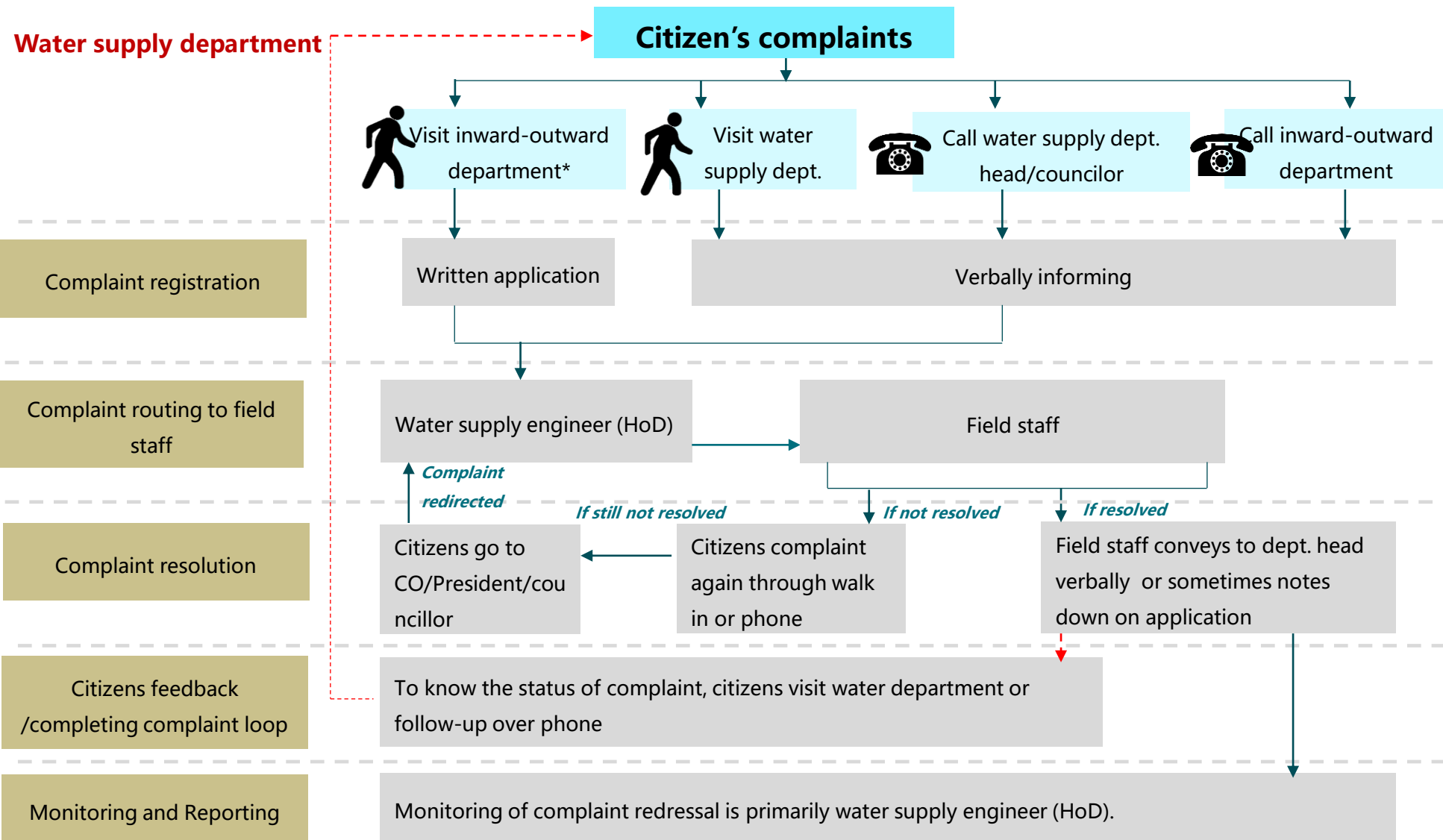
Most of the complaints are received on mobile no. of department head and landline no. of inward outward dept.

Complaint register not maintained. Lack of integration in complaints received through different sources: walk-in, telephonic, etc.

No mechanism for auto escalation if complaint not resolved withing stipulated period

No mechanism to monitor the status of complaint by citizens or record their feedback

No analysis of complaints or reports generated and reviewed by CO



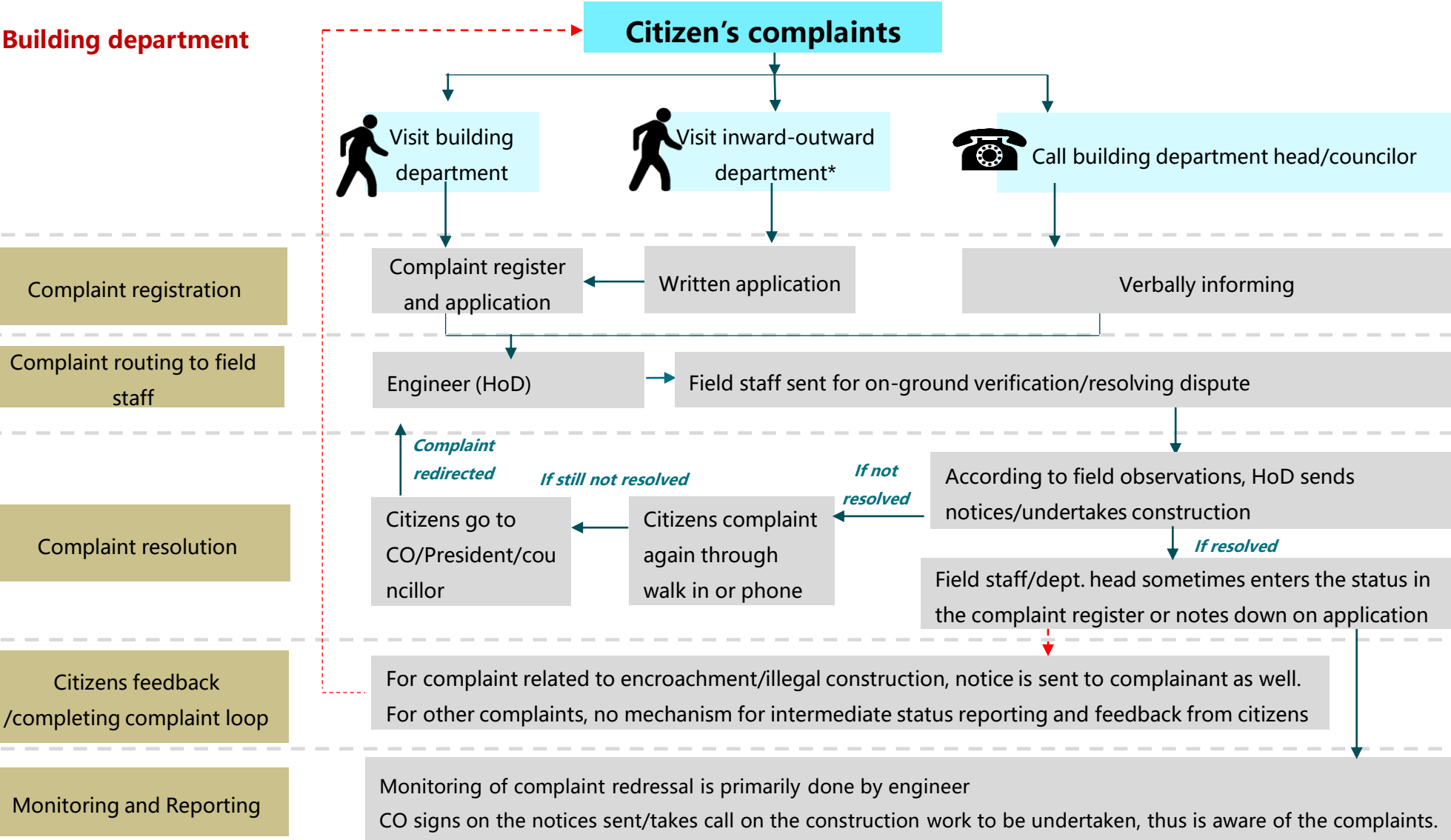
→ Process followed in department

--> Missing links in process

* complaints through this channel are upraised to CO

3. Building Department: Written record of most of the complaints is maintained and reviewed by the CO as it involves sending notices and tendering for construction works. Also, there is no mechanism for auto escalation and complaint redressal of all the complaints is not closed loop.

Building department



Key Observations

- All the complaints are not registered in the inward-outward department/ any other centralized system
- Although, most of the complaints are received through applications in inward department
- Complaints verbally conveyed are not entered in the register.
- No mechanism for auto escalation if complaint not resolved within stipulated period
- No mechanism to monitor the status of complaint by citizens or record their feedback
- No analysis of complaints or reports generated and reviewed by CO



Contents

Summary

1

Citizens' charter and model complaint redressal system

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Complaint redressal process in WMC

3

Complaint redressal process of different services provided by the Sanitation department

4

Key observations and proposals

Annex

Sanitation department addresses complaints for its various services through own staff or private contractor

After briefly understanding the overall process of complaint redressal for all departments, a detailed assessment on how the complaints are redressed at sanitation department was conducted. Qualitative interviews were held with WMC officials and private contractors to understand processes, staff members involved and their responsibilities, forms and formats used in the process etc.

Following is the list of services provided by sanitation department, the nature of complaints received around these services and the forms and formats used for the same.

| | Services | Nature of complaints/emergency requests received | Forms and formats commonly used for complaint registration |
|---|--|---|--|
| Service provided by own staff of sanitation department and partially through contract | | | |
| 1 | Drain cleaning, Street sweeping, Picking up dead animals | Blockage/overflow of drains, Waterlogging, Street/public places sweeping issues, Public littering, Cattle nuisance, Removal of dead animals | Complaint register at Sanitation department |
| 2 | Emptying of septic tanks by WMC's truck | Overflowing/filled septic tanks | MAINet software and Log book |
| Services provided through private operator/contractor | | | |
| 3 | Door – to – door collection of solid waste | No door-to-door collection, vehicle not visiting on time, etc. | Complaint register at Sanitation department |
| 4 | Cleaning and maintenance of CTs and PTs | Unclean CT/PTs, broken doors, taps, seats etc. | Complaint register at Sanitation department |
| 5 | Emptying of Septic tanks of all properties | Overflowing/filled septic tanks, Septic tank emptying truck not visiting on time | Sanitab and emptying forms |

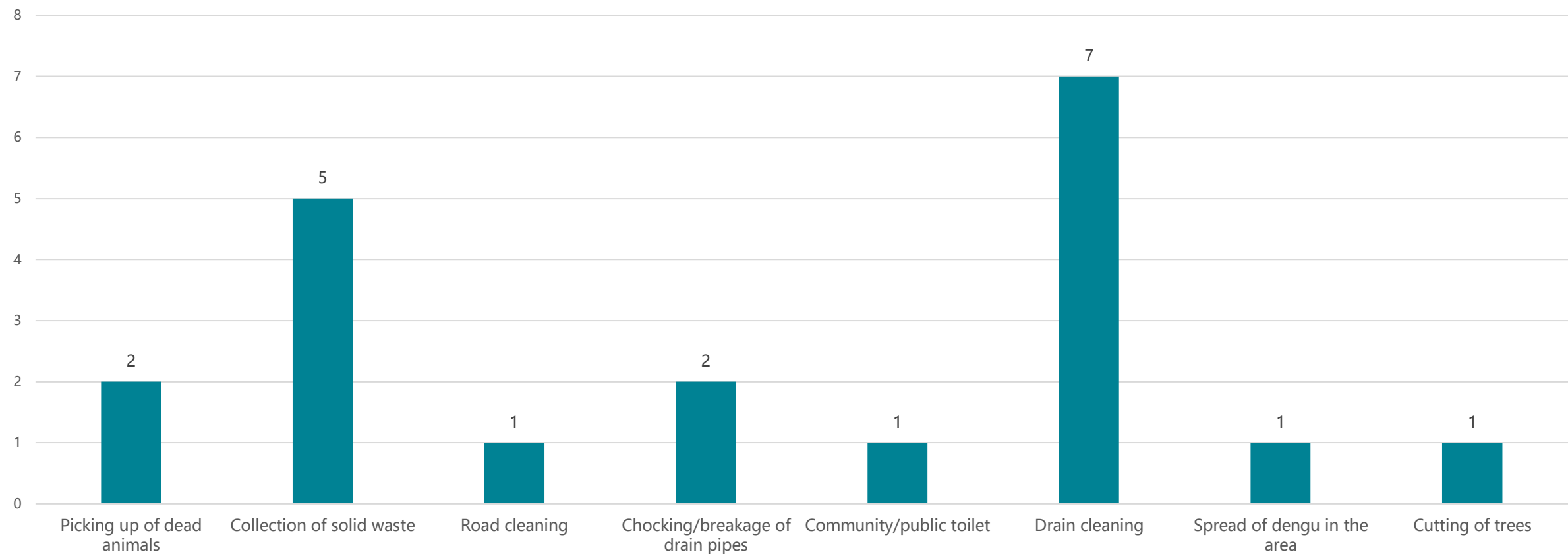


Services provided by sanitation department

Sanitation department receives most of the complaints related to drain cleaning and collection of solid waste

In order to understand the type and frequency of complaints received at the sanitation department, the complaint register was checked for a period of last 6 months.

Complaints noted in complaint register of Sanitation department (Oct'19 to March'20)

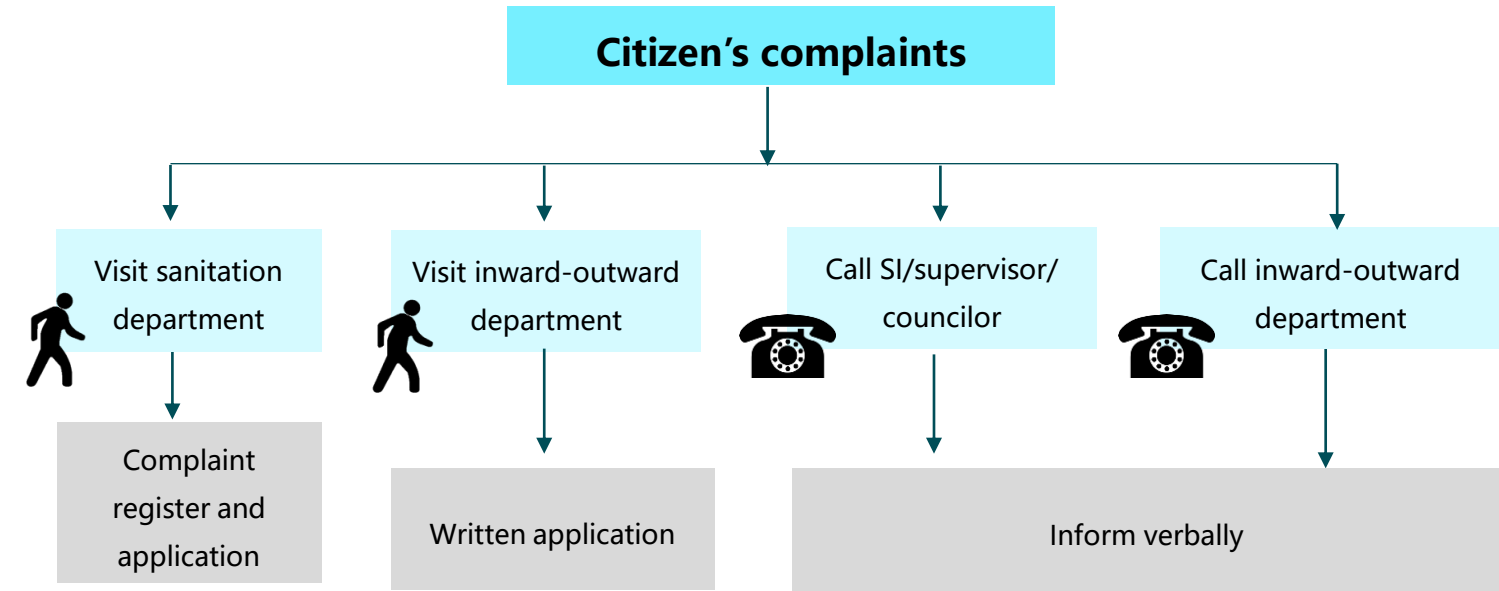


Source : Complaint register of Sanitation department

Most common type of complaint received are related to drain cleaning and collection of solid waste

Although, in comparison to the model complaint redressal process, it follows an ad hoc process of complaint registration...

The sanitation department receives complaints through different modes, such as – over phones, in person visits by complainant to sanitation or inward-outward department etc. All these complaints are then registered in different modes. This system was then compared with the model complaint redressal process of UMC which suggests integration of complaint received through different modes



- The department receives most complaints by phone. The citizens mostly call the SI or sanitary supervisor on their mobile phones. These are not entered in the complaint register.
- Based on discussions, it is estimated that there are around 40-45 complaints each month. However, only 3-4 complaints are noted in the complaint register

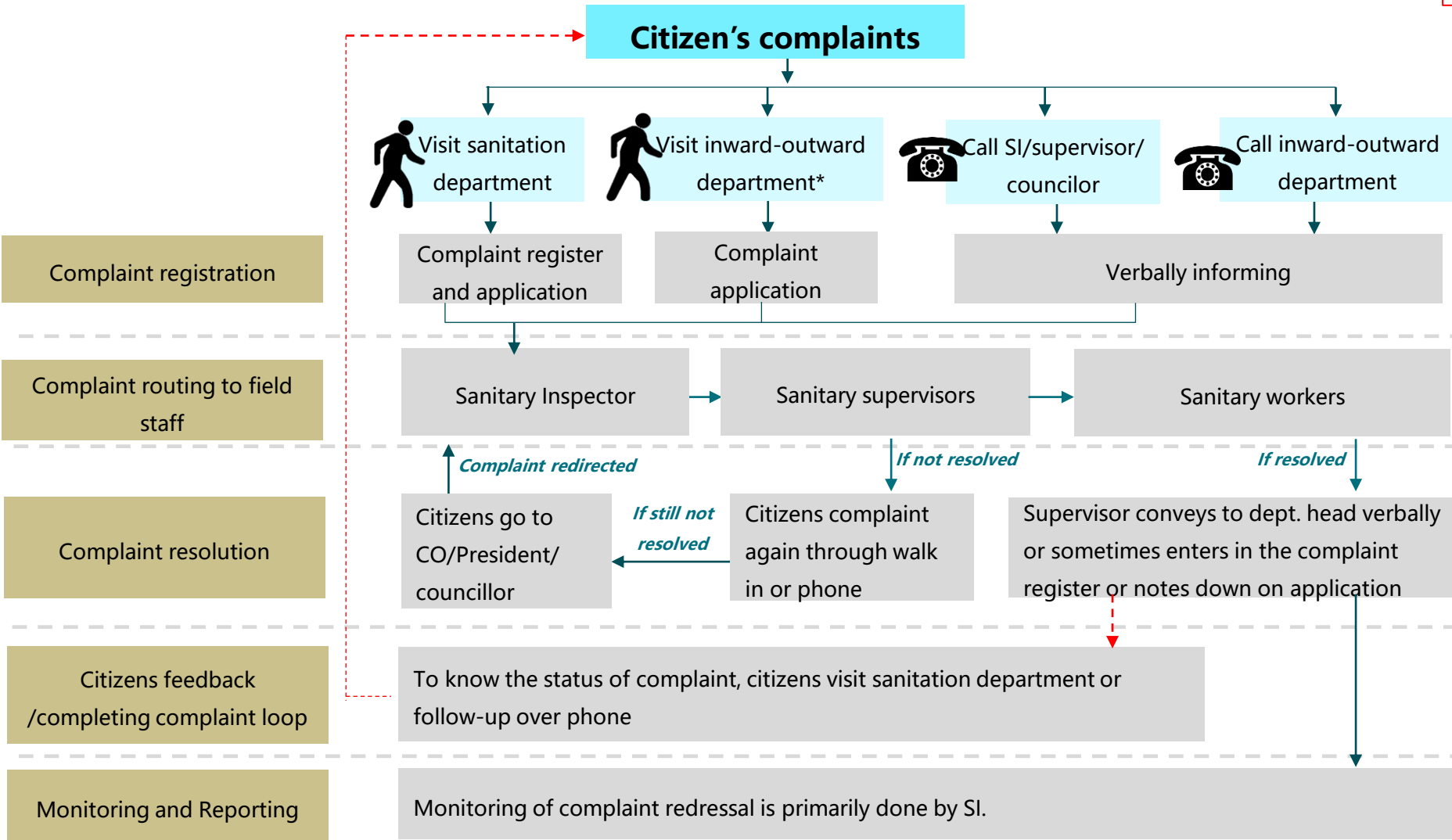
| Complaint register of WMC | | |
|---------------------------|---|---|
| डिसेंबर २०१९ | | |
| ३/१२/२०१९ | सुनिता विनीत नख्वाडा ज. पं. पुराम गंगर मो. वडी वडी | मंदीप पवार बिळीम मछला पारि पुरवा. |
| ३/१२/२०१९ | मनोहर काटे सावित्री मंदीर सोमभिरवाडी वडी | मंदीराजी पारिपक्षी मो. काली साहे (सांडवाणी) |
| ३/१२/२०१९ | लेखना शंकर जाधव श. राम मय मी मी रोड लोवडी शिवाजी रोड वडी | लारि मणत नशि. |
| ३०/१२/२०१९ | तसेल राजानन मंडीक वा. काशेरा सोमवाडी, जयपती कावी, वडी. मतिमंद मणोरवारी. | लारि मणत नशि. |

A page from the complaint register for the month of December 2019 showing 4 registered complaint. Although, the department receives an estimated 40-45 complaints per month on an average

1. Service of drain cleaning, street sweeping, picking up of dead animals: Most of the complaints are received for these services, although written record of all the complaints is not maintained. On ground resolution of these complaints is monitored by the sanitary supervisors.

1. Service of drain cleaning, street sweeping, picking up of dead animals

Avg. time taken to redress the complaint : 1 day



Key Observations

- Lack of integration in complaints received through different sources : walk-in, telephonic, etc.
- All the complaints are not entered in the WMC's complaint register
- No receipts given to citizens as acknowledgement of complaint received
- Sanitary supervisor monitors the on-ground resolution of complaints
- No mechanism for auto escalation if complaint is not resolved within stipulated period
- Sanitary supervisor does not sign in the complaint register every time the complaint is redressed
- Process is not closed loop. No mechanism for intermediate status reporting and feedback from citizens for all the complaints
- No regular reports/records of redressed complaints reviewed by CO

Below is the format of complaint application submitted by the complainant as well as the register maintained at sanitation department. While reviewing the register, it was found that mostly complaints related to drain cleaning, street sweeping, picking up of dead animals, CT/PT cleaning are noted in the register.

[illegible]

Applications is generally signed by Office Superintendent instead of CO

| | | |
|------------|---|--|
| 10/10/2019 | अग्नि शांतीनाम योजवान १५१ धर्मपुरी पेठ वार्ड लोकीन नवरेटरी, धर्माग्रहावास | कुत्रे मेलेले आहे. |
| 14/10/2019 | विष्णु कृष्णा कदम श. फुलेनगर, वार्ड | कुत्रे चाबलेले आहे. कुर्याचा वेधोस्त करणे |
| 18/10/2019 | नानेश्वर शामराव झाडगे (राजेंद्र मेडिकल वार्ड) ब्राम्हणशही वार्ड | शरामयली वाण काढत नही कचरा गणी थांबत आहे नही. |

Register is not every time signed after the complaint is redressed

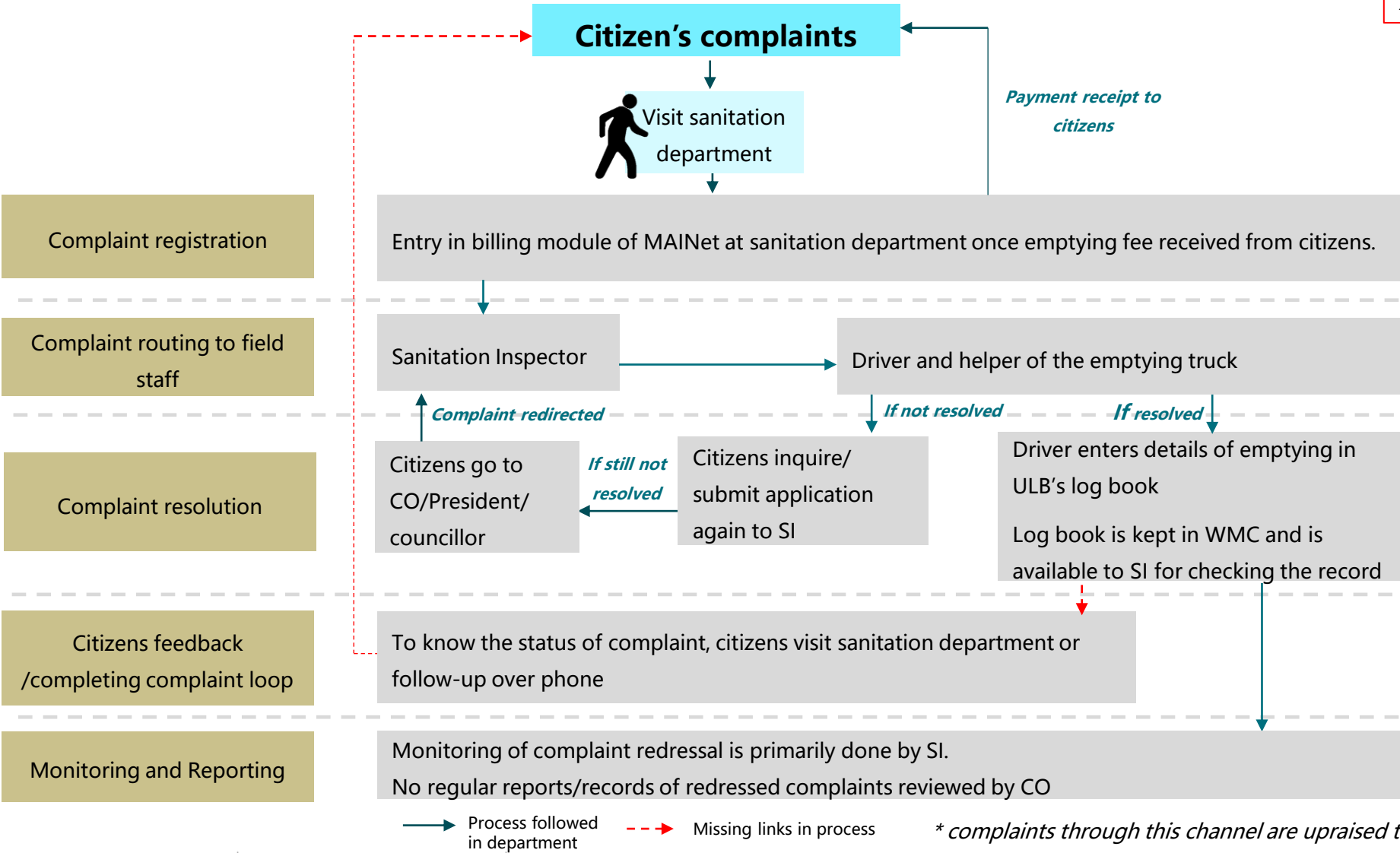
| Date | Name and Address | Complaint |
|------------|---|--|
| 10/10/2019 | Amit Shantilal Oswal 747 Dharmapuri peth, Wai | carcass of dog to be taken off |
| 18/10/2019 | Dyaneshwar Shamrao Ghatge Bramhanshahi, Wai | Drains are not cleaned regularly. Vehicle for door-to- door collections does not visits regularly |

- All the complaints received are not entered in the complaint register.
- Also, being in paper based systems, it is difficult to quickly analyse the complaints...

2. Emergency Septic tank emptying service by WMC: Since citizens have to pay for this service, they receive a payment receipt and record of which is maintained in the billing module of MAINet. Although, they are not entered in the common complaint register

2. Emergency Septic tank emptying service by WMC's emptying

Avg. time taken to redress the complaint : 2 days



Key Observations

- Complaint records in the form of fee receipt and entry in MAINet software
- Complaints not entered in complaint register
- Sanitary supervisors not involved in an intermediate level of task allocation and on-ground monitoring.
- No mechanism for auto escalation if complaint not resolved withing stipulated period
- Process in not closed loop. No mechanism for intermediate status reporting and feedback from citizens for all the complaints
- No regular reports/records of redressed complaints reviewed by CO

Receipt formats and record keeping for emergency emptying service by WMC’s truck

Below are the formats in which the service for emergency emptying by WMC’s truck is maintained. For the emergency emptying, as the applicant has to pay the fee, the entry is noted in billing module of MAINet. Also, once the emptying is done, the driver makes a note of it in the log book. These emptying requests are not noted in the common complaint register of sanitation department

Receipt of the fees collected for septic tank emptying from MAINet software

Form showing receipt details for septic tank emptying, including fields for Receipt No., Date, Amount, and Signature.

Monthly report of all the bills generated by MAINet software

| Sl. No. | Receipt No. | Date | Amount | Signature | Remarks |
|---------|-------------|------------|---------|-------------|-----------------------------------|
| 1 | 1001 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 2 | 1002 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 3 | 1003 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 4 | 1004 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 5 | 1005 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 6 | 1006 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 7 | 1007 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 8 | 1008 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 9 | 1009 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |
| 10 | 1010 | 10-08-2018 | 2200.00 | [Signature] | Emergency emptying of septic tank |

MAINet generates report which includes details of monthly bill towards services such as septic tank emptying, tree cutting, fire fighting service etc. Although, it cannot generate a separate report for each service.

Log book maintained by driver

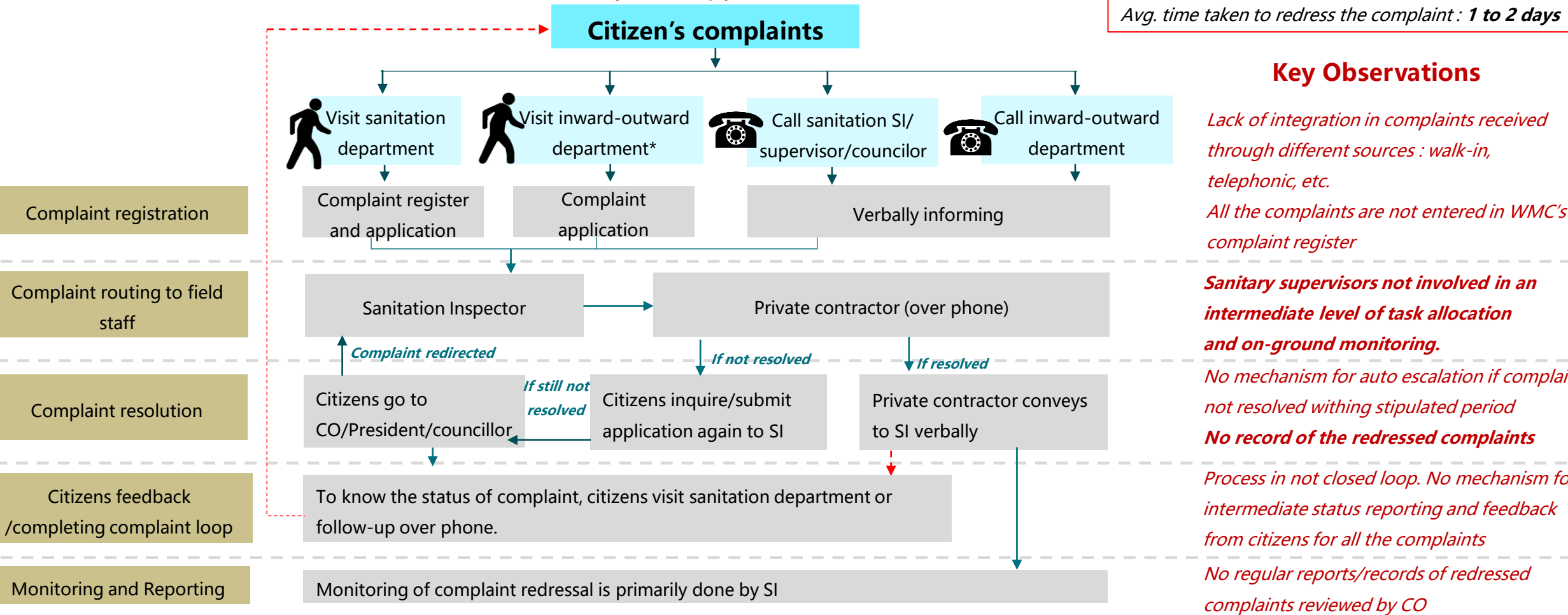
Log book form with columns for Date, Time at which vehicle left depot, Time at which vehicle reported back at depot, Travel (From/To), Meter reading at the beginning, Meter reading towards the end, Total distance travelled in kms, Fuel consumed petrol/diesel/oil etc (Quantity in litres, Date), Reason of travel, Name of staff traveling and designation, Remark.

| Date | Time at which vehicle left depot | Time at which vehicle reported back at depot | Travel | Meter reading at the beginning | Meter reading towards the end | Total distance travelled in kms | Fuel consumed petrol/diesel/oil etc | Reason of travel | Name of staff traveling and designation | Remark |
|------|----------------------------------|--|--------|--------------------------------|-------------------------------|---------------------------------|-------------------------------------|------------------|---|--------|
| | | | From | To | | | Quantity in litres | Date | | |

Analysis on no. of septic tanks emptied needs manual counting from the register

3. Door-to-door waste collection, Maintenance of CTs and PTs : To resolve these complaints, the SI informs the private operator over phone and in response is informed over phone once the complaint is resolved. Thus, there is no written record of the resolved complaints.

3. Door-to-door waste collection, Maintenance of CTs and PTs (services provided by private contractor)



WMC had also set up complaint boxes, ICT based feedback machines, QR based survey mechanism on few of its CTs. Although, the machines are either stolen or in non-functional conditions. Also, no complaints are received in complaint boxes or the QR code-based survey

*Avg. time taken to redress the complaint: 1 to 3 **days***

Key Observations

Sanitary supervisors not involved in an intermediate level of task allocation and on-ground monitoring.

No mechanism for auto escalation if complaint not resolved withing stipulated period

*Emptying records/Sanitab Dashboard
not regularly reviewed by CO*



Forms and format used to record emergency emptying service by Sumeet facilities

Below are the formats in which emergency emptying by Summet facilities is recorded. The citizens seeking the service have to submit an application requesting for the same. The application is signed by the SI and then sent to the private operator. The private operator keeps a record of these applications and also maintains entry in their own MS excel sheet. The record of emptying is also maintained in the emptying forms, copies of which are submitted to citizen, WMC, at the treatment plant and the last copy is kept by the private operator.

Application for emergency emptying submitted by citizens to Sumeet facilities

नाम : 'तनाईन कुष्णा भगत'
वा. नगरपालिका वार्ड
घर नं. १६७२
ता. वार्ड नि.सतारा

विषय : 'सेप्टी टैंक साफ करवावा' वास्तविक
मोडर्न वार्ड नगरपालिका वार्ड
माझे घर नगरपालिका सीत मध्ये
माझचा सेप्टी टैंक हा फुलून साहेन। माझे
तरी मागणाल विवेकी माझे की
तो सेप्टी टैंक साफ करवावा मिळावा।

मा. नगरपालिका
सदरने कर्मचारी/कर्मचारी
वसुंधी/सेप्टी टैंक साफ करवावा
इकामे/मोहोनावा।
[Signature]

मागवा विषयाव
[Signature]

Name: Dyanden Krushna Bhagat
Ravivarpeth Dhage aali
House no. 1672
Taluka: Wai Dist: Satara

Subject: About emptying of septic tanks
Sir, 'Wai Nagarpalika Wai'
Septic tank of my house which lies within the council limit is full. I would thus request you to empty it.

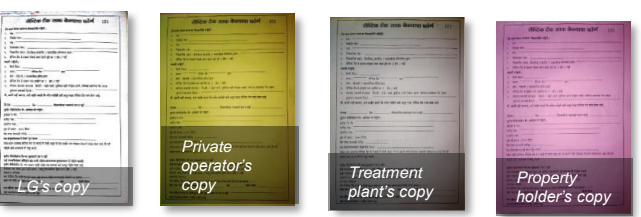
Yours Sincerely,
(Sign of applicant)

Empty the household septic tanks of the as per the application submitted by the applicant.
(Sign of Sanitary Inspector)

Record of emergency service maintained by Sumeet facilities in an excel sheet

| ZONE 1 | | | | | | | | | | | |
|---------|------------------|----------------------------|------------|-------------------------------------|------------------------------|----------------------------------|-------------|--------------|-----------------------------|---------------------------------|--------|
| Sl. No. | Date Of Emptying | Name Of Owner | Mobile No. | Address | Quantity Of Septage (Liters) | Total Volume Of Septage (Liters) | No Of Trips | Vehicle Type | No. of Chamber Cover Opened | Water Tank Was Cleaned Previous | If Any |
| 432 | 28/03/2019 | Arghya Deep Prasad | 97564248 | 4088, Thakurda Heights, Sangli, MS. | 1000 | 1000 | 5 | Boj | 2 | No | |
| 433 | 28/03/2019 | Ruma Saha Bhatra Institute | 76720426 | 401, Sangli, MS. | 500 | 500 | 3 | Boj | 2 | No | |
| 434 | 28/03/2019 | Dr. Rajendra Prasad Puro | 90180260 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 435 | 28/03/2019 | Lakshmi Saha Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 436 | 28/03/2019 | Pradyumn Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 437 | 28/03/2019 | Kamlesh Kumar | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 438 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 439 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 440 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 441 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 442 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
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| 448 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 449 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 450 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 451 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 452 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 453 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 454 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 455 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
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| 459 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 460 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
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| 463 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 464 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 465 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
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| 469 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
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| 498 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 499 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |
| 500 | 28/03/2019 | Adi Singh | 97564248 | 401, Sangli, MS. | 400 | 400 | 3 | Boj | 2 | No | |

Emptying form copies with Sumeet facilities, one of which is submitted to citizens



Collection and transport record form

Serial No: _____

I. Details of Waste Generator

a) Name : _____
b) Phone Number : _____
c) Address : _____
d) Property Tax Number : _____
e) Type of building : Individual house / Apartment / Commercial complex / Other (specify) : _____
f) Was the Septic tank cover open (Yes / No) : _____

ii. Identification of Waste:

a) Volume : _____ liters
b) Type : _____
c) Septic tank cover placed back on Septic tank : Yes / No
d) Septic tank emptied : Yes / No
e) Any kind of deficiencies, missing pipes or fittings, improper manholes or access covers, any other cracks or damage observed : _____

The undersigned being duly authorized does hereby certify to the accuracy of the source and type of Fecal Sludge and septage collected and transported.

Date: _____ Time: _____ Name and Signature – Property owner: _____

iii) Details of Sumeet Facilities Operator

a) Name of Driver : _____
b) Permit : _____
c) Vehicle License no : _____
d) Truck Capacity : _____
e) Pump Out Date : _____
f) No. of trips taken to empty the septic tank: _____

The above described wastewater was picked up and hauled by me to the disposal facility named below and was discharged. I certify that the foregoing is true and correct.

Name and Signature of authorized transport agent and title: _____

iv) Acceptance by Wai Municipality's authorized FSTP

The above transporter delivered the described Fecal sludge and Septage to this treatment facility and it was accepted.

The waste was contaminated with solid waste or other kinds of waste: YES / No

Details (if yes): _____

No of trips received at the FSTP for this form: _____

Septage received at treatment plant: Date: _____ Time: _____ Volume: _____ liters

Name and Signature of authorized treatment plant operator signatory and title: _____

NOTE: SUBJECT TO THE TERMS AND CONDITIONS OF WAI MUNICIPALITY

The copy of emptying form submitted by Sumeet facilities to citizens helps to close the complaint loop

Sanitab used for scheduled emptying helps to maintain better record of emergency emptying and aids analysis of service

Sanitab is other tool use by WMC to record all the emptying services, including the emergency emptying. Below is the format in which entry of the emergency emptying is maintained through Sanitab:

Record of emergency service maintained in Sanitab

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O |
|----|-------------|------------|---|----------------|--------------------------------------|---|--|--------------------------|---|--------------------------------------|--------------------------------|--|---|----------------------|---|
| | Survey Date | 1. Form id | 2. Zone no. (as per schedule emptying plan) | 3. Ward Number | 4. What is the name of the locality? | 5. Property number as per Council property tax records: | 6. Status of property during the visit | 7. Nature of service | 8. Is owner ready to empty the septic tank/pit today? | 8-1. If no, state the reason | 8-2. If Others, mention reason | 9. Give the next date when emptying can be done (within next | 9-1. Mention the time when emptying can be done | 10. Type of Property | 11. If residential, mark the house typology |
| 1 | 16-07-2018 | 00058-अ | 1 | 7 | नारंचीवाडी | 130 | open | Emptying as per schedule | yes | | | | | Residential | Bungalow |
| 2 | 16-07-2018 | 00058ब | 1 | 7 | नारंचीवाडी | 130/3 | open | Emptying as per schedule | yes | | | | | Residential | Bungalow |
| 3 | 16-07-2018 | 57 | 1 | 7 | नारंचीवाडी | 6 | open | Emptying as per schedule | yes | | | | | Residential | Bungalow |
| 4 | 16-07-2018 | 59 | 1 | 7 | गंगापुरी | 268 | open | Emergency | yes | | | | | | |
| 5 | 17-07-2018 | 60 | 1 | 7 | गंगापुरी/हलीमल कांसनी | 51अ/7 | open | Emptying as per schedule | yes | | | | | | |
| 6 | 17-07-2018 | 61 | 1 | 7 | गंगापुरी/हलीमल कांसनी | 51/अ | open | Emptying as per schedule | yes | | | | | | |
| 7 | 17-07-2018 | 62 | 1 | 7 | गंगापुरी/हलीमल कांसनी | 51/49 | open | Emptying as per schedule | yes | | | | | | |
| 8 | 17-07-2018 | 63 | 1 | 7 | गंगापुरी | 43/अ | open | Emergency | yes | | | | | | |
| 9 | 17-07-2018 | 64 | 1 | 7 | गंगापुरी | 51 अ/२ | open | Emptying as per schedule | yes | | | | | | |
| 10 | 18-07-2018 | 65 | 1 | 7 | गंगापुरी | 43/2 | open | Emptying as per schedule | yes | | | | | | |
| 11 | 18-07-2018 | | 1 | 7 | गंगापुरी/हलीमल कांसनी | 551 | open | Emptying as per schedule | no | Do not want to break the tiles/floor | | | | | |
| 12 | | | | | | | | | | | | | | | |

SaniTab > Sche...

7. सेवेचा प्रकार

☐ नियोजन नुसार टैंक रिकामा करणे

☒ आपत्कालीन प्रसंग



- Sanitab captures the 'nature of service – (emptying as per schedule/Emergency)' which helps to keep a record of all the emergency services separately
- It also has a detailed questionnaire which captures information about the property, septic tank, emptying service etc. which aids in analysis of emergency service.
- Sanitab, to some extent, helps to close the complaint loop by capturing some of the citizens feedback related to service delivery/ desludger's performance such as use of PPE by the operator, occurrence of any septage spill and its cleaning etc.

User feedback and citizen's perception of the existing complaint redressal system of sanitation department of WMC

A survey of around 50 households was conducted in Wai to know their experiences and views on the existing complaint redressal system of sanitation department of WMC. The survey captured responses of men and women from non-slum areas, slums and other vulnerable areas. Below are some of the key findings from the survey.

Complaint types

Most of the respondents who had earlier lodged complaints with WMC had reported issues related to **solid waste management and chocking of drains**. Other major complaints reported were about **cleaning and maintenance of community toilets and emptying of its septic tanks**, most of them being from **slums**.

Mode of lodging the compliant

Calling the councillors was found to be the most opted mode of lodging complaint followed by calling supervisor, SI and inward-outward department. The respondents firmly believed and had experienced that calling the councillors is the fastest way of getting the complaint resolved. Few respondents preferred to visit the council in person to lodge the complaint.

Ease of lodging the compliant

Majority of the respondents did not face any issues in lodging the complaints. Also, the women or individuals from slums and vulnerable areas did not report of getting a differential treatment.

Service-related experience

45% of the respondents reported that their complaints were solved **within 24 hours**. **30% informed that it took up to 2 weeks** to resolve the complaint whereas the remaining **25% informed that the complaints were never resolved**. **None of them** were informed about the **intermediate status** of complaint. Only a few were informed informally by the sanitary worker or supervisors once the complaint was resolved. Although, those who reported that their complaint was resolved mentioned that they were **satisfied with the service**.

Gender inclusivity in complaint redressal process

Most of women respondents were found to be **comfortable and confident** in raising the complaint on their own and were not dependent on the male members of the house. Very few who relied on the male members of the house mentioned either convenience or social construct as the reasons for the dependency.



The discussions with the citizens revealed that while the complaint redressal process of sanitation department is inclusive and up to their satisfaction, the system needs to be more organised, transparent and closed looped

Swachhata app is another tool by Government of India for registration and monitoring of sanitation related complaints

Swachhata app is other official platform by Government of India for Swachh Bharat Mission which enables citizens to post a civic-related issue.

Merits of Swachhata app

- Simplicity & Ease Of Reporting
- Locate the complaint with ease
- Regular complaint status updates
- Push notification when resolved
- Reopen unresolved complaint
- Provide feedback on complaints
- Simplicity & Ease Of Reporting



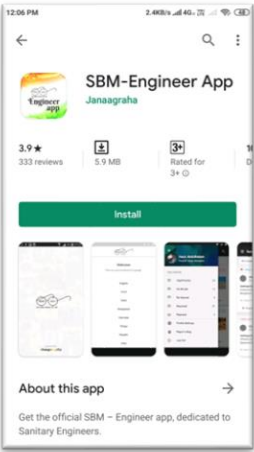
The complaint redressal system through Swachhata app consists of the following modules

1) Citizen Application:



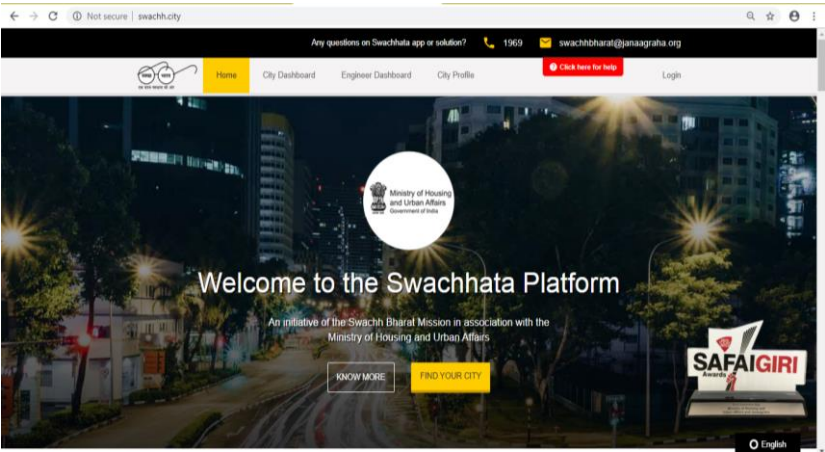
A mobile application on Android and iOS for citizens to upload sanitation related complaints.

2) The Engineer Application:



A mobile application in Android for the sanitary engineer/inspector to see the complaints uploaded by the citizen and take action on the ground.

3) Municipal Administrator Website:



Visit: <http://swachh.city/>

A website for Municipal Commissioners and their digital teams to monitor the complaints received in their cities and towns.

In the Swachha Survekshan, there are marks for the city for using the Swachhata App (350 out of 1800). This acts as an incentive for the ULB to ensure its appropriate implementation and use. Below are the key indicators from the App that are assessed for the Survekshan:

- % of households are registered with Swachhata App/Local App
- Number of Active Users on Swachhata App/Swachh Manch/Local App
- % of Complaints resolved within SLA
- User Feedback on resolved complaints

Source: <http://swachh.city/>

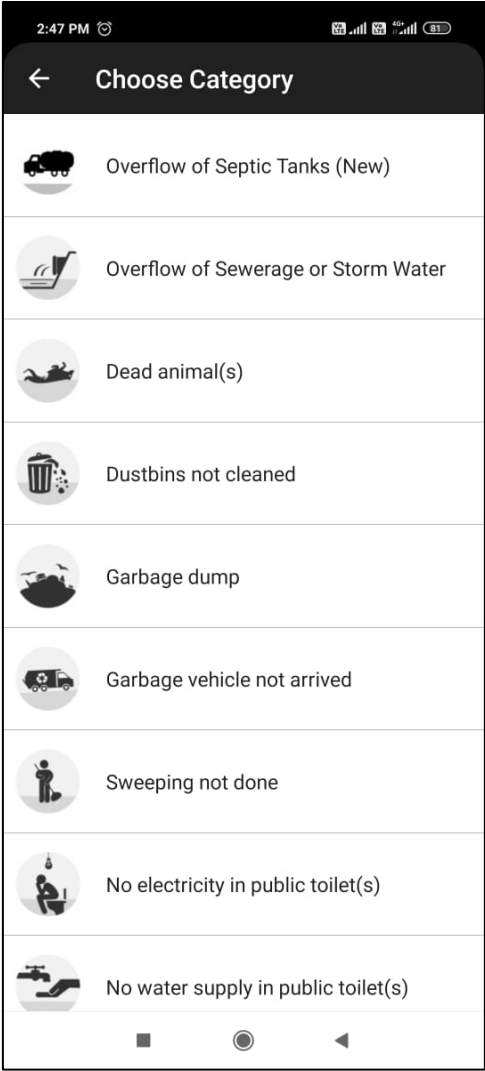
Ministry of Housing and Urban Affairs, 2021, Swachh Survekshan Survey Toolkit

Through Swachhata app, citizens can register complaints under 23 different categories

Below is the list of complaints related to sanitation that can be recorded through the swachhata app:

| | | | | |
|--|---------------------------------------|-------------------------------------|--------------------------------------|---|
| Garbage dump | Garbage vehicle not arrived | Dustbins not cleaned | Sweeping not done | Overflow of Septic tanks |
| Dead animals | Public toilet(s) cleaning | Public toilet(s) blockage | No water supply in public toilet(s) | <i>6 requests categories for Covid-19 related complaints and services</i> |
| No electricity in public toilet(s) | Open manholes or drains | Overflow of Sewerage or storm water | Stagnant water on the road | |
| Improper disposal of Faecal waste/ septage | Debris removal/ Construction material | Burning of garbage in open space | Urination in Public/ Open defecation | |
| | | | | |

The above categories cover all type of complaints received by the sanitation department.



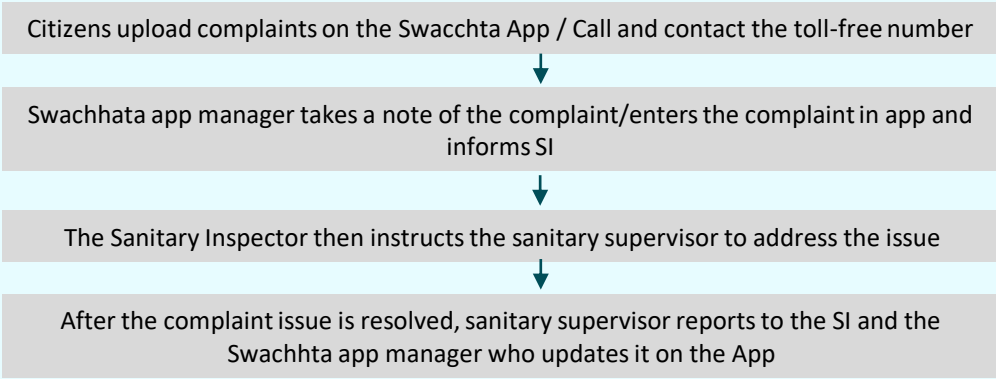
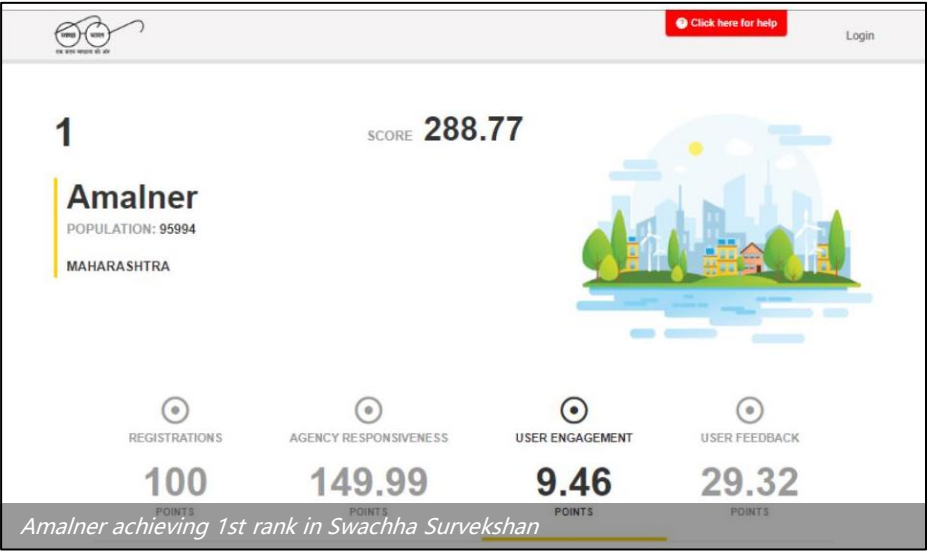
Source: Swachhata app

Good practice: Amalner Municipal Council has mainstreamed use of Swachhata App. for redressal of complaints



Swachhta App as a primarily tool for complaint redressal in Amalner Municipal Council

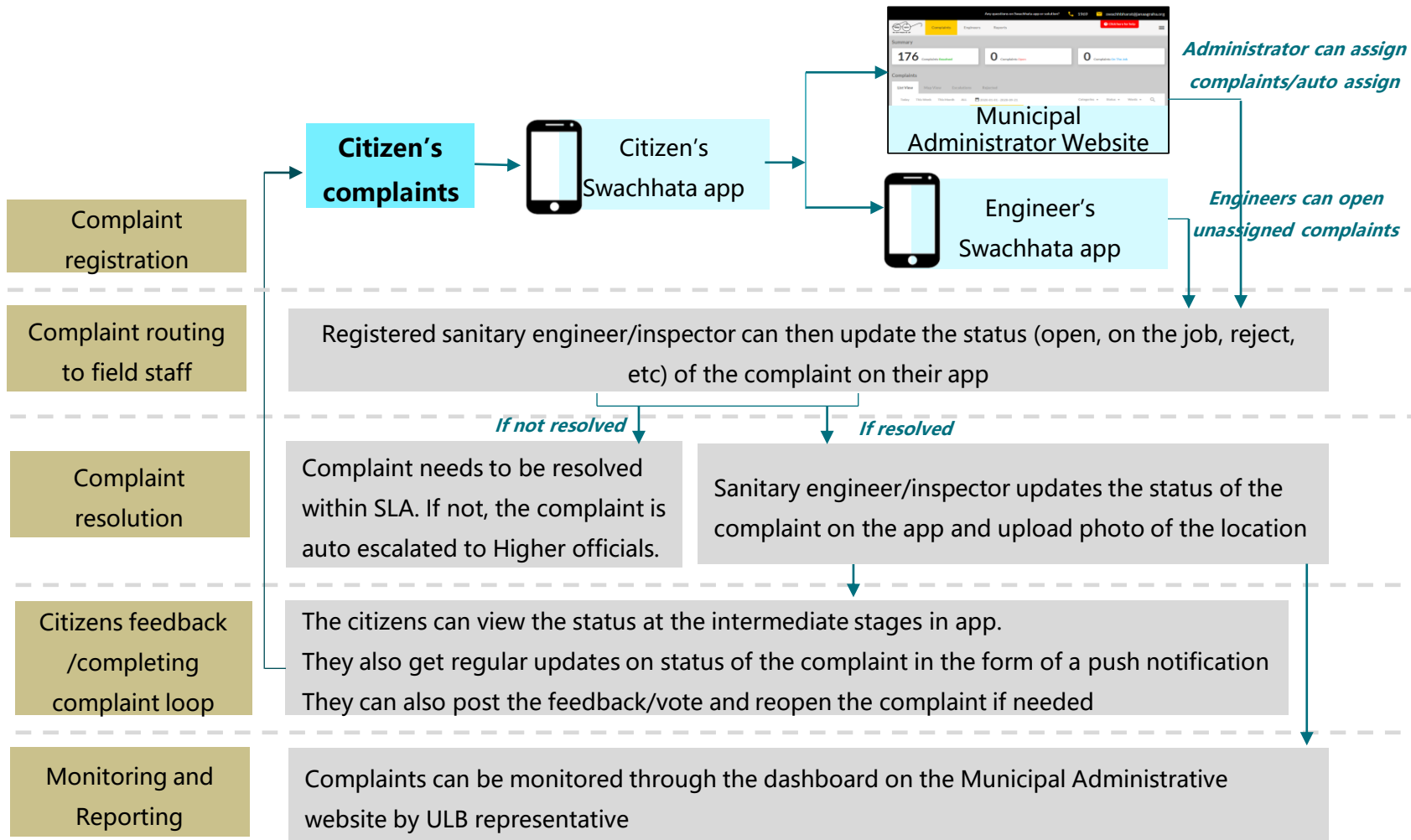
- Amalner Municipal Council in Nashik division of Maharashtra has been efficiently using the Swachhata app for most of its sanitation related complaints. Another medium being the toll-free no.
- The city has appointed dedicated staff on contractual basis in the sanitation department to enter complaints in the Swachhata App.
- The Sanitation department has also maintained a complaint register. Although, around 90% of its complaints are entered in the Swachhata App.
- Amalner had achieved 1st rank during the Swachha Survekshan on all India level in the month of December 2019. Major scoring of the city was for citizen’s feedback and Swachhata app.
- Below is the detailed process followed in the Sanitation department:



Swachhata app follows a systematic process of complaint redressal, although it needs to be appropriately implemented in WMC

Below is the ideal process of complaint redressal through swachhata app:

Ideal process



Key Observations from practice at WMC

Sanitary supervisors and SI at WMC do not have the app. The city coordinator checks the complaint on the website and informs the SI/supervisors over phone

Since the supervisors do not have app installed in their phone, they inform the status to city coordinator who updates on the website

WMC has not activated the settings for auto escalation on their website and hence, the complaints are not currently escalated.

Currently the website is monitored only by the city coordinator. It can be regularly checked by the SI/CO or the coordinator can share the report regularly

After comparing Swachhata app to the model complaint redressal system, it is found that Swachhata app follows a systematic process of complaint redressal, although it needs to be appropriately implemented in WMC

Lack of awareness and confidence were found to be the key issues in limited usage of the app by the citizens

The survey of households conducted in Wai also captured the experience and awareness about Swachhata app and willing to use it. Below are some of the key findings from the survey:

Availability of mobile and app

80% of respondents had android mobile phones but did not have the app. Majority of the respondents who did not have phones were from the slums. **Most of respondents who had mobile phones did not know about the Swachhata app and had never used before.**

Readiness to download and use the app

When Swachhata app was explained to the respondents, **around 50% agreed to use it in the future and did not foresee any challenge in it. Although the remaining 50% had a doubt that the app would work** and firmly believed that calling councilors is a quicker and easier way of solving the complaint. It was also found that elderly people with limited knowledge of using the mobile were reluctant in using the app. Also, respondents (mostly from slums) did not have a mobile phone to install the app.



Below are some of the key responses from the respondents:

- "Complaint lodged on app should be checked on time and solved soon"*

"Phone memory gets full and not sure of complaint will get resolved through the app"

"People should be given assurance that app will be responded only then will the usage increase"

"Don't feel any challenges in using app, I am sure complaints will get resolved"

"I would prefer calling councillor as not sure if it will get resolved on the app"
- "In order to ensure use of Swachhata app, awareness is needed"*

"Using app would be quite easy and convenient. It will avoid the visits to council"

"Will try the app once and check which it is more convenient and responsive"

"I can install the app in my husband's mobile"

"App would really not work. Need to send complaints to WMC's higher authority"

The app should be implemented efficiently to build confidence amongst the citizens. Also, awareness activities are required to increase its usage

Councillors (elected members) of WMC extent their support to improve complaint redressal process with implementation of Swachhata app

Few Councillors of WMC, including the president, chairperson of sanitation committee and women councillors were interviewed to understand their opinions about the current complaint redressal process of the sanitation department. Below are their key responses:

| | |
|---|---|
| Common complaints received by the councillors | Most of the citizens come with complaints related to community toilets cleaning, solid waste management and drain cleaning |
| Mode of lodging the complaint | All the councillors said that citizens mostly prefer calling them to convey their complaints. Once complaint is received, they generally call the SI or supervisor to get it resolved. |
| Inclusivity for women and poor | All the councillors mentioned that women citizens are as comfortable in approaching WMC with their complaints as men. They also affirmed that the process is same for the slum dweller and poor and that they treated as equals . |
| Opinion about the current complaint redressal process and Swachhata app | Largely the councillors felt that the current complaint redressal system is functioning well. Although when discussed about the Swachhata app, few of them agreed that the process can be made more efficient with the use of Swachhata app . The president went ahead and suggested that tools like Swachhata app can further make the process easier for women. All of them were of the opinion that Swachhata app can be easily implemented, although people who do not have android phones might have a problem. |
| Support for its implementation | The councillors extended their complete support to promote the app and increase its usage. For this, they agreed to conduct awareness campaigns in schools, door-to-door interactions, street plays, rickshaw announcements etc. in their wards. |



Contents

Summary

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Citizens' charter and model complaint redressal system

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Complaint redressal process in WMC

3

Complaint redressal process of different services provided by the Sanitation department

4

Key observations and proposals

Annex

Key observations (1/2)

- 1. WMC’s citizens charter (as per the Maharashtra right to public services act, 2015) shares the details of the services it provides to the citizens, although there is no mention about the complaint redressal process.
- 2. Of all the departments, sanitation department receives the highest number of complaints since it provides most of the day-to-day public services.
- 3. WMC has multiple channels for registration of complaint for its departments: call/visit inward-outward department, call respective department head/supervisor/councilor and visit respective department. Each department prefers different channels of complaint registration and follows independent process of redressal.
- 4. In comparison to the model complaint redressal process, it is found that sanitation department, like other departments follows ad hoc process of complaint redressal. Following are the key observations for sanitation department across 5 stages of the process:

| | |
|--|---|
| 1. Complaint registration | <ul style="list-style-type: none">• Complaints are received through different channels: walk-in, telephonic and through inward department. Most preferred option by the citizens is calling councillors, SI or supervisor. Lack of integration in complaints received through these different channels.• Record of some of the complaints is maintained in the complaint register which is a paper-based system and makes the analysis difficult |
| 2. Complaint routing to field staff | <ul style="list-style-type: none">• In sanitation department, most of the complaints are routed by SI to field staff. Sanitary supervisors are not involved in monitoring complaint redressal process of any service other than SWM |
| 3. Complaint resolution | <ul style="list-style-type: none">• The current process of complaint escalation needs continued follow-up by citizens with WMC. There is no mechanism for auto-escalation• Once the complaint it resolved, it is not always entered in the register. Sometimes it is conveyed only verbally. |
| 4. Citizen’s feedback /completing complaint loop | <ul style="list-style-type: none">• No mechanism to monitor the status of complaint – whether resolved or in the interims stage.• No on paper confirmation/feedback from the citizens is taken after redressing the complaint. |
| 5. Monitoring and Reporting | <ul style="list-style-type: none">• Checking and supervision of complaints is done by only SI. CO intervenes only if the complaint is not redressed by SI and citizens approach the CO• Currently, the complaints are not put together and analysed on a regularly basis. |

Key observations (2/2)

- 5. The citizens survey revealed that complaint redressal process of sanitation department is inclusive and up to the satisfaction of the citizens, although it needs to be more organised, transparent and closed looped
- 6. Swachhata app is another tool by Government of India for registration and monitoring of sanitation related complaints. Swachhata app follows a systematic process of complaint redressal, although it is not appropriately implemented in WMC. In the Swachha Survekshan, there are marks for the city for using the Swachhata App and thus this acts as an incentive for WMC to ensure its appropriate implementation and use. Lack of awareness and confidence were found to be the key issues in limited usage of the app by the citizens.

Key suggestions and proposals

- 1. WMC can have a charter for complaint redressal process with details such as time period within which the complaint would be resolved, place and person to contact, contact details etc.
- 2. Since most of the complaints are received by the sanitation department, it is proposed to first streamline the process for sanitation department.
- 3. As per the study, Swachhata app is found to be an appropriate tool for streamlining the sanitation related complaints. Its importance in the Swachha Survekshan further acts as an incentive for WMC to ensure its appropriate implementation and usage.
- 4. Following are the key suggestions across all the 5 stages for improving the complaint redressal process through Swachhata app:

| | |
|--|--|
| 1. Complaint registration | <ul style="list-style-type: none">• All the in-person/online or telephonic sanitation related complaints received by the councilors, SI or the supervisors should be redirected to the city coordinator whose desk is stationed in the sanitation department.• Once the complaints are received, the city coordinator should encourage and help the citizens to download Swachhata app to their phone and register the complaints. In cases where the citizens do not have a phone, the city coordinator should visit the location and enter the complaints for them through the app.• WMC also needs to promote the helpline/toll free no. amongst the citizens for lodging complaint |
| 2. Complaint routing to field staff | <ul style="list-style-type: none">• They sanitary supervisors should download the engineer's app and install it in their phones. Once the complaints are routed to them through the app, they should resolve it with the help of sanitary workers. They should update the status of the complaints appropriately. They should be involved in monitoring of complaint redressal of all the services along with SWM. |
| 3. Complaint resolution | <ul style="list-style-type: none">• If complaints are not resolved within a stipulated period of time, auto-escalation should be enabled. For this, WMC needs to enable the auto-escalation setting in their website. |
| 4. Citizen’s feedback /completing complaint loop | <ul style="list-style-type: none">• Once the complaint is resolved, citizens feedback/vote can be captured in the Swachhata app. Citizens can reopen complaint if needed.• The sanitary supervisors/city coordinator should update the status of the complaint at every stage on the app. This would send automated push messages to the respective complainant. |
| 5. Monitoring and Reporting | <ul style="list-style-type: none">• CO and SI should regularly monitor the Swachhata app dashboard. The city coordinator should analyse the data from the administrative website and share quarterly reports to the CO. This can also be done during the Adhava meetings |

- 5. Along with streamlining the Swachhata app, WMC also needs to conduct awareness programs amongst the citizens. Councillors can play a major role in this.



Contents

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Complaint redressal process of different services provided by the Sanitation department

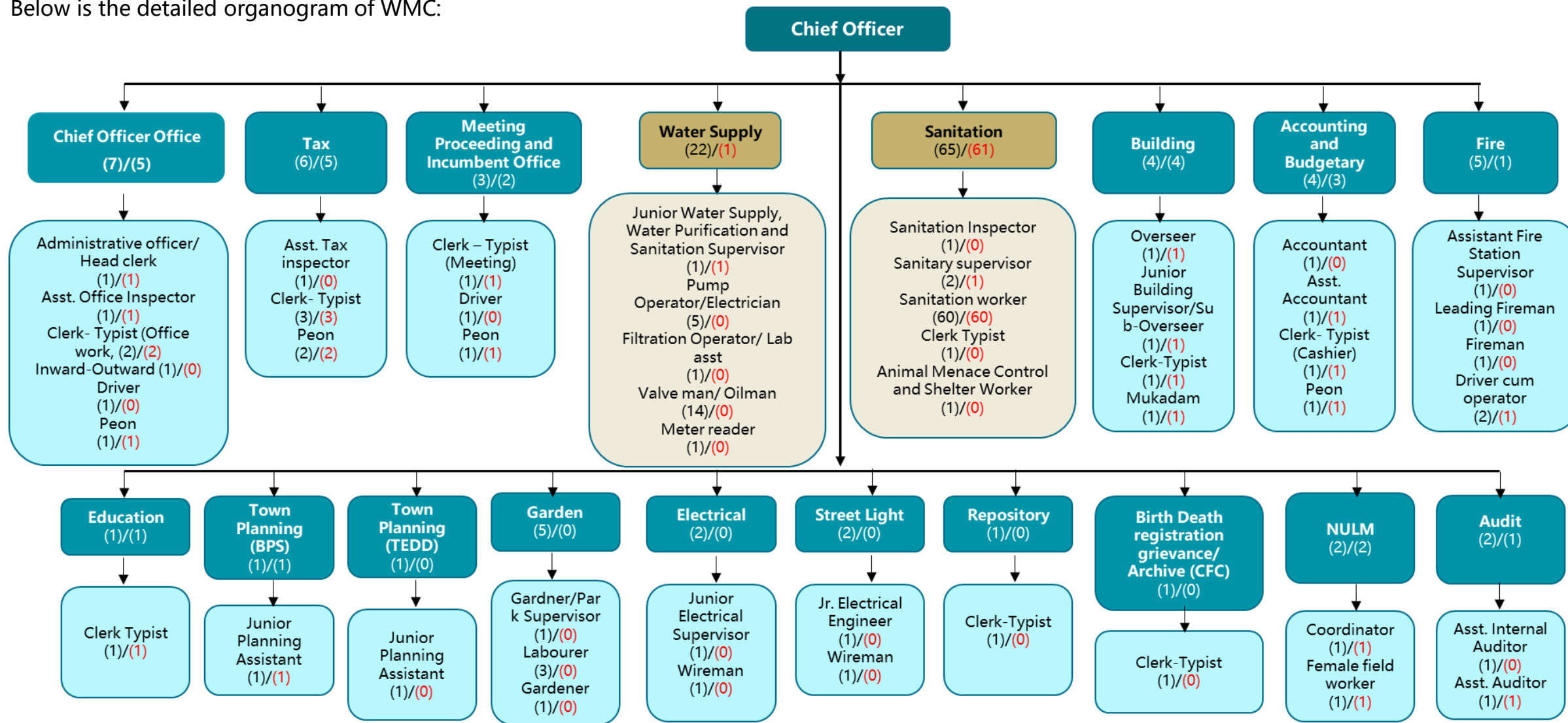
4

Key observations and proposals

Annex

Annex 1 - Detailed organogram of WMC

Below is the detailed organogram of WMC:



(X) Denotes sanctioned posts

(X) Denotes recruited sanctioned post

Annex 2 – WMC’s citizens’ charter (translated) - 1/3

| Sr. No. | List of public services | Essential documents | Fee | Time limit | Designated officer | First appeal authority | Second appeal authority |
|---------|---|---|---|------------|--|------------------------|-------------------------|
| 1 | Issuance of birth certificate | Application in the prescribed format | 1. Certificate fee- Rs.20/- per copy 2. After 21 days late fee- Rs.5/- 3. After one year late fee- Rs.10/- | 3 days | Authorized officer as per Birth & Death registration act 1969 (Concerned HOD) | Office Superintendent | Chief Officer |
| 2 | Issuance of death certificate | Application in the prescribed format | 1. Certificate fee- Rs.20/- per copy 2. After 21 days late fee- Rs.5/- 3. After one year late fee- Rs.10/- | 3 days | Authorized officer as per Birth & Death registration act 1969 (Concerned HOD) | Office Superintendent | Chief Officer |
| 3 | Issuance of marriage registration certificate | Application in the prescribed format Residential proof Age proof Self-declaration of present witness for marriage Self-declaration if registration is after 90 days | Registration fee from marriage to 90 days- Rs. 50/- Registration fee from marriage to 1 year- Rs.100/- After 1 year- Rs.200/- After 1 year late fee- Rs.50/- | 3 days | Authorized officer as per marriage registration act 1998 (Concerned HOD) | | |
| 4 | Issuance of property tax citation | Application in the prescribed format | Citation fee- Rs.100/- per copy | 3 days | Concerned HOD | Office Superintendent | Chief Officer |
| 5 | Issuance of no arrears certificate | Application in the prescribed format | Certificate fee- Rs.200/- | 3 days | Concerned HOD | Office Superintendent | Chief Officer |
| 6 | Issuance of property devolution registration certificate on the basis of documents. | 1. Application in the prescribed format 2. No arrears certificate 3. Document copy (Purchase deed/Gift deed/Allotment letter etc.) | Property devolution registration fee- Rs.500/- | 15 days | Concerned HOD | Office Superintendent | Chief Officer |

Annex 2 – WMC’s citizens’ charter (translated) - 2/3

| Sr. No. | List of public services | Essential documents | Fee | Time limit | Designated officer | First appeal authority | Second appeal authority |
|---------|---|---|--|------------|--------------------|------------------------|-------------------------|
| | Issuance of property devolution registration certificate by inheritably | 1. Application in the prescribed format 2. No arrears certificate 3. Inheritability certificate | Property devolution by inheritably registration fee- Rs.500/- | 15 days | Concerned HOD | Office Superintendent | Chief Officer |
| 7 | Issuance of zone certificate | 1. Application in the prescribed format 2. 7/12 citation/city survey citation/ 3. Measurement map/city survey map | Certificate fee- Rs.200/- | 3 days | Concerned HOD | Office Superintendent | Chief Officer |
| 8 | Issuance of area map | 1. Application in the prescribed format 2. 7/12 citation/city survey citation/ 3. Measurement map/city survey map | Area map fee- Rs.200/- | 3 days | Concerned HOD | Office Superintendent | Chief Officer |
| 9 | Issuance of construction Permission | 1. Application in the prescribed format 2. Architect certificate 3. Owns documents 4. Construction outlined map 5 copies 5. Measurement map 6. Approved drawing copy | Construction development tax Residential use- Rs.30/sq.m. Industrial use- Rs.45/sq.m Commercial use- Rs.60/sq.m Construction Permission application fee- Rs.50 | 60 days | Concerned HOD | Office Superintendent | Chief Officer |
| 10 | Issuance of tillage certificate | 1. Application in the prescribed format 2. Construction commencement certificate | Tillage certificate fee- Rs.200/- | 15 days | Concerned HOD | Office Superintendent | Chief Officer |
| 11 | Issuance of occupancy certificate | 1. Application in the prescribed format 2. Construction commencement certificate 3. Tillage certificate 4. House owner/Architect’s self-declaration of completion | Occupancy certificate fee- Rs.200/- | 30 days | Concerned HOD | Office Superintendent | Chief Officer |

Annex 2 – WMC’s citizens’ charter (translated) - 3/3

| Sr. No. | List of public services | Essential documents | Fee | Time limit | Designated officer | First appeal authority | Second appeal authority |
|---------|-------------------------------------|--|---|------------|--------------------|------------------------|-------------------------|
| 12 | Provision of water connection | Application in the prescribed format Land ownership documents No arrears certificate | Size for residential (Within WMC limits) ½" Rs.1800/- ¾" Rs.3540/- 1" Rs.8400/- 2" Rs.16800/- Size for residential (Outside WMC limits) ½" Rs.2400/- ¾" Rs.4200/- 1" Rs.9840/- 2" Rs.19680/- Size for commercial (Within WMC limits) ½" Rs.7200/- ¾" Rs.14400/- 1" Rs.32640/- 2" Rs.65400/- Size for commercial (Outside WMC limits) ½" Rs.9600/- ¾" Rs.18960/- 1" Rs.42624/- 2" Rs.85320/- 1. Water connection excavation along the road Rs.200/- and road crossing Rs.300/- 2. Water connection fee for new connection Rs.300/- 3. Changing old water connection line and reconnection fee Rs.100/- | 15 days | Concerned HOD | Office Superintendent | Chief Officer |
| 13 | Provision of waste water connection | Application in the prescribed format Land ownership documents No arrears certificate | ---- | 15 days | Junior Engineer | Office Superintendent | Chief Officer |

CWAS CENTER
FOR WATER
AND SANITATION

CRDF CEPT RESEARCH
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About us

The Center for Water and Sanitation (CWAS) is a part of CEPT Research and Development Foundation (CRDF) at CEPT University. CWAS undertakes action-research, implementation support, capacity building and advocacy in the field of urban water and sanitation. Acting as a thought catalyst and facilitator, CWAS works closely with all levels of governments - national, state and local to support them in delivering water and sanitation services in an efficient, effective and equitable manner.



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