

Improvement in Public Grievance Redressal System - Gujarat ULBs



Structure of Presentation

- Background Study - Indian Administrative Reforms
 - ❖ Citizen Charter
 - ❖ Framework and Detail Process for Efficient Complaints Redressal System
- Citizen Charters - The state scenario
- Improvement in Public Grievance Redressal System
 - ❖ Criteria for Selection of ULBs
 - ❖ Detail analysis of Existing Grievance System - Petlad, Siddhpur, Ankav, Oad and Patan
 - ✓ Existing mechanism of grievance redressal
 - ✓ Existing complaint records/formats
 - ✓ Ward-wise complaint analysis
 - ❖ Observation/Summary sheet of Complaint System - 5 ULBs of Gujarat
- Detailed Observations/Issues and Recommendations
- Way Forward
- Further Action in PGRS
 - ❖ Workshop on PGRS
 - ❖ Development of Complaints Monitoring Tool – English and Gujarati
 - ❖ Training on usage of MS Excel based complaints in few ULBs

Indian Administrative Reform – Citizen Charter

A Citizen's Charter is the expression of an understanding between Citizens and the provider of a public service with respect to the quantity and quality of services, the former receive in exchange for their taxes. It is essentially about the rights of public and the obligations of public servants

In 1997, GoI mandated the State and Central Governments to formulate a Citizens' Charters



The Department of Administrative Reforms and Public Grievances (DARPG) under **Ministry of Personnel, Public Grievances and Pensions**, initiated the task of coordinating, formulating and operationalising Citizen's Charters

What Makes a Good Charter?

- i. Focus on customer requirements
- ii. Simple language
- iii. Service standards
- iv. Effective remedies
- v. Training
- vi. Delegation
- vii. Feedback mechanism
- viii. Close monitoring
- ix. Periodic Review

As of March 2005, 107 and 629 Citizen's Charters had been formulated by Central and State Government Ministries/Departments respectively



In May 2002, DARPG launched a comprehensive website on Citizen's Charters in Government of India (www.goicharters.nic.in)



Components of a Citizen's Charter

- i. Vision and mission statement
- ii. Details of business transacted by the organisation
- iii. Details of clients
- iv. Details of services provided to each client group
- v. Details of grievance redressal mechanism and how to access it; and
- vi. Expectations from the clients

The Six Principles of Citizen's Charters:

- i. Published standards
- ii. Openness and Information
- iii. Choice and consultation
- iv. Courtesy and helpfulness
- v. Redress when things go wrong
- vi. Value for money

Things to Remember- *What Citizens Expect From Government Departments/Service Providers*

- i. Reliability, i.e., consistency in performance
- ii. Responsiveness, i.e., timely service
- iii. Credibility i.e., having customer interest at heart
- iv. Empathy, i.e., attention to customer's needs
- v. Courtesy and care, i.e., physical evidence of willingness to serve

Indian Administrative Reform – Grievance Redressal Mechanism

Designing and Implementing Effective Complaints Handling Systems:

A complaint system should:

- i. Be easily **accessible** and well **publicised**
- ii. Be simple to **understand** and use
- iii. Be speedy, with established **time limits** for action and keeping people informed of progress
- iv. Be fair, comprehensive and impartial in **its investigation**
- v. Be confidential, to maintain the confidentiality of both the staff and the complainant
- vi. Be informative, providing information to top management so that services can be improved
- vii. Set out clearly the volume of complaints, broken down by different categories
- viii. Include an analysis of response time
- ix. Inform the complainant of the proposed action

Without a good complaint redressal system, Citizen's Charters have no effect. Departments should establish highly credible and responsive complaints procedures and redressal systems

Basic Steps for Effective Complaints Management

- i. **Acknowledge complaints**
- ii. Designate a **location** to receive complaints
- iii. Develop a system for **record keeping**
- iv. Process and record complaints
- v. Investigate and **analyse** the complaints
- vi. Keep the **customer informed** of the progress
- vii. Periodically analyse the complaints and **improve the process**

Feedback

Redress Options

Publishing Complaints Information: Department must publish information

How to Complain? This means giving names, addresses and phone numbers of the members of staff or secretaries to contact with any complaint

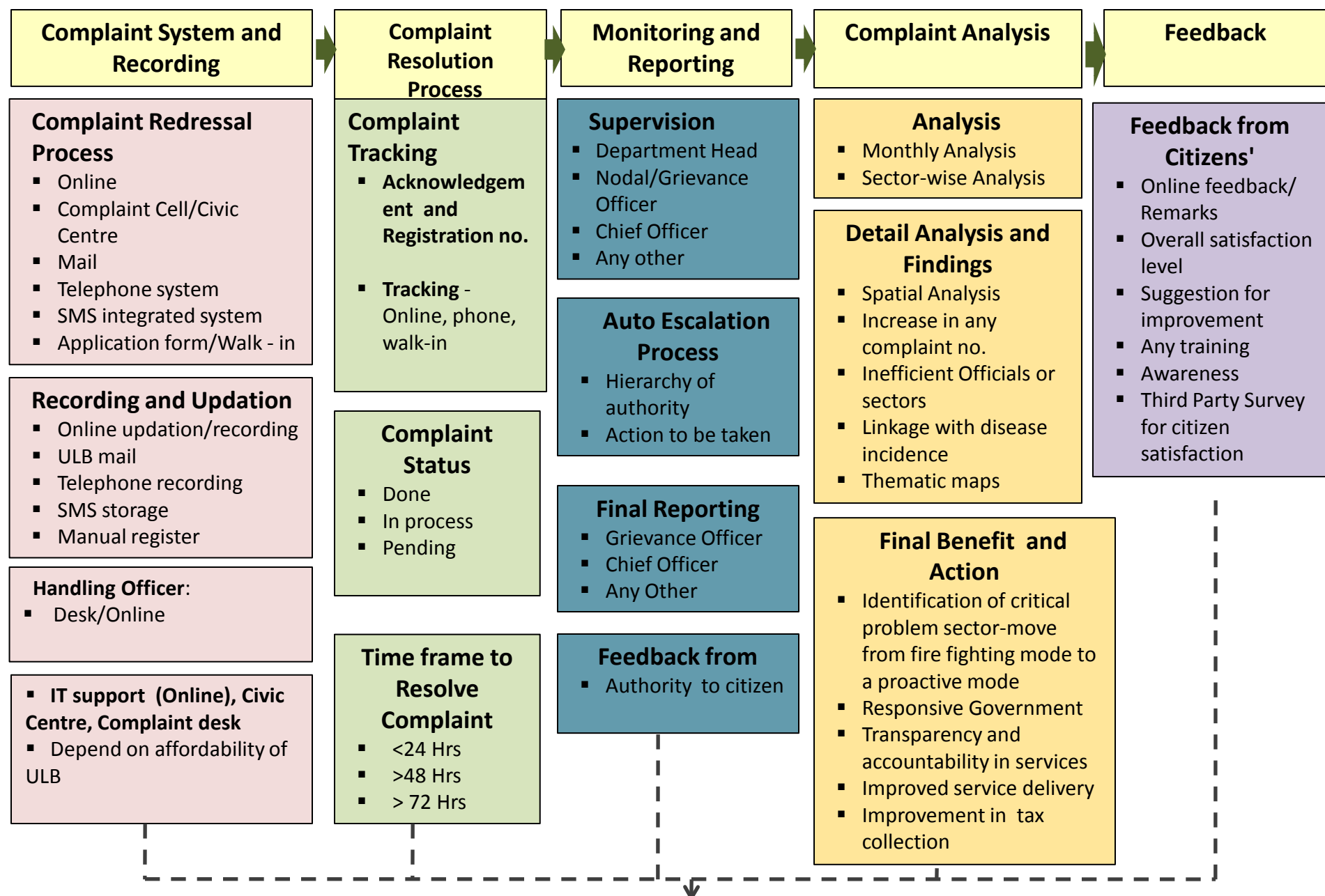
The Role of I.T. : Computerisation of data

Reviewing Complainants

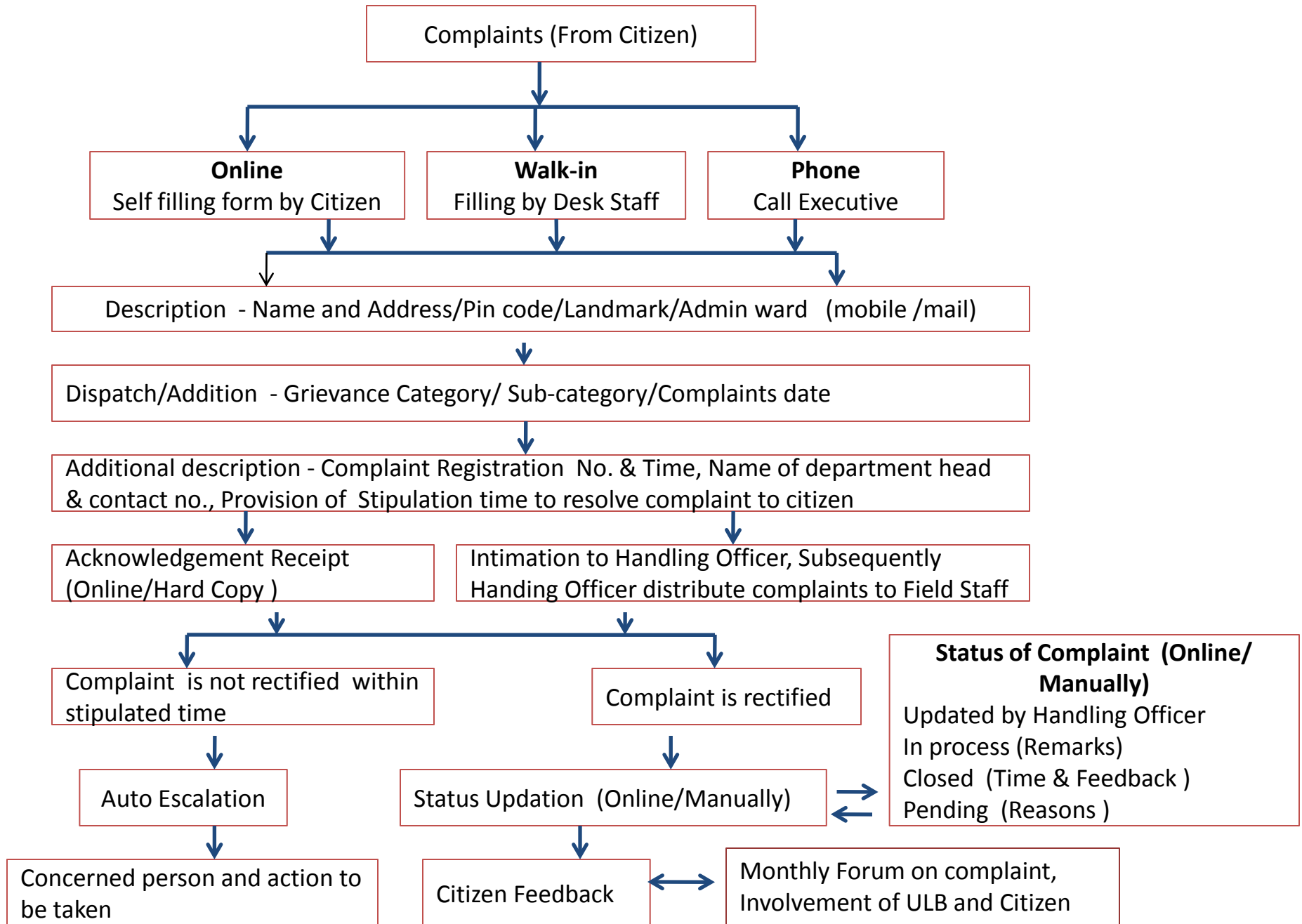
Handling Complaints within the Organisation: Should have procedures

Changing Attitudes : Staff

Framework for Efficient Complaints Management System



Detail Process: Complaint Registration Process and Redressal



Citizen Charters - State Scenario (PAS, 2008)

Class	Total No. of ULBs	Availability of Citizen Charters	Not Available	Charter Displayed
Municipal Corporation	7	7	0	6
A	18	17	1	14
B	33	26	7	18
C	44	35	9	16
D	64	36	28	19
Total	166	121	45	72
%		73%	27%	60% (121)

In case of MCs, Bhavnagar is the only ULB that does not display its charter

Godhra, Surendranagar, and Porbandar do not display their charters

Gandhidham (A) reported not having a charter

- Over all **45 ULBs (27%)** reported **not having Citizen's Charter**; out of this, maximum i.e. 28 belonged to Class D (newly formed ULBs)
- Out of the ULBs that do have Citizen's Charter (121), about **40% do not display it**
- Also, many charters prepared by ULBs are **dated and needed upgradation**

- Based on available 27 Citizen's Charter, only complaints type are mentioned in charter, there is no consistency, no contact number has been provided
- The timeframe to resolve the complaints is almost same across all ULBs

Selection of ULBs

ULBs have been selected based on

- Reliability Indicators of data
- Class size and population
- Availability of Citizen's Charter
- Geographical spread across state

Sl. No.	Class Size	ULBs	Population	Reliability Indicator (2008)	Citizen Charters	Citizen Charters displayed
1	A	Patan	1,30,000	B	Y	Y
2	B	Petlad	55,000	A	Y	Y
3	B	Siddhpur	62,432	D	Y	N
4	D	Oad	19,290	C	N	N
5	D	Anklav	24,267	B	Y	N
6	C	Gadhada	30,189	C	Y	N
7	A	Navsari	1,62,750	A	Y	Y
8	C	Jambusar	43,350	A	Y	Y

Location of Visited ULBs

- Visited ULBs
- Proposed ULBs



Petlad- Grievance Redressal System

Petlad

- Petlad is growing fast based on increasing commercial and agricultural activities. Main crops are Wheat, Bajra, Paddy, Tobacco and cotton
- Gets water for irrigation through out the year from Mahi canal
- Industries like cotton mills, iron factories, cement pipe factories, pulse mills and textile industries and commercial shops are well established



ULB Snapshots	2011-12
Population	55,000 (51,147 in 2001)
Growth Rate	11.44 %
Class size	B
Household	10,969
Family size	5
Area (sq. km)	9.19
Density (sq. km)	5,985
District	Anand dist., located at about 87 km south of the Ahmedabad
No. of Properties	16,016
Residential	11,909 (74%)
Commercial	4,107 (26%)
Election Ward	12
Slum Pocket	22
Slum Population	13,340 (24%)
Slum Household	2,670

Petlad - Jan Suvidha Kendra

About Civic Centre

Civic Centre	1 (Operational since May 2008), located at ULB
--------------	--

Civic Centre also called Jan Suvidha Kendra

- 3 counters with 1 staff each for multiple activities
- Daily open from 11:00 am-6:00 pm except weekend and holidays
- Prior to this, Citizen had to come to department for complaint registration
- Although manual complaint registration is still functional department wise, especially, in water supply department
- Citizens can lodge complaints by prescribed format given by ULB Civic Centre, available free of cost
- To get other services like Birth-Death certificate etc., a citizen has to pay Rs. 5/- for application form
- Complaints resolution days are based on type of complaints, automatically chosen by system which are based on Citizen Charters



Petlad - Citizen Charter

પેટલાદ નગરપાલિકા, પેટલાદ

ક્ર.નં.	નાગરિક સેવાની વિગત	ખચુ ફોન નંબર	ખચુ સર્વિસ ટાઇમસ ટાઇમરો	અ.નં.	નાગરિક સેવાની વિગત	ખચુ ફોન નંબર	ખચુ સર્વિસ ટાઇમસ ટાઇમરો
૧.	ભળ ખોડાણ મેળવવા માટે	૧	સહન સહીદી અંગેની પુસ્તકો	૫	દ. શોષ લાભસ્થાન મેળવવા માટેની અરજી	૧૬	૧૫ ફોન નં. / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો
૨.	ભળ ખોડાણ રટ કરવા માટે	૨	સહન સહીદી અંગેની પુસ્તકો	૪	૬. જમીન ખીન ભેટી કરવા માટે એન. એ.સી. મેળવવા માટેની અરજી	૩૧	૧૫ ફોન નંબર / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો
૩.	ભળ કનેક્શન લાઈન ફેર કટી આપવા	૩	સહન સહીદી અંગેની પુસ્તકો	૪	૧૦. કમ્પ્યુટર સાઈટિંગ મેળવવા માટેની અરજી	૨૨	ખચુસર્વિસ ટાઇમસ ટાઇમરો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો
૪.	ફેનેજ ખોડાણ મેળવવા માટેની અરજી	૪	સહન સહીદી અંગેની પુસ્તકો	૫	૧૧. ઉદ્યોગ સ્થાપિત કરવા એન. એ. સી. મેળવવા માટેની અરજી.	૨૩	૧૨ સહીદીની પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો
૫.	ફેનેજ ખોડાણ રટ કરવા માટેની અરજી	૫	સહન સહીદી અંગેની પુસ્તકો	૪	૧૨. જોમકારક ઇંધાના લાભસ્થાન માટેનું એન. એ. સી. મેળવવા માટેની અરજી	૨૪	સહીદીની પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો
૬.	ભવા પ્લોટ / મિલકત આકારણી રજીસ્ટર ટાઇલ કરવા માટેની અરજી	૧૦	પોપર્ટ કરવાની નકલ / ૭-૧૧ ના ઉપરની નકલ	૭	૧૩. માહિતી અધિકાર અભ્યુત્થે અરજી	૨૮	-----
૭	મિલકત ટ્રાન્સફર કરવા માટેની અરજી	૧૨	પોપર્ટ કરવાની નકલ / ૭-૧૧ ના ઉપરની નકલ / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો	૩૦	૧૪. અંધકાર પરવાનગી માટેની અરજી	૨૦	૭-૧૧ ઉપરની નકલ / પોપર્ટ કરવાની નકલ / ૭-૧૧ ના ઉપરની નકલ / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો
૮.	લગ્ન નોંધણી કરવાની અરજી	૧૩	સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો	૭	૧૫. વ્યવસ્થા પેટ નોંધણી પ્રમાણપત્ર સુધારણા માટેની અરજી	૩૦	લગ્ન ૩ ની અરજી / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો

પેટલાદ નગરપાલિકા, પેટલાદ

એક દિવસમાં નિકાલ કરવાપાત્ર અરજીઓ

ક્ર.નં.	નાગરિક સેવાની વિગત	ખચુ ફોન નંબર	ખચુ સર્વિસ ટાઇમસ ટાઇમરો	અ.નં.	નાગરિક સેવાની વિગત	ખચુ ફોન નંબર	ખચુ સર્વિસ ટાઇમસ ટાઇમરો
૧	ભળ કનેક્શન નામ ટ્રાન્સફર કરવા	૩	સેક્ટર નંબર અંગેની પુસ્તકો	૯	રહેઠાણ અંગેની પુસ્તકો મેળવવા માટેની અરજી	૧૫	સેક્ટર / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો / સહાયકતા પુસ્તકો
૨	ફેનેજ ખોડાણ નામ ટ્રાન્સફર કરવા માટેની અરજી	૭	સેક્ટર નંબર અંગેની પુસ્તકો	૧૦	એમ્બ્યુલન્સ ભાડે મેળવવા માટેની અરજી	૧૭	-----
૩	મિલકતના આકારણી પત્રકની નકલ મેળવવા માટેની અરજી	૯	સેક્ટર નંબર અંગેની અરજી	૧૧	ઓનલાઈન સાઈટિંગ / ઓનલાઈન પાર્ટ પ્લોટ પ્લાન મેળવવા માટેની અરજી	૧૮	-----
૪	જન્મની નોંધ કરવા માટેની અરજી	૧૨-અ	-----	૧૨	જન્મ પ્રમાણપત્રની નકલ બાબતની અરજી	૧૦	જન્મ રજીસ્ટર C.C. કરવાની અરજી
૫	મરણની નોંધ કરવા માટેની અરજી	-----	-----	૧૩	મરણ પ્રમાણપત્રની નકલ મેળવવા માટેની અરજી	૨૦	મરણ રજીસ્ટર અંગેની અરજી
૬	લગ્ન નોંધણી પ્રમાણપત્ર મેળવવાની અરજી	૧૩-અ	સહાયકતા પુસ્તકો અંગેની અરજી	૧૪	ઈંગ્લાઝી જમીન ભાડેથી મેળવવા માટેની અરજી	૨૫	પોપર્ટ કરવાની નકલ
૭	વોટર ટેન્કર ભાડેથી મેળવવાની અરજી	૧૪	-----	૧૫	આવકનો ટાઇલો મેળવવા બાબત	૨૭	સેક્ટર નં. / સહાયકતા પુસ્તકો અંગેની અરજી

પેટલાદ નગરપાલિકા, પેટલાદ સામાન્ય પ્રકારની ફરિયાદો

ક્ર.નં.	નાગરિક સેવાની વિગત	અરજીના નિકાલ માટેના દિવસો	ક્ર.નં.	નાગરિક સેવાની વિગત	અરજીના નિકાલ માટેના દિવસો
૧	લીકિંગ અંગેની ફરિયાદ	૧	૧૨	ગટર રીપેરીંગ તેમજ કુંડીઓ ઢાંકવાની કામગીરી	૭
૨	નળમાં દુષિત પાણીની ફરિયાદ	૧	૧૩	ભરેલ કન્ટેઈનર નહીં ઉપાડવાની ફરિયાદ	૧
૩	પાણી પુરતા પ્રેશરમાં ન મળતુ હોય તેવી ફરિયાદ	૫	૧૪	મેન હોલ ભુભર્ગ ગટર સફાઈની કામગીરી	૫
૪	જાહેરમાં ગંદકી કરતા હોય તેની ફરિયાદ	૧	૧૫	આઈ.સી. ચેમ્બર્સ ગટર સફાઈની કામગીરી	૫
૫	રોડા, પુરણી, કચરો, વિ. ઉપાડવાની ફરિયાદ	૭	૧૬	વરસાદી પાણીના નિકાલની કામગીરી	૩
૬	સફાઈ કામદાર અંગેની ફરિયાદ	૧	૧૭	પોલ રીપેરીંગ	૭
૭	સફાઈ ન થતી હોય તે અંગેની ફરિયાદ	૧	૧૮	સ્ટ્રીટલાઈટ રીપેરીંગ	૧
૮	મૃત પશુઓના નિકાલ	૧	૧૯	રોડ કેમેજ	૧૫
૯	રોગચાળાની ફરિયાદ	૧	૨૦	એમ્બ્યુલન્સ સેવા / શબવાહિની સેવા	૧
૧૦	દવા છંટકાવ અંગેની ફરિયાદ	૧	૨૧	ગેરકાયદેસર બાંધકામની ફરિયાદ	૧૦
૧૧	ડોર ટુ ડોર કલેક્શનની ફરિયાદ	૧	૨૨	અન્ય ફરિયાદ (ફરિયાદના પ્રકાર આધારિત નિકાલ)	૭

પેટલાદ નગરપાલિકા, પેટલાદ જન સુવિધા કેન્દ્ર અરજદાર જોગ સુચના

- પેટલાદ નગરપાલિકામાં ૩૦ પ્રકારની સેવાઓની અરજી એક જ જગ્યાએ જન સુવિધા કેન્દ્રમાં આપવાની રહેશે.
- આ અરજીમાં જરૂરી તમામ વિગતો અરજીની સાથે જ આપવાના રહેશે.
- અરજી ફોર્મ ફી પેટે રૂ. ૫/- આપવાના રહેશે.
- અરજી સ્વીકારાયેલી અરજી ફોર્મ ઉપર એક બાકોડ સ્ટીકર લગાડવામાં આવશે જે અરજીનો ખાત નંબર ગણાશે.
- અરજી સ્વીકારાયેલી અરજદારને તેની પહોંચ આપવામાં આવશે અને અરજીના નિકાલની તારીખ જાણ કરવામાં આવશે તથા જો મોબાઈલ નંબર જણાવેલ હશે તો એસ. એમ. એસ. દ્વારા પણ જાણ કરવામાં આવશે.
- અરજદાર જન સુવિધા કેન્દ્ર ઉપરથી જ અરજી અંગેનું સ્ટેટસ જાણી શકશે.
- અરજીનો નિકાલ થયેથી લેખિત તથા જો મોબાઈલ નંબર જણાવેલ હશે તો એસ. એમ. એસ. દ્વારા પણ જાણ કરવામાં આવશે.
- અરજદારને નિર્ધારિત સમય મર્યાદામાં જરૂરી નાણાં ભરવાના રહેશે.
- અરજદારે તમામ પ્રકારની સેવા માટેની અરજીઓ એક જ સ્થળે જન સુવિધા કેન્દ્ર માં આપવાની રહેશે અને નિકાલ થયેથી તેનો જવાબ પણ જન સુવિધા કેન્દ્ર માંથી આપવામાં આવશે જેથી નગરપાલિકાના કમ્પ્યુટરીકી / અધિકારીઓનો સીધો સંપર્ક કરવો નહીં.
- સમય મર્યાદામાં નિકાલ ન થયેથી અરજી સ્વીકારવાની પહોંચ સાથે ચીફ ઓફિસરશ્રીનો સંપર્ક કરી શકાશે.
- સામાન્ય પ્રકારની ફરિયાદો માટે કોઈ ફી આપવાની રહેશે નહીં.

1. Complaint Registration

Civic Centre/
Application form
(Online data feeding)

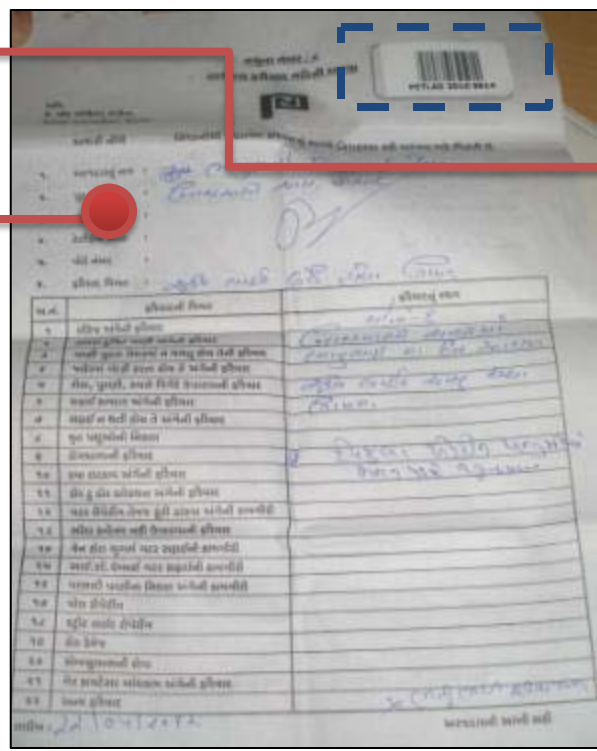
Application form filled
by ULB staff
mentioning address,
mobile no., ward, type
of complaint code

A bar code is provided
and
acknowledgement
SMS is given to
applicant

No. of days for
resolving the
complaints is
automatically taken
by system, based on
Citizen Charter

Acknowledge Receipt
to applicant

Complaint Application Form



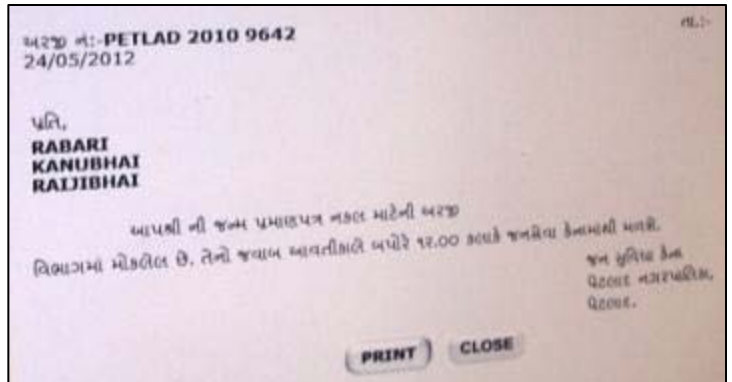
Online Complaint Form



SMS dispatch to citizen



Complaint Acknowledgement Receipt



Complaint Codes

Complaints Codes

સરકારી સંસ્થાનોમાં સેવાઓ આપવા માટેની કમ્પ્લેન્ટ કોડો

સરકારી સંસ્થાનોમાં સેવાઓ આપવા માટેની કમ્પ્લેન્ટ કોડો

સરકારી સંસ્થાનોમાં સેવાઓ આપવા માટેની કમ્પ્લેન્ટ કોડો

સરકારી સંસ્થાનોમાં સેવાઓ આપવા માટેની કમ્પ્લેન્ટ કોડો

સરકારી સંસ્થાનોમાં સેવાઓ આપવા માટેની કમ્પ્લેન્ટ કોડો

સરકારી સંસ્થાનોમાં સેવાઓ આપવા માટેની કમ્પ્લેન્ટ કોડો

ક્ર.સં.	કમ્પ્લેન્ટનો વિગત	કમ્પ્લેન્ટનું સ્થળ
૧	તરીય અંગેની કમ્પ્લેન્ટ	
૨	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૩	પાણી પુરવઠા વિભાગમાં અસત્ય હોય તેની કમ્પ્લેન્ટ	
૪	ગરબના મોકા કરતા હોય તે અંગેની કમ્પ્લેન્ટ	
૫	રોડ, પુલ, સ્તંભો, સ્વચ્છતા કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૬	સરકારી કામગીરી અંગેની કમ્પ્લેન્ટ	
૭	સરકારી નીચી હોય તે અંગેની કમ્પ્લેન્ટ	
૮	પુલ પરિવહનોની સુવિધા	
૯	રોગચાળાની કમ્પ્લેન્ટ	
૧૦	કચરા ઉપસાડવા અંગેની કમ્પ્લેન્ટ	
૧૧	કોરુ નાકુર કચરાસમાધાન અંગેની કમ્પ્લેન્ટ	
૧૨	નગર સ્વચ્છતા કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૧૩	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૧૪	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૧૫	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૧૬	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૧૭	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૧૮	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૧૯	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૨૦	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	
૨૧	નગર કમિશ્નરના કચેરાઈની કમ્પ્લેન્ટ	

Complaints Code	Type of Complaints
1	Complain of leakage
2	Pollution in running tap water
3	Complain about water pressure
4	Complain of creating pollution in public place
5	Complain about road, construction, and for collecting the waste
6	Complain of the sweeper
7	Complain about cleaning
8	Removal of dead animal
9	Complain of diseases
10	Complain related medicine
11	Complain about door to door collection
12	Drainage and sewerage blocking
13	Complain about not removal of filled container
14	Cleaning of manhole
15	Cleaning of I C chamber
16	Removal of rain water
17	Repairing of poll
18	Repairing of streetlight
19	Road damage
20	Ambulance service
21	About illegal construction
22	Other complaints

Petlad - Existing Mechanism (Walk – in/ Online)

2. Complaints Dispatch to Department

Civic centre signs, stamps and dispatches application form to concerned department head



Form comprising department name, applicant name, bar code no., complaint details, and dispatch date from civic centre which is signed and supervise by clerk/staff of civic centre

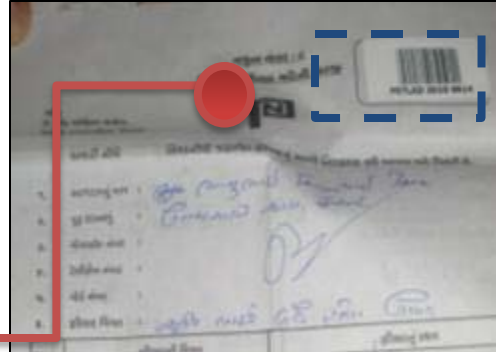


Dept. Head



Field Staff

Bar Code



*No specific time for complaint dispatch
it might on same day or next day*

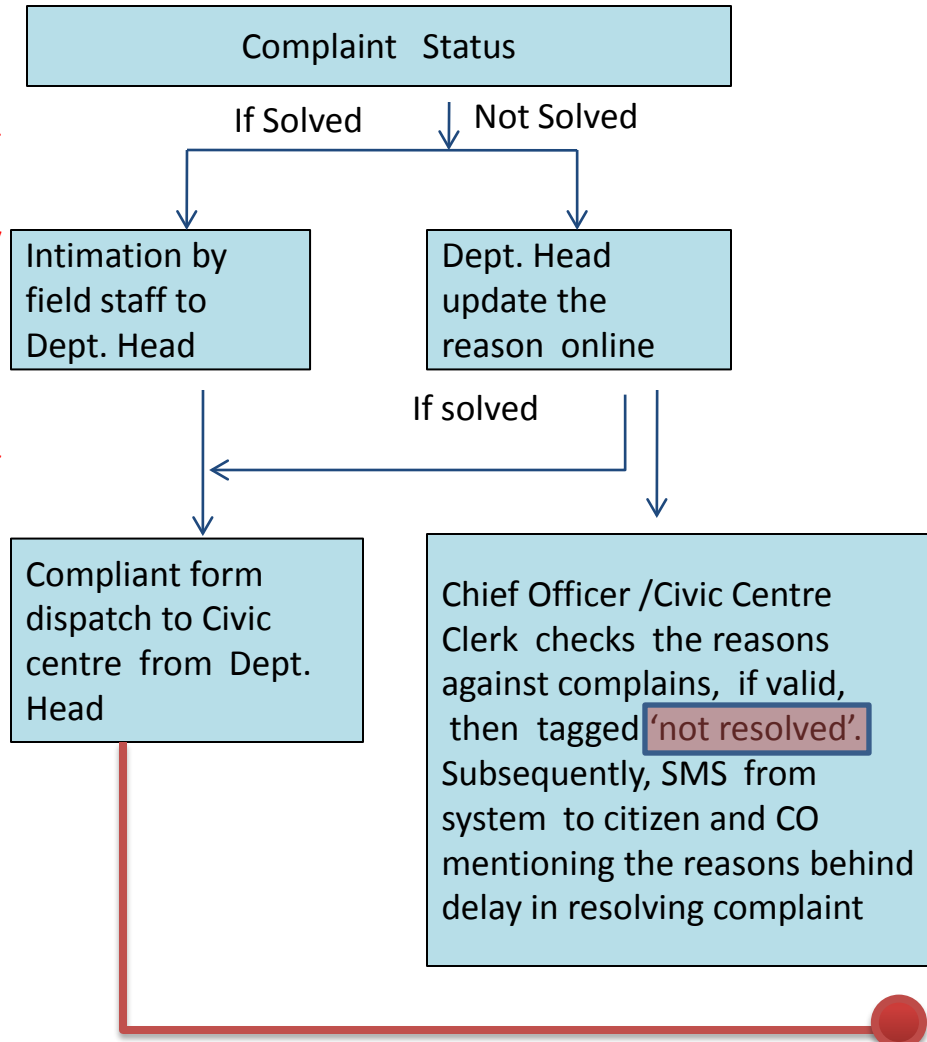
Complaints from Dispatch from Civic Centre

A photograph of a complaint form with handwritten details and stamps. The form includes fields for applicant name, address, and complaint details. There are stamps from the civic centre and the department head. The text on the form is in Gujarati.

Petlad - Existing Mechanism (Walk – in/ Online)

3. Complaint Resolution Process

Field staff report back daily to department head after complaint resolved



Complaints form Dispatch from Department to Civic Centre

આવકારકી ૫૪૨૫૦૧૦૧
તારીખ ૦૨/૦૫/૨૦૨૨ ની પોર્ટ નંબર ની અવગત નંબર
સ્થળે ૦૨૨૨૦૧૦૧ ના અંગેની કમ્પ્લેન્ટ આપવા વિનવવા તરફ અધિકારીશ્રીને આપવા વિનંતી છે. જે અને તારીખે કમ્પ્લેટી પૂર્ણ થવાને રીપોર્ટ મુજબ

તારીખ : ૦૨/૦૫/૨૦૨૨
સ્થાન : ૦૨૨૨૦૧૦૧
જન સુવિધા કેન્દ્ર, પેટલાદ

પ્રતિ,
મે. વીડી ઓફિસર સાહેબ,
પેટલાદ નગરપાલિકા, પેટલાદ

આવકારકી ૫૪૨૫૦૧૦૧ નો સામાન્ય ફોનનંબર મારેની અવગત અન્યથા
અંગેની કમ્પ્લેન્ટ તારીખ ના રોજ કમ્પ્લેટી પૂર્ણ
કરવામાં આવેલ છે, જે આપ સાહેબને વિદીત થવા વિનંતી છે.

તારીખ :
સ્થાન :
પ્રતિ,
સ્થાન :
જન સુવિધા કેન્દ્ર, પેટલાદ

ઉપર વિગતે જણાવેલા અવકારકીને લેવાયેલા પ્રત્યુત્તર પાઠવવા માટે..

The form details out the applicant name, resolution date and time, supervised and signature by departmental head

Petlad - Existing Mechanism (Walk – in/ Online)

3. Complaint Resolution Process

Chief Officer /Civic Centre Clerk checks the reasons against complains, if valid, then tagged **not resolved**. Subsequently, SMS from system to citizen and CO mentioning the reasons behind delay in resolving complaint

Not solved

Inform either by phone or in person

If still not solved, complainant calls/visits civic centre/CO

Not solved

In case of pending complaints due to inefficient staff, action against staff by Chief Officer (3 notices given to staff)

Not solved

If complaint still not resolved , staff is suspended

Chief Officer – Action

જનસુવિધા કેન્દ્ર

અરજીની ચકાસણી

અરજી નંબર :- PETLAD 2010 9642

વિભાગનું નામ :- જન્મ-મરણ નોંધણી શાખા

અરજદારનું નામ :- RABARI KANUBHAI RAI

અરજદારનું સરનામું :- RABARIVAS, AT. VATADARA

મોબાઈલ નંબર :- 9725341910

નમૂના નો નંબર :- 19

નમૂના નું નામ :- જન્મ પ્રમાણપત્ર નકલ માટેની અરજી

નમૂના નો સ્થાન :- વન-ડે

અરજીની ચકાસણી :- મંજૂર નામંજૂર

ADD NEW CANCEL

Dept. Head can also update the status online

Solved / Not Solve

Petlad - Existing Mechanism (Walk – in/ Online)

4. Complaint Tracking

Online tracking by
Departmental Head

Online tracking by Civic Centre
Staff and Chief Officer

**Complainant cannot track the
complaint**

5. Complaint Monitoring

Departmental Head

Civic Centre Clerk

Check the status daily

Chief Officer

Checks occasionally, only if required

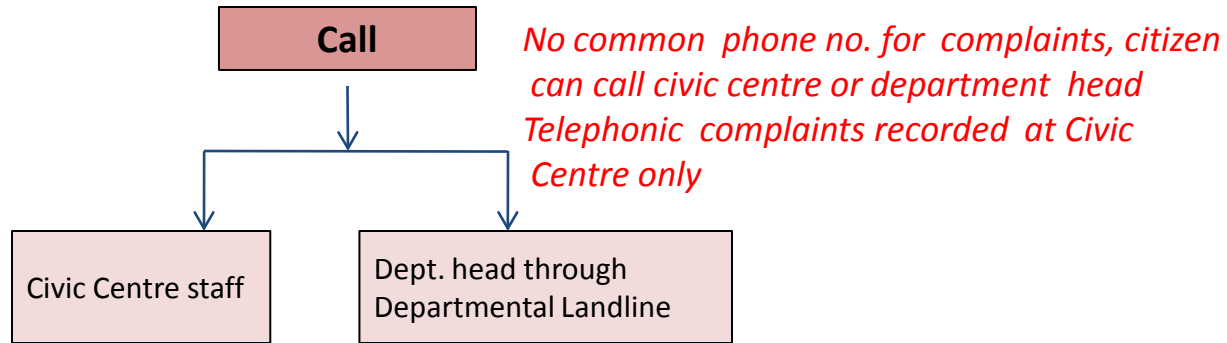
6. Report Generation

Online monthly report generation

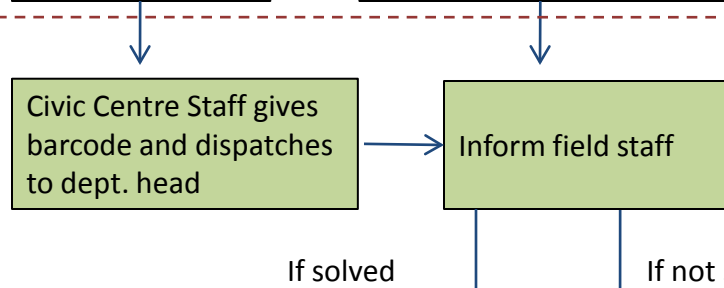
અનુ. નંબર	ફોર્મનું નામ	મહેલ અરજી	નીકાલ શયેલ અરજીઓ	બાકીરહેલી અરજીઓ	સમય બહાર-ગ અરજીઓ
1	લીફ્ટ અંગેની ફરિયાદ	889	889	0	0
2	નવોખા કુવિત પાણી અંગેની ફરિયાદ	15	15	0	0
3	સામાન્ય ફરીયાદ માટેની અરજી	241	241	0	0
4	જાહેરમાં મદકી કરતા હોય તે અંગેની ફરિયાદ	0	0	0	0
5	સફાઈ કામદાર અંગેની ફરિયાદ	0	0	0	0
6	સફાઈ ન થતી હોય તે અંગેની ફરિયાદ	217	217	0	0
7	મૂલ પશુઓનો ભિકાલ અંગેની ફરિયાદ	278	278	0	0
8	દવા હંટકાવ અંગેની ફરિયાદ	312	312	0	0
9	ડોર ટુ ડોર કલેક્શન અંગેની ફરિયાદ	0	0	0	0
10	ભરેલ કન્ટેનર નહીં ઉપાડવા અંગેની ફરિયાદ	0	0	0	0
11	ઓબ્સ્યુલન્સ ની સેવા	874	874	0	0
12	ફ્રીટ લાઈટ રીપેરીંગ અંગેની ફરિયાદ	1,679	1,679	0	0
13	કુલ વન-ટે	4,205	4,205	0	0

Petlad - Existing Mechanism (Telephonic)

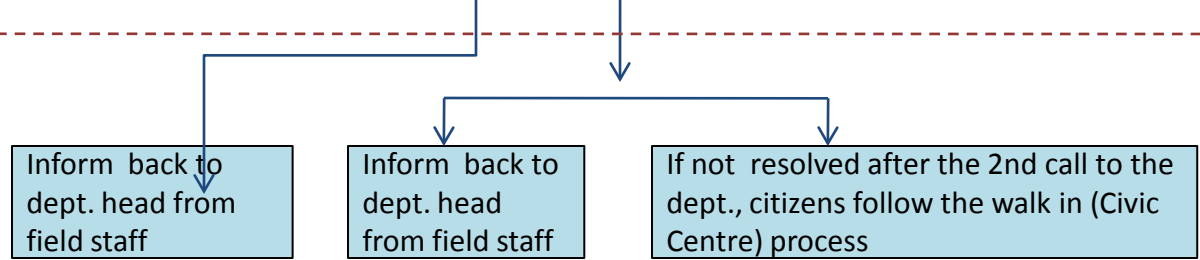
Complaint Registration



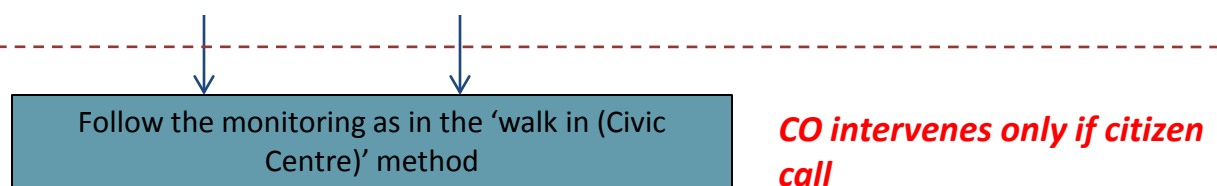
Complaint distribution to department and Field Staff



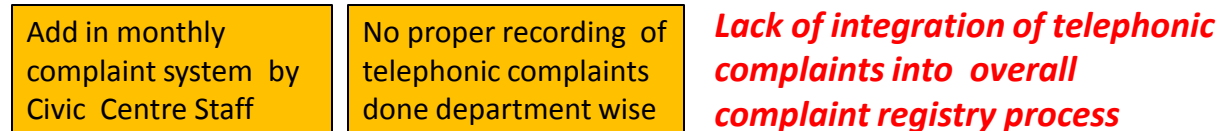
Complaint Resolution Process and Reporting to Dept. Head



Monitoring Process

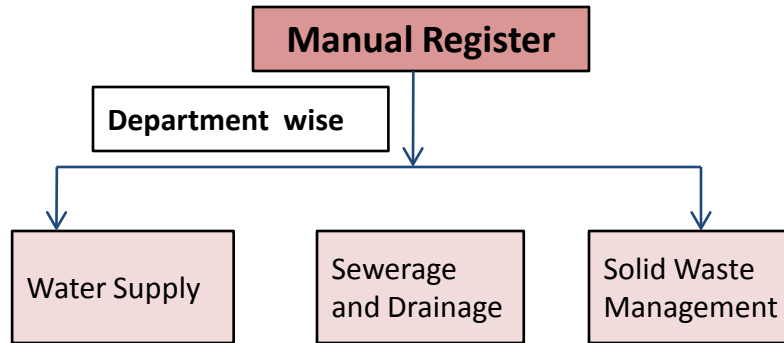


Report Generation



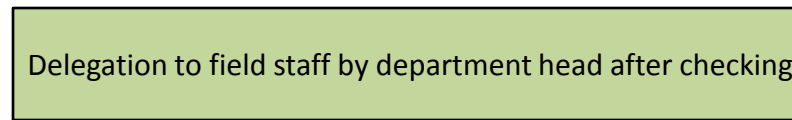
Petlad - Existing Mechanism (Manual Register)

Complaint Registration



No registration no. against complaints
No common format across depts
Complaint coding used in civic centre are not followed in manual register

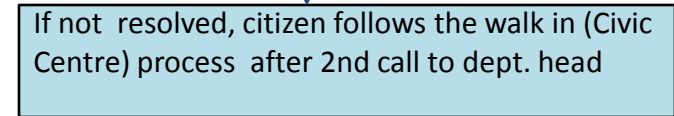
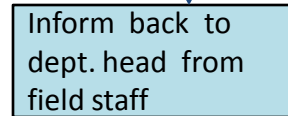
Complaint distribution to department and Field Staff



If solved

If not solved

Complaint Resolution Process and Reporting to Dept. Head



Monitoring Process

Follow the monitoring as walk in (Civic Centre)

CO intervenes only if citizen calls

Report Generation

Add in monthly complaint system by Civic Centre Staff

No proper recording of telephonic complaints in departmental register

No compilation of complaints from all modes

Petlad - Manual Register Format

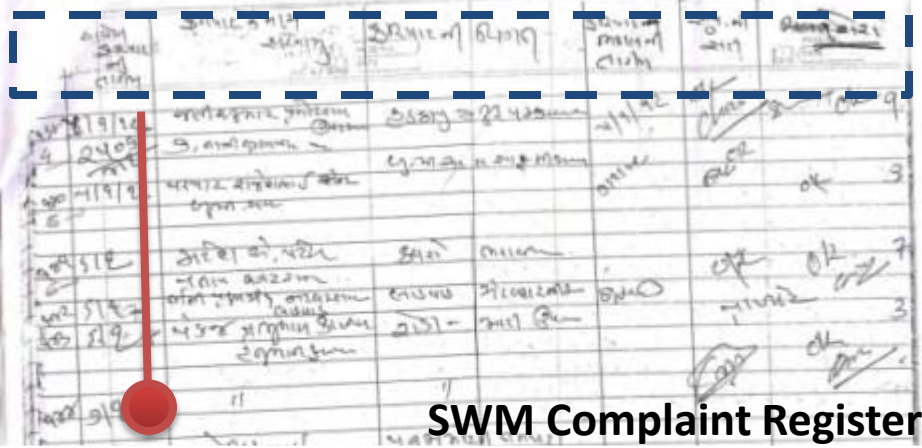
Water Supply Complaint Register

કંપલેઇન નંબર	તારીખ	ફરીયાદની વિગત અને સરનામું	રીમાર્ક્સ
મનુષ્ય સ્વાસ્થ્ય - ૨૦૧૨ ✓			
૧	૨૧/૧૧/૧૨	ભાગીરથી બાજુના નં ૩૪ ના ઘરમાં ઉપર ઓફિસ સરવેયરના ભાગમાં પાણી ના ભાગી ભરવા ની	સામાન્ય મીનિટ ડેપ્ટ. ઓફ પબ્લિક વર્કસ ની મુલાકાત
૨	૨૧/૧૧/૧૨	કાલુશીયાળા પાણી ની કારણ ની ના ભાગી ભરવા ની	વનસખાના ભાગીભરવા
૩	૨૧/૧૧/૧૨	પાણીભરવામાં અડચણો કારણમાં શરૂ પાડે ના ભાગી ભરવા ની	કામચલાઉ ડેપ્ટ. ઓફ પબ્લિક વર્કસ ની મુલાકાત
૪	૨૧/૧૧/૧૨	પાણીભરવા ના ભાગીભરવા ના ભાગીભરવા શરૂ પાડે ના ભાગી ભરવા ની	કામચલાઉ ડેપ્ટ. ઓફ પબ્લિક વર્કસ ની મુલાકાત
૫	૨૧/૧૧/૧૨	મજા પાણીભરવા ની કારણમાં ભાગીભરવા ની કારણમાં શરૂ પાડે ના ભાગી ભરવા ની	સામાન્ય મીનિટ ડેપ્ટ. ઓફ પબ્લિક વર્કસ ની મુલાકાત
૬	૨૧/૧૧/૧૨	કાલુશીયાળા પાણીભરવા ની કારણમાં શરૂ પાડે ના ભાગી ભરવા ની	કામચલાઉ ડેપ્ટ. ઓફ પબ્લિક વર્કસ ની મુલાકાત
૭	૨૧/૧૧/૧૨	કાલુશીયાળા પાણીભરવા ની કારણમાં શરૂ પાડે ના ભાગી ભરવા ની	કામચલાઉ ડેપ્ટ. ઓફ પબ્લિક વર્કસ ની મુલાકાત
૮	૨૧/૧૧/૧૨	કાલુશીયાળા પાણીભરવા ની કારણમાં શરૂ પાડે ના ભાગી ભરવા ની	કામચલાઉ ડેપ્ટ. ઓફ પબ્લિક વર્કસ ની મુલાકાત

Sewerage Complaint Register



No manual register format for sewerage and drainage complaints, citizen write as per their own understanding

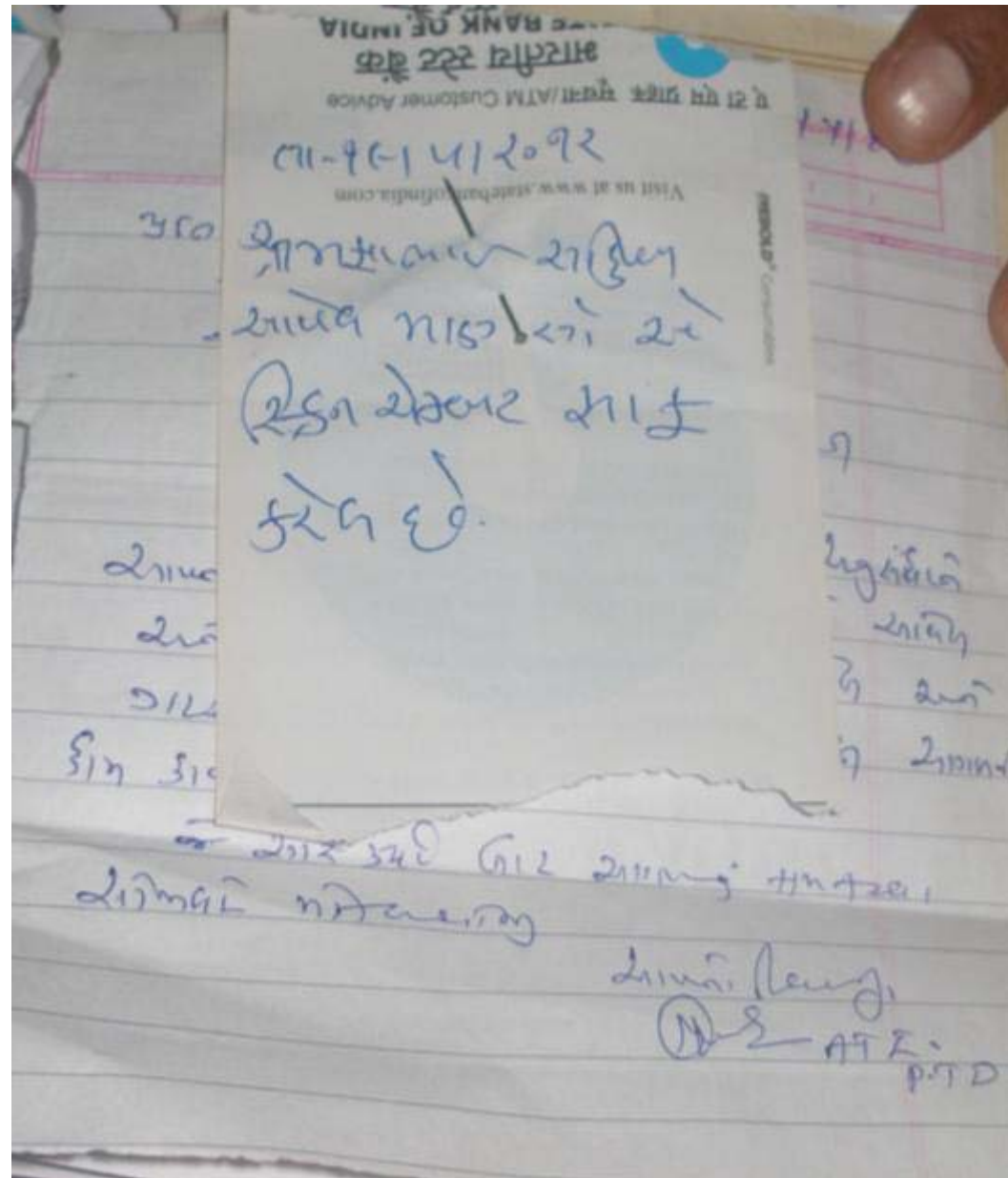
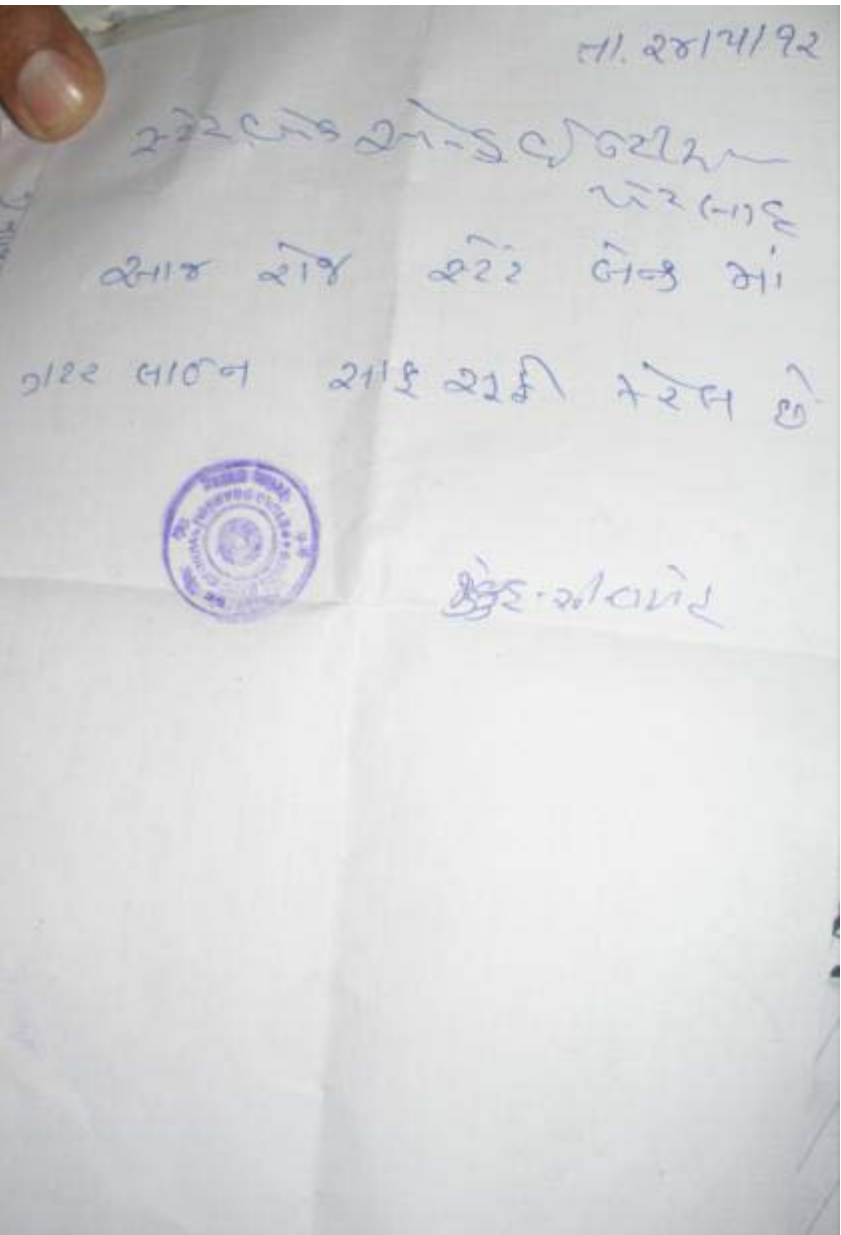


SWM Complaint Register

Total Complaints No./ SI.No.	Date	Applicant Name, Address	Type of complaint	Resolui on Date	Sign of Supervisor	Remarks
Inward no.						

No common format across the department

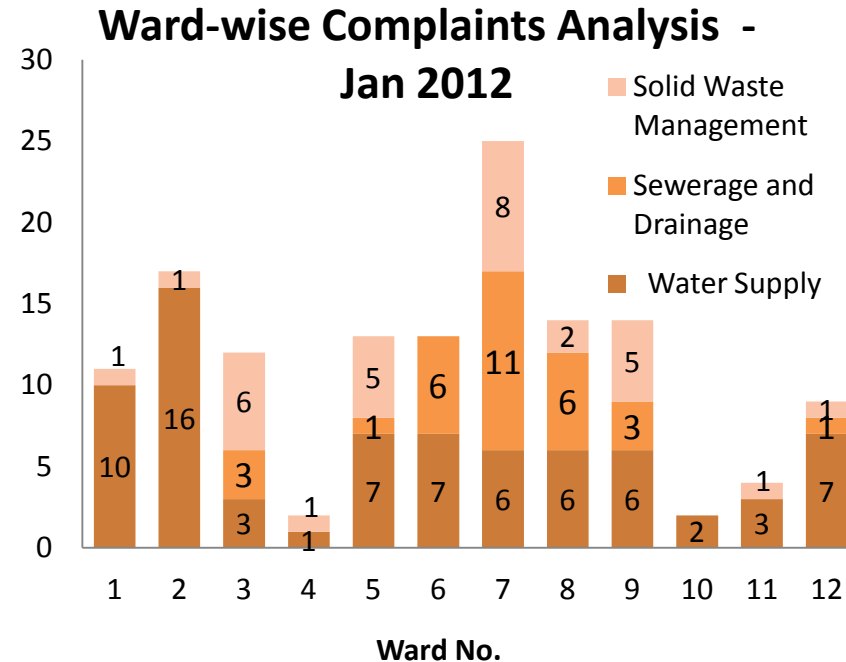
Petlad - Informal Feedback by Citizen



Petlad – Ward-wise Complaint Analysis

Complaints Records : 1/1/2012 -31/1/2012

Ward No.	No. of Complaints Water Supply	No. of Complaints Sewerage and Drainage	No. of Complaints Solid Waste Management	Total
1	10	0	1	11
2	16	0	1	17
3	3	3	6	12
4	1	0	1	2
5	7	1	5	13
6	7	6	0	13
7	6	11	8	25
8	6	6	2	14
9	6	3	5	14
10	2	0	0	2
11	3	0	1	4
12	7	1	1	9
Total	74	31	31	136



- Ward no. 7 & 8 have maximum no. of complaints across all sectors, since Citizens are aware.
- Ward no. 2 have maximum water complaints (laying of piped gas connection)
- Ward no. 4,10 & 11 having less complaints
- Total complaints received in the month – 136

Petlad - Detail Observations and Recommendations

Component	Observations	Recommendations
<p><u>Issue of Complaints Compilation</u></p>	<ul style="list-style-type: none"> ▪ No compilation of complaints from civic centre and manual register ▪ Telephonic complaints registration is not a formal process, not registered in department but registered at civic centre to some extent ▪ No common phone/helpline no. for telephonic complaints, citizens call civic centre as well as departmental head ▪ No other modes such as online CGRS, toll free no. etc. to lodge complaints 	<ul style="list-style-type: none"> ▪ Integration of written/online and telephonic complaints ▪ Single helpline no. for lodging a complaint ▪ All complaint should be coded, recorded and proper data base should be maintained. A dedicated staff should be assigned (manually/online)
<p><u>Complaint Timing</u></p>	<ul style="list-style-type: none"> ▪ Timing is not appropriate -11:00 am -6:00 pm 	<ul style="list-style-type: none"> ▪ Should open with ULB time
<p><u>Complaint Monitoring</u></p>	<ul style="list-style-type: none"> ▪ Checking and supervision of complaints is done by dept. head only. If complaints repeat or are still pending, only then does the Chief Officer intervene ▪ Civic centre clerk along with Chief Officer check online complaints' status ▪ No formal monitoring process, field staff call dept. head after complaints are resolved, occasionally dept. head also checks if resolved ▪ To some extent, citizens get an sms regarding the delay of complaints from civic centre 	<ul style="list-style-type: none"> ▪ Departmental head and Chief Officer should check complaints regularly ▪ An interim reply should be sent (through call /sms) to citizen regarding the delay of complaints mentioning additional days to resolve ▪ Complaints tracking mechanism should be from both ULB as well as citizen

Petlad - Detail Observations and Recommendations

Component	Observations	Recommendations
<p><u>Formal process of Complaint Escalation</u></p>	<ul style="list-style-type: none"> ▪ If complaints are not solved after two attempts and tracking by phone, citizen has to follow walk – in process to civic centre. Civic centre staff along with citizen go to Chief Officer for further process ▪ Citizens, who know ULB staff personally only get benefit of speedy redressal of complaints 	<ul style="list-style-type: none"> ▪ There should be a formal process of Escalation of Complaint to higher Official, citizen should not need to call again if complaints get delayed ▪ Synchronisation between civic centre timings and ULB office hours
<p><u>No feedback Mechanism</u></p>	<ul style="list-style-type: none"> ▪ Checking and supervision of complaints is done by dept. head only. If complaints repeat or still pending, then only Chief Officer interrupts ▪ Civic centre clerk along with Chief Officer check online complaints status ▪ No formal monitoring process, field staff call dept. head after complaints resolved, occasionally dept. head checked ▪ To some extent citizen gets sms regarding the delay of complaints from civic centre 	<ul style="list-style-type: none"> ▪ Proper feedback mechanism from citizen should come against complaints in the form of complaint resolution voucher

Petlad - Detail Observations and Recommendations

Component	Observations	Recommendations
<u>Other</u>	<ul style="list-style-type: none">Complaints only indicate the timeline for resolution days but not detailing on other complaints mechanism like contact details/concerned staff detailsTime has not fix for complaints dispatch form civic centre to dept, it be on any time of same day or next day	<ul style="list-style-type: none">Monthly grievance redressal forum should be organised by ULB to raise awareness among citizens and ULB staff. Departmental head, Chief Officer, Citizen, Elected ward representation should also attend. Distribution of pamphlets, poster, singaes should be done as extended processPerformance appraisal system of staff can be linked to complaints handlingTraining to be imparted to ULB staff for effective handling of complaints

Sidhpur- Grievance Redressal System

Sidhpur

Sidhpur is an historical city located on the bank of [Sarasvati River](#), considered to be the branch of lost Saraswati River. Siddhpur is the [taluka](#) headquarters of Siddhpur taluka. Its derives its name from the great ruler of Gujarat, Siddhraj Jaisingh, who constructed a magnificent Shiva Temple in 12th century A.D. Under the Mughal rule, the town developed and flourished.



ULB Snapshots	2011-12
Population	62,432 (58,194 in 2001)
Growth Rate	6.58 %
Class size	B
Household	12,949
Family size	4.8
Area (sq. km)	11.76
Density (sq. km)	5,309
District	Patan dist., located at about 123 km north of the Ahmedabad
No. of Properties	21,274
Residential	15,222 (72%)
Commercial	6,052 (28%)
Election Ward	12
Slum Pocket	12
Slum Population	6,142 (10%)
Slum Household	1,224



Siddhpur – Grievance Redressal System (Telephonic)

Complaint Registration

ULB Landline/Departmental Head

Department wise register filled by assigned staff

Department head

No common phone no. for complaint, citizen can call complaint handling staff directly or department head directly. No record of telephonic complaints at dept. but recorded only handling officer

Complaint information to Dept. and Field Staff

Intimation to departmental head

Intimation to field staff from departmental head

If solved

If not solved

Complaint Resolving Process and Reporting to Dept. Head

Field staff informs Dept. head and takes a sign from citizen

Citizen complains again in manual register or gives a reminder call to the ULB

Monitoring Process

Complaint resolved, verification and supervision done by dept. head

⇒ If the complaint is not solved, citizens go to dept. head

⇒ Chief Officer/ President

⇒ If more delays in resolution, CO gives 3 notices to staff

If not resolved, field staff mention reason to dept. head

Report Generation

Recording of telephonic complaints in manual register to some extent

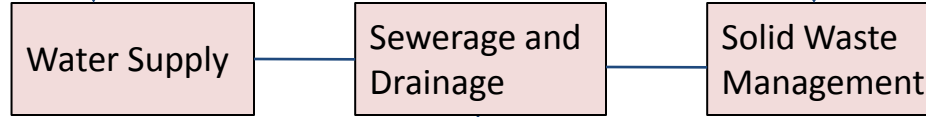
Lack of integration of telephonic complaints into the overall complaint registering process

Siddhpur – Grievance Redressal System (Manual Register)

Complaint Registration

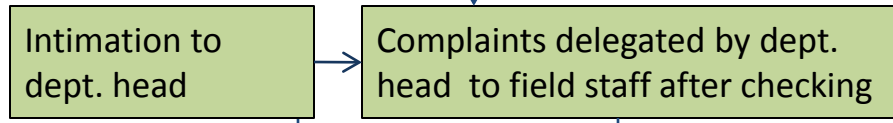
Department wise complaints filled by assigned staff

Manual Register (One staff is assigned)



Separate department wise manual register for complaints
Monthly Compilation of all complaints

Complaint information to Dept. and Field Staff

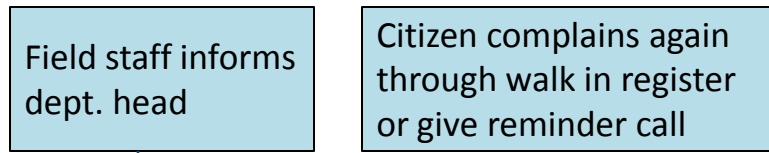


If solved

If not solved

If not resolved, field staff mention reasons to dept. head

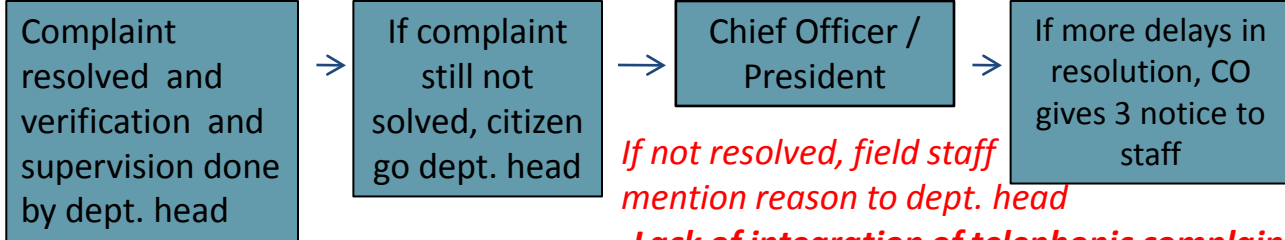
Complaint Resolving Process and Reporting to Dept. Head



CO expends Rs. 1,000/- on complaint redressal else take permission form board

If solved, the departmental head signs against complaint in the register
If solved, field staff /driver also signs against work register maintained by dept

Monitoring Process



If not resolved, field staff mention reason to dept. head

Lack of integration of telephonic complaints into the overall complaint registry process

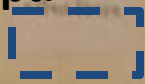
Report Generation

Manual counting of complaints from register

Monthly report

Siddhpur – Manual Register

Complaints Dept.



સિદ્ધપુર જિલ્લામાં
 વર્ષ - ૨૦૧૨ - ૨૦૧૩
 સુધીના સગર
 વાસ્તુ-વસ્તુ વિભાગ

જાગીર નોંધણી
 વર્ષ - ૨૦૧૨ - ૨૦૧૩

Monthly Report on Complaints

સિદ્ધપુર જિલ્લા - ૨૦૧૨ - ૨૦૧૩

Pending Complaints

વિભાગ	સામગ્રી વિભાગ	સામગ્રી વિભાગ	સામગ્રી વિભાગ	કુલ
સામગ્રી વિભાગ	✓	૧૪	૧૨	૨
વ.વ. વિભાગ	—	૧૨	૧૦	૨
સુધી નો વિભાગ	૧	૯૬	૯૪	૨
ગામ વિભાગ	૨	૧૩૬	૧૩૬	૨
	૨	૨૫૬	૨૫૨ + ૨ = ૨૫૪	૯



Siddhpur: Complaint Register

Manual Register – Common Format

Water Supply

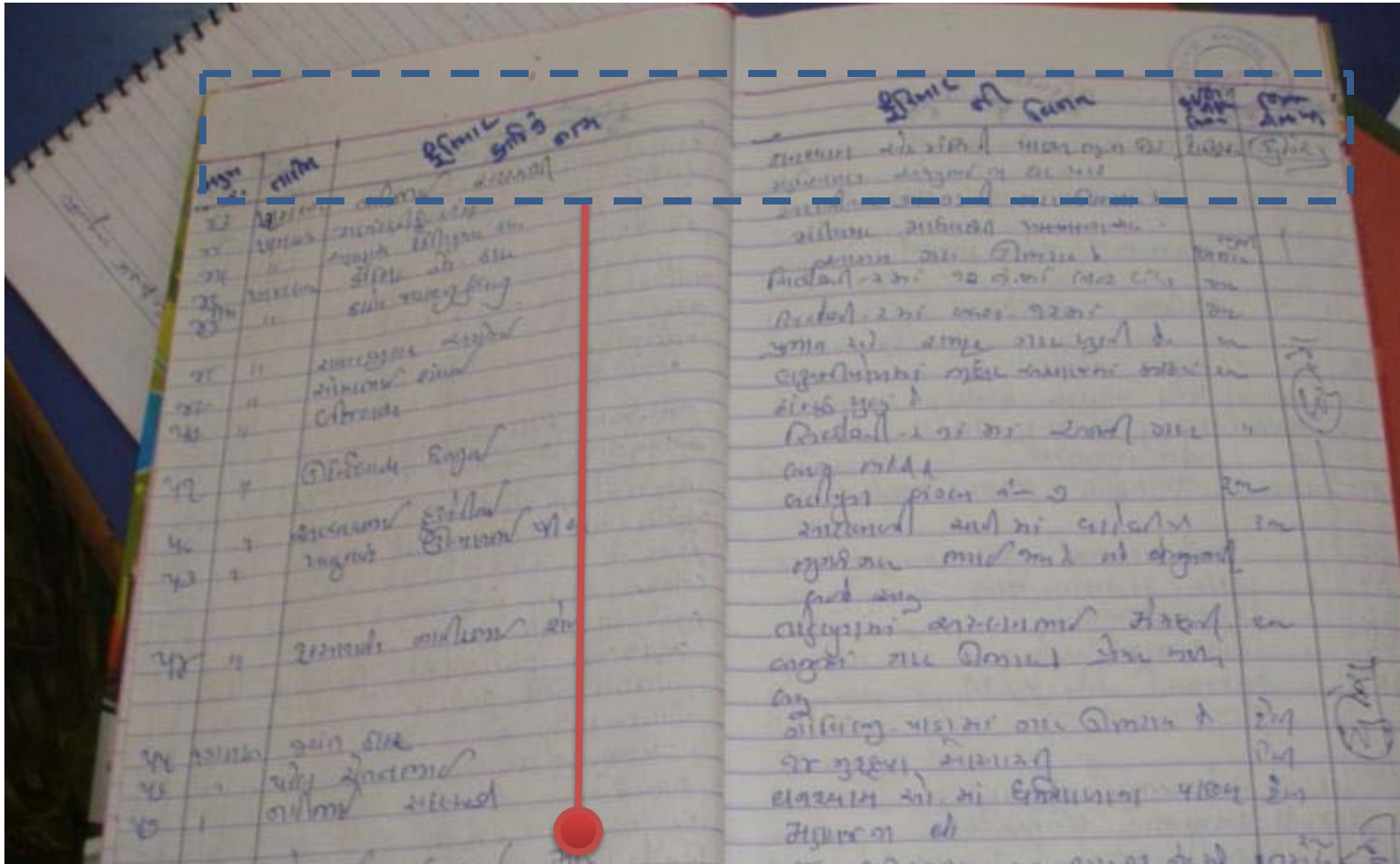
SWM

क्र. सं.	दिनांक	प्रकार का शिकायत	विवरण
1
2
3
4
5
6
7
8
9
10
11
12
13
14

क्र. सं.	दिनांक	प्रकार का शिकायत	विवरण
1
2
3
4
5
6
7
8
9
10
11
12
13
14

Siddhpur: Complaint Register

Sewerage and Drainage



Common format for all the depts.

Serial No	Date	Applicant Name	Description of Complaints	Dispatch Date to Department and Mode of Complaints	Resolution Confirmation sign

Siddhpur - Complaint Register

Field Register- Water Supply

Note
Date & Ward

સામાજિક સેવા સંસ્થા - Society and Address

1-8-2022 વર્ડ-2	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
2-8-2022 વર્ડ-4	સામાજિક સેવા સંસ્થા
3-8-2022 વર્ડ-2	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
4-8-2022 વર્ડ-2	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
4-8-2022 વર્ડ-3	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
5-8-2022 વર્ડ-9	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
6-8-2022 વર્ડ-4	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
7-8-2022 વર્ડ-9	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
8-8-2022 વર્ડ-6	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
9-8-2022 વર્ડ-2	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ

સામાજિક સેવા સંસ્થા - Society and Address

1-8-2022 વર્ડ-2	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
2-8-2022 વર્ડ-4	સામાજિક સેવા સંસ્થા
3-8-2022 વર્ડ-2	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
4-8-2022 વર્ડ-2	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
5-8-2022 વર્ડ-3	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
6-8-2022 વર્ડ-4	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
7-8-2022 વર્ડ-9	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
8-8-2022 વર્ડ-6	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ
9-8-2022 વર્ડ-2	સામાજિક સેવા સંસ્થા અને સંબંધિત સેવાઓ

Ward no

Ward no. is mentioned in field register for field staff's signature

Date and Ward no	Society Name And Address	Field Staff Sign	Labour

Siddhpur: Complaint Register

Field Register - Sewerage and Drainage

Serial No	Date	Area	Ward No	Citizen sign, Remarks	Driver Sign	Labour Sign
1	27/10/22	સરકારી કોલેજ પાસે	9			
2	11	સરકારી કોલેજ પાસે	9			
3	30/10/22	સરકારી કોલેજ પાસે	9			
4	11	સરકારી કોલેજ પાસે	4			
5	11	સરકારી કોલેજ પાસે	4			
6	11	સરકારી કોલેજ પાસે	2			
7	11	સરકારી કોલેજ પાસે	2			
8	30/10/22	સરકારી કોલેજ પાસે	4			
9	01/11/22	સરકારી કોલેજ પાસે	11			
10	11	સરકારી કોલેજ પાસે	11			
11	11	સરકારી કોલેજ પાસે	11			
12	11	સરકારી કોલેજ પાસે	11			
13	11	સરકારી કોલેજ પાસે	11			
14	11	સરકારી કોલેજ પાસે	11			
15	11	સરકારી કોલેજ પાસે	11			
16	11	સરકારી કોલેજ પાસે	11			
17	11	સરકારી કોલેજ પાસે	11			
18	11	સરકારી કોલેજ પાસે	11			
19	11	સરકારી કોલેજ પાસે	11			
20	11	સરકારી કોલેજ પાસે	11			
21	11	સરકારી કોલેજ પાસે	11			
22	11	સરકારી કોલેજ પાસે	11			
23	11	સરકારી કોલેજ પાસે	11			
24	11	સરકારી કોલેજ પાસે	11			
25	11	સરકારી કોલેજ પાસે	11			
26	11	સરકારી કોલેજ પાસે	11			
27	11	સરકારી કોલેજ પાસે	11			
28	11	સરકારી કોલેજ પાસે	11			
29	11	સરકારી કોલેજ પાસે	11			
30	11	સરકારી કોલેજ પાસે	11			

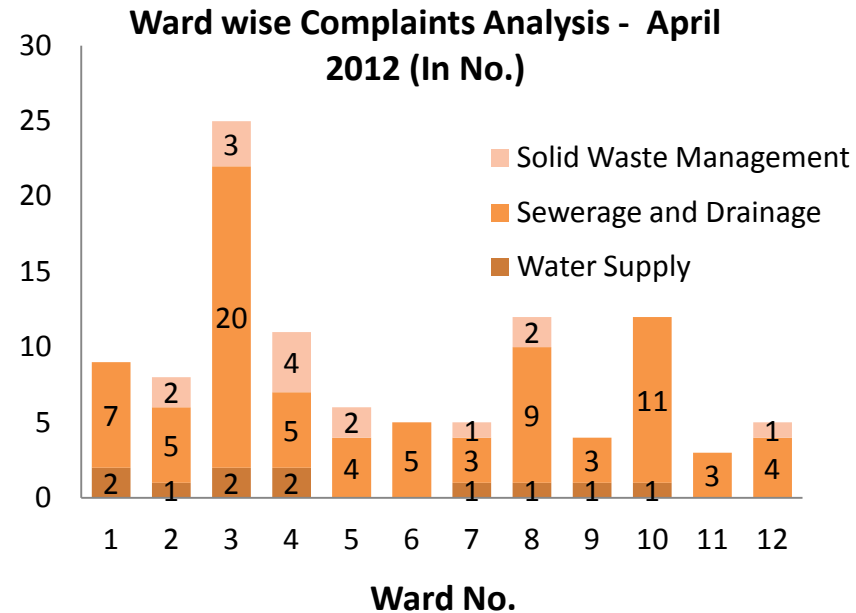
- Separate complaint register for all dept.
- Citizen sign/remark against complaints in drainage and sewerage's dept. register
- Ward no. mentioned in water and drainage and sewerage's dept. register

Serial No	Date	Area	Ward No	Citizen sign, Remarks	Driver Sign	Labour Sign

Siddhpur :Ward-wise Analysis

Complaints Records : 1/4/2012 -30/4/2012

Ward No.	No. of Complaints for Water Supply	No. of Complaints Sewerage and Drainage	No. of Complaints Solid Waste Management	Total
1	2	7	0	9
2	1	5	2	8
3	2	20	3	25
4	2	5	4	11
5	0	4	2	6
6	0	5	0	5
7	1	3	1	5
8	1	9	2	12
9	1	3	0	4
10	1	11	0	12
11	0	3	0	3
12	0	4	1	5
Total	11	79	15	105



Complaints Analysis

- Maximum complaints are from sewerage and drainage (75%) among all the complaints across three sector
- Ward no. 3 (24%) have highest complaints among all the wards
- Wards 5,6,7,9,11&12 shown less
- Water and SWM complaints are very less i.e. <15 complaints each in the month

- Maximum sewerage and drainage complaints i.e. 79 against total 105 across three sector
- Ward no. 3 shows the highest complaints i.e. 25
- Ward-5,6,7,9,11,12 showing less complaints
- Water and SWM monthly complaints are very less i.e.<15
- Total monthly complaints – 105

Petlad - Detailed Observations and Recommendations

Component	Observations	Recommendations
<p><u>Citizen's Charter</u></p>	<ul style="list-style-type: none"> ▪ Charter prepared and displayed ▪ No copy available to disseminate ▪ No regular updation of charter once prepared 	<ul style="list-style-type: none"> ▪ Citizen's charter should be updated and printed; should be available for dissemination to citizens ▪ Citizen's charter should be displayed in comprehensive manner in the ULB, civic centre, etc. ▪ Awareness drive, print in local newspapers
<p><u>Design Issues on Online Application Format</u></p>	<ul style="list-style-type: none"> ▪ Conflict - election v/s. property ward no. in application format ▪ Complaint codes mentioned in the charter, but are limited 	<ul style="list-style-type: none"> ▪ Manual register should be designed in a comprehensible manner; should be common across all departments ▪ Ward no. shall be mentioned against all complaints
<p><u>Design Issues on Manual Register</u></p>	<ul style="list-style-type: none"> ▪ No uniformity ▪ Complaint codes are not followed in manual register ▪ No format in sewerage and drainage department. Citizens register the complaints depending on their own understanding 	<ul style="list-style-type: none"> ▪ Resolution date should be given to citizen while complaint registration ▪ Subsequently, actual resolved date of complaints and time shall be mentioned ▪ Mode of complaints should be mentioned in subsequent communication ▪ Department head and field staffs' signature in register against resolution ▪ Design/Addition/Modification of complaint codes

Siddhpur - Detailed Observations and Recommendations

Component	Observations	Recommendations
<u>Citizen's Charter</u>	<ul style="list-style-type: none">▪ Charter prepared but not displayed▪ No copy available to disseminate▪ One central place in the office is assigned for registering complaints and this functions as Civic Centre	<ul style="list-style-type: none">▪ Citizen's charter should be updated and printed ; should be available for dissemination to citizens▪ Citizen's charter should be displayed in comprehensive manner in the ULB, civic centre, etc▪ Awareness drive, print in local newspapers
<u>Design Issues on Manual Register</u>	<ul style="list-style-type: none">▪ Ward no. is not mentioned against all the complaints▪ Resolution date of complaints is missing▪ Remark form citizen is not mentioned	<ul style="list-style-type: none">▪ Manual register should be designed in a comprehensible manner; should be common across all departments▪ Ward no. shall be mentioned against all complaints▪ Resolution date should be given to citizen while complaint registration▪ Subsequently, actual resolved date of complaints and time shall be mentioned▪ Department head and field staffs' signature in register against resolution▪ Design/Addition/Modification of complaint codes

Siddhpur - Detailed Observations and Recommendations

Component	Observations	Recommendations
<p><u>Issue of Complaints Compilation</u></p>	<ul style="list-style-type: none"> ▪ Telephonic complaints registration is not a formal process, not registered in department but registered at civic centre to some extent ▪ No common phone/helpline no. for telephonic complaints, citizens call civic centre as well as departmental head 	<ul style="list-style-type: none"> ▪ Integration of written/online and telephonic complaints ▪ Single helpline no. for lodging a complaint ▪ All complaint should be coded, recorded and proper data base should be maintained. A dedicated staff should be assigned (manually/online)
<p><u>Complaint Monitoring</u></p>	<ul style="list-style-type: none"> ▪ Checking and supervision of complaints is done by dept. head only. If complaints repeat or are still pending only then does the Chief Officer intervene ▪ Monthly complaint report preparation indicating the pending complaints as well 	<ul style="list-style-type: none"> ▪ Departmental head and Chief Officer should check complaints regularly ▪ An interim reply should be sent (through call/sms) to citizen regarding the delay of complaints mentioning additional days to resolve ▪ There should be a formal process of Escalation of Complaints to higher official, citizen should not need to call again if complaints are delayed ▪ Citizen feedback mechanism should be in the form of complaint resolution voucher

Siddhpur - Detailed Observations and Recommendations

Component	Observations	Recommendations
<u>Complaint Monitoring</u>	<ul style="list-style-type: none">▪ Informal process of complaint status/feedback to citizen in case of delay▪ No formal process of complaint escalation▪ No feedback mechanism from citizen against complaints although at field level register, it gets maintained informally	<ul style="list-style-type: none">▪ Monthly grievance redressal forum should be organised by ULB to raise awareness among citizens and ULB staff. Departmental head, Chief Officer, Citizen, Elected ward representation should also attend. Distribution of pamphlets, poster, signaes should be done as extended process▪ Performance appraisal system of staff can be linked to complaints handling▪ Training to be imparted to ULB staff for effective handling of complaints

Anklav - Grievance Redressal System

Anklav

Anklav is situated on Vadodara -Kathana Broad gauge Railway line. It is a taluka place with Taluka govt. offices like Taluka Panchayat, Mamlatdar Office, Block Health Office. Anklav is classified in various street like Shakkar das ni khadaki, Moti khadaki and many more streets



ULB Snapshots	2011-12
Population	24,267 (19,803 in 2001)
Growth Rate	20 %
Class size	D
Household	5,213
Family size	4.6
Area (sq. km)	21.84
Density (sq. km)	1,111
District	Anand dist, located at about 98 km south of the Ahmedabad
No. of Properties	4,217
Residential	3,498 (83%)
Commercial	719 (17%)
Election Ward	7
Slum Pocket	7
Slum Population	5,325 (22%)
Slum Household	1,065

Anklav: Existing Mechanism (Telephonic)

Complaint Registration

ULB Landline

Common for all department

Common Manual Register for all complaints

Complaint information to Dept. and Field Staff

Intimation to departmental Head

Complaints distribution by dept. head to field staff after checking

If solved

If not solved

Complaint Resolving Process and Reporting to Dept. Head

Field staff inform back to dept. head

If not solved, citizen complains again in manual register or give reminder call

Monitoring Process

Complaint resolved and verification and supervision done by department head

If complaint still not solved, citizen go departmental head

Office Superintendent

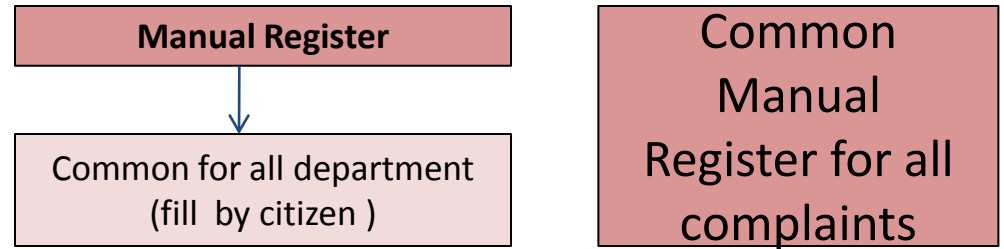
Chief Officer and President

If more delay in resolution, CO give 3 notice to staff

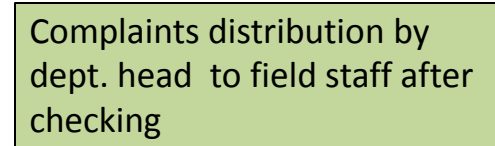
Report Generation

No recording of telephonic complaints in manual register

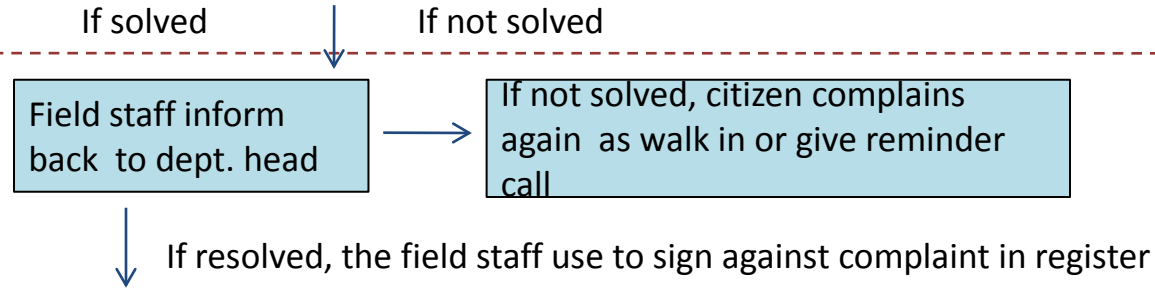
Complaint Registration



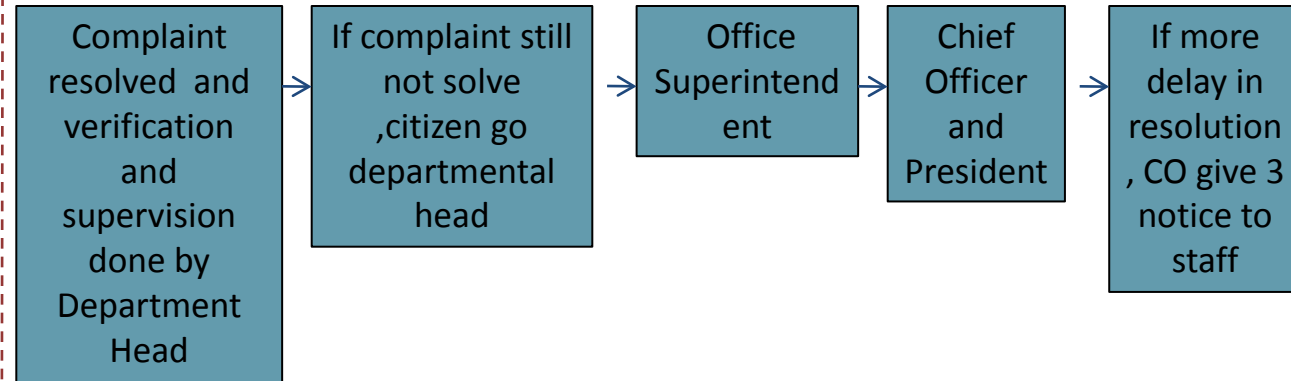
Complaint information to Dept. and Field Staff



Complaint Resolving Process and Reporting to Dept. Head



Monitoring Process

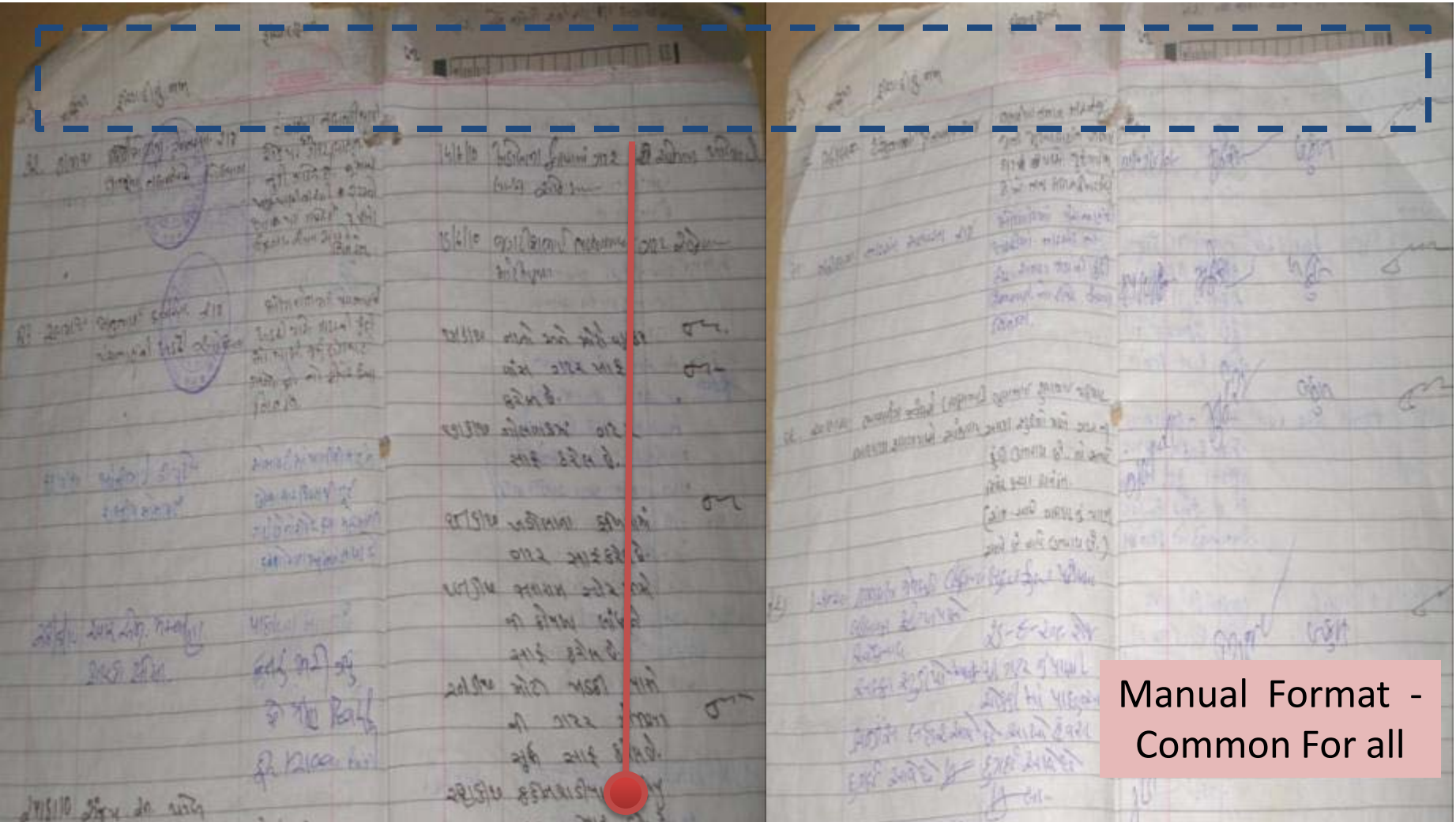


Report Generation

Manual counting of complaints in register

Anklav: Complaint Register

Common Complaint Register



Manual Format -
Common For all

Serial No.	Date	Name of Applicant	Complaint Details	Resolution Date	Field Staff Name

Anklav - Detail Observations and Recommendations

Component	Observations	Recommendations
<p><u>Citizen's Charter</u></p>	<ul style="list-style-type: none"> ▪ Charter prepared but not displayed ▪ No copy available to disseminate ▪ No Civic Centre 	<ul style="list-style-type: none"> ▪ Citizen's charter should be updated and printed; should be available for dissemination to citizens ▪ Citizen's charter should be displayed in comprehensive manner in the ULB, civic centre, etc. ▪ Awareness drive, print in local newspapers
<p><u>Design Issues on Manual Register</u></p>	<ul style="list-style-type: none"> ▪ One common register for all complaints ▪ Ward no. is not mentioned against all the complaints ▪ Mode of complaints is not mentioned 	<ul style="list-style-type: none"> ▪ Manual register should be designed in a comprehensible manner; should be common across all departments ▪ Ward no. shall be mentioned against all complaints ▪ Mode of complaints shall be mentioned ▪ Development of complaint codes
<p><u>Issue of Complaints Compilation</u></p>	<ul style="list-style-type: none"> ▪ Telephonic complaints registration is not a formal process, not registered in department ▪ Common ULB landline no. for telephonic complaints, no departmental call to respective head 	<ul style="list-style-type: none"> ▪ Integration of written and telephonic complaints ▪ All complaint should be coded, recorded and proper data base should be maintained. A dedicated staff should be assigned

Anklav - Detail Observations and Recommendations

Component	Observations	Recommendations
<u>Complaint Monitoring</u>	<ul style="list-style-type: none">▪ Checking and supervision of complaints is done by dept. head and office superintendent only. If complaints repeat or are still pending only then does the Chief Officer intervene▪ No monthly complaint report or analysis▪ No formal process of Complaint Escalation▪ No Feedback mechanism against complaints	<ul style="list-style-type: none">▪ Departmental head and Chief Officer should check complaints regularly▪ An interim reply should be sent (through call /sms to citizen regarding the delay of complaints mentioning additional days to resolve)▪ There should be a formal process of Escalation of Complaints to higher official, citizen should not need to call again if complaints are delayed▪ Citizen feedback mechanism should be in the form of complaint resolution voucher or any other form

Oad - Grievance Redressal System

Oad

- The city is agriculture based Agriculture is the main source of income.
- [Tobacco](#), [peanuts](#) and [bananas](#) are the main income sources for farmers.
- Other small scale industries like poultry farms, printing presses, screen printing presses, machine shops, Devi Vijay Saw mills etc.
- To support the cash crop industry and small businesses, Oad have no. of transport companies



ULB Snapshots	2011-12
Population	19,290 (18,459 in 2001)
Growth Rate	4.07%
Class size	D
Household	3,939
Family size	4.9
Area (sq. km)	14.34
Density (sq. km)	1345
District	Anand dist., located at about 87 km south of the Ahmedabad
No. of Properties	6,077
Residential	5,385 (89 %)
Commercial	692 (11 %)
Election Ward	7
Slum Pocket	12
Slum Population	7,583 (39%)
Slum Household	1,563



Oad :Existing Mechanism (Telephonic)

Complaint Registration

ULB Landline/Concerned Official

Complaint information to Dept. and Field Staff

Intimation to departmental head

Intimation to field staff from departmental head

If solved Yes

If not solved

Complaint Resolution Process and Reporting to Dept. Head

Field staff inform back to dept. head

If not solve, citizens complain again in manual register or give reminder call

Monitoring Process

Complaint resolved, verification and supervision is done by Department Head

If complaint still not solved, citizen goes to departmental head or Senior Clerk

Chief Officer / President

Still delay in resolution, CO give 3 notice to staff

Report Generation

No recording of telephonic complaints in manual register

Oad: Existing Mechanism (Manual Register)

Complaint Registration

Manual Register

ULB having two common manual register for complaints i.e. Water and Drainage and Street Light

Common for all department (filled by citizen)

Complaint information to Dept. and Field Staff

Complaints distribution by dept. head to field staff after checking

If solved

If Not solved

Complaint Resolving Process and Reporting to Dept. Head

Field staff inform back to dept. head

If not solved, citizen complains again as walk in or give reminder call

If resolved, the departmental head sign against complaint in register

Monitoring Process

Complaint resolved, verification and supervision done by department head

If complaint still not solved, citizen go departmental head or Senior Clerk

Chief Officer/ President

If more delay in resolution, CO give 3 notice to staff

Report Generation

Manual counting of complaints in register

Oad: Complaint Register

Common Complaint Register



Complaints Date	Description of Complaint	Place of Complaint	Resolution Date	Applicant Sign	Resolver's Sign / Departmental Head
3/4/2012	बिजली काटने का काम	बिजली के तारों को ठीक करने का काम	3/4/2012	(Signature)	(Signature)
4/5/2012	गट्टे का काम	गट्टे का काम	4/5/2012	(Signature)	(Signature)
5/6/2012	गट्टे का काम	गट्टे का काम	5/6/2012	(Signature)	(Signature)
6/7/2012	गट्टे का काम	गट्टे का काम	6/7/2012	(Signature)	(Signature)
7/8/2012	गट्टे का काम	गट्टे का काम	7/8/2012	(Signature)	(Signature)
8/9/2012	गट्टे का काम	गट्टे का काम	8/9/2012	(Signature)	(Signature)
9/10/2012	गट्टे का काम	गट्टे का काम	9/10/2012	(Signature)	(Signature)
10/11/2012	गट्टे का काम	गट्टे का काम	10/11/2012	(Signature)	(Signature)
11/12/2012	गट्टे का काम	गट्टे का काम	11/12/2012	(Signature)	(Signature)

Common Format for all department - Water, Drainage and Solid Waste Management

Complaints Date	Description of Complaint	Place of Complaint	Resolution Date	Applicant Sign	Resolver's Sign / Departmental Head

Oad: Ward-wise Complaint Analysis

Complaints Records : 1/1/2012 -24/5/2012

Ward No.	No. of Complaint for Water Supply	No. of Complaint Sewerage and Drainage	No. of Complaint Solid Waste Management	Total
1	2	0	0	2
2	3	0	1	4
3	4	1	0	5
4	14	13	0	27
5	2	1	0	3
6	4	0	0	4
7	10	5	0	15
Total	39	20	1	60

- Ward no. 4 & 7 having maximum no. of complaints
- Complaints are less in no., only 60 in 5 months
- ULB claimed no solid waste complaints

Oad - Detail Observations and Recommendations

Component	Observations	Recommendations
<u>Citizen's Charter</u>	<ul style="list-style-type: none"> ▪ No Citizen Charter has been prepared ▪ One corner place in the office is assigned for registering complaints and this functions as Civic Centre 	<ul style="list-style-type: none"> ▪ Citizen's charter should be prepared and printed; should be available for dissemination to citizens ▪ Citizen's charter should be displayed in comprehensive manner in the ULB, civic centre, etc. ▪ Awareness drive, print in local newspapers
<u>Design Issues on Manual Register</u>	<ul style="list-style-type: none"> ▪ One common register for all complaints for water, sewerage and swm ▪ Ward no. is not mentioned against all the complaints ▪ Mode of complaints is not mentioned 	<ul style="list-style-type: none"> ▪ Manual register should be designed in a comprehensible manner; should be common across all departments ▪ Ward no. shall be mentioned against all complaints ▪ Mode of complaints shall be mentioned ▪ Development of complaint codes
<u>Issue of Complaints Compilation</u>	<ul style="list-style-type: none"> ▪ Telephonic complaints registration is not a formal process, not registered in department ▪ Common ULB landline no. for telephonic complaints, no departmental call to respective head 	<ul style="list-style-type: none"> ▪ Integration of written and telephonic complaints ▪ All complaint should be coded, recorded and proper data base should be maintained. A dedicated staff should be assigned

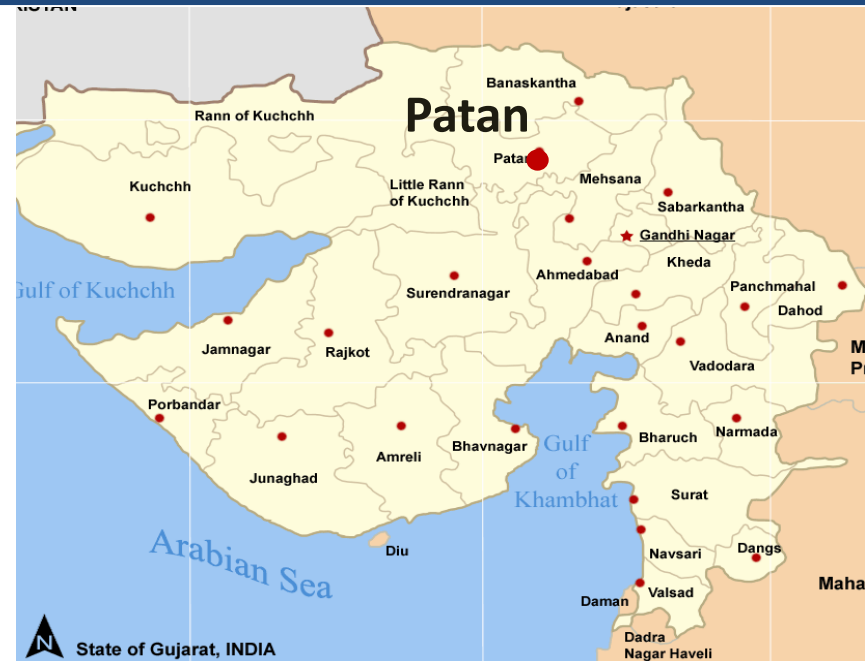
Oad - Detail Observations and Recommendations

Component	Observations	Recommendations
<u>Complaint Monitoring</u>	<ul style="list-style-type: none">▪ Checking and supervision of complaints is done by dept. head only. If complaints repeat or are still pending only then does the Chief Officer or President intervene▪ No monthly complaint report or analysis▪ No formal process of Complaint Escalation▪ No Feedback mechanism against complaints	<ul style="list-style-type: none">▪ Chief Officer should also check complaints regularly▪ An interim reply should be sent (through call/sms) to citizen regarding the delay of complaints mentioning additional days to resolve▪ There should be a formal process of Escalation of Complaints to higher official, citizen should not need to call again if complaints are delayed▪ Citizen feedback mechanism should be in the form of complaint resolution voucher or any other form

Patan - Grievance Redressal System

Patan

Patan, an ancient town, was founded in 745 AD by [Vanraj Chavda](#), the most prominent king of the [Chavda Kingdom](#). Patan was a capital of Gujarat in medieval times. The city has many historical places like Rani-Ki-Vav and other attractions including Forts, Vavs (Step Wells), Talavs (Lakes) and places of worships.

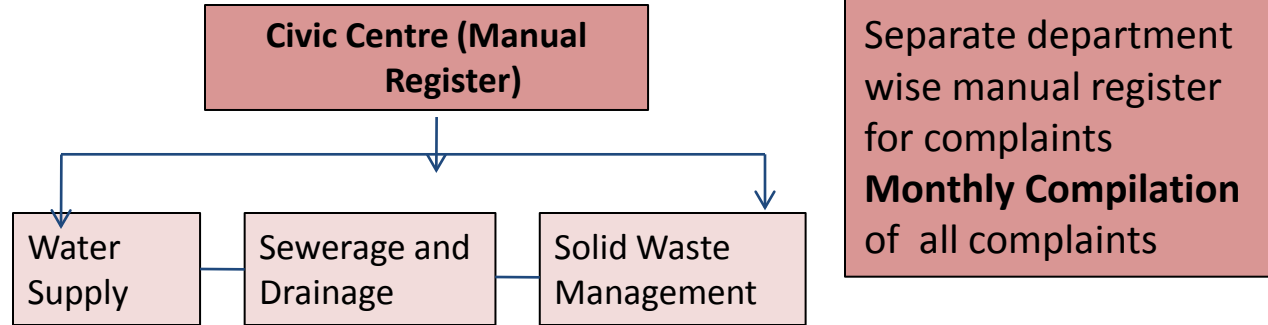


ULB Snapshots	2011-12
Population	1,30,000 (1,13,749 in 2001)
Growth Rate	11.65 %
Class size	A
Household	28,500
Family size	4.5
Area (sq. km)	13.32
Density (sq. km)	9,535
District	Patan dist., located at about 129 km north of the Ahmedabad
No. of Properties	59,144
Residential	40,094 (68 %)
Commercial	19,050 (32 %)
Election Ward	14
Slum Pocket	46
Slum Population	25,558 (20%)
Slum Household	4,997

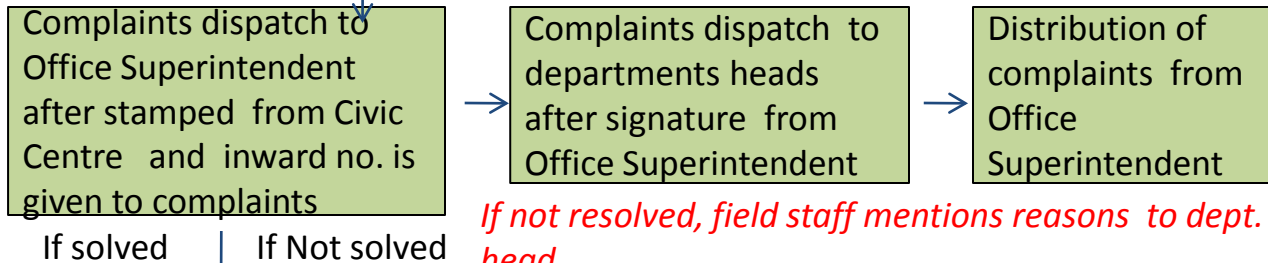


Patan: Complaint Mechanism (Civic Centre/Walk in)

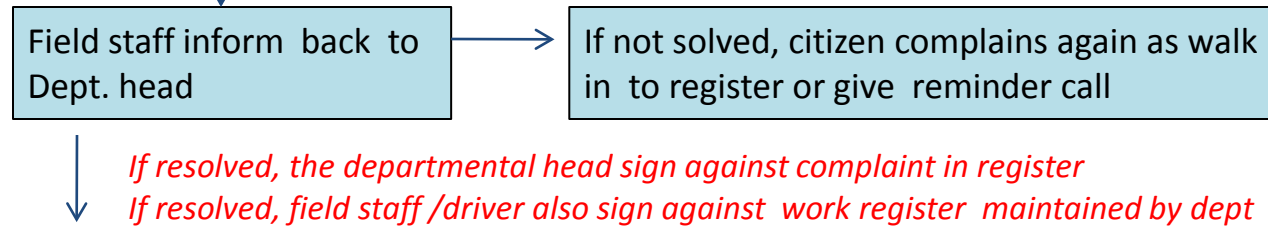
Complaint Registration



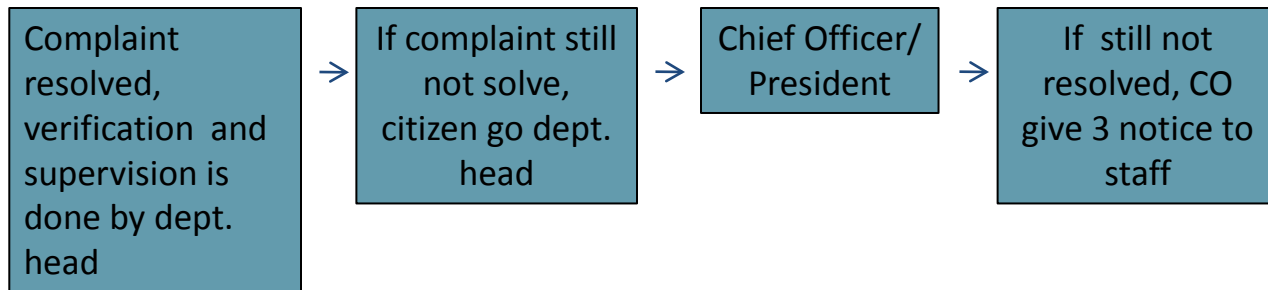
Complaint information to Dept. and Field Staff



Complaint Resolving Process and Reporting to Dept. Head



Monitoring Process



Report Generation

Manual counting of complaints in register

Patan: Complaint Mechanism (Phone)

Complaint Registration

ULB Landline/Dept. Head

Complaint information to Dept. and Field Staff

Intimation to field staff from by dept. head

Separate department wise manual register for complaints

Complaint Resolving Process and Reporting to Dept. Head

If not solved then citizen give reminder call to concerned dept. else walk-in and follow the application process

Monitoring Process

Complaint resolved and verification and supervision done by department head

⇒ If complaint still not solve, citizen go departmental head

⇒ Chief Officer/ President

⇒ If still not resolved, CO give 3 notice to staff

Report Generation

Manual counting of complaints in register

Patan: Complaint Mechanism (Manual Register)

Complaint Registration

Department (Only for Solid Waste Zone)

Citizen also complaints at zone office of solid waste management

Complaint information to Dept. and Field Staff

Intimation to field staff from by dept. head

Separate Solid Waste zone wise register is maintain

Complaint Resolving Process and Reporting to Dept. Head

If not solved then citizen give reminder call to concerned dept. else walk-in and follow the application process

Monitoring Process

Complaint resolved and verification and supervision done by department head



If complaint still not solved, citizen go departmental head



Chief Officer/ President



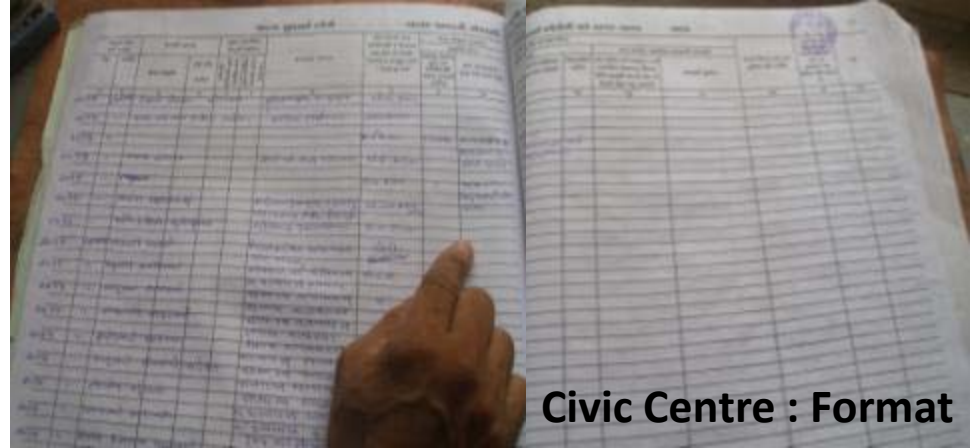
If still not resolved, CO give 3 notice to staff

Report Generation

No proper integration of zonal and main office's complaints



Civic Centre



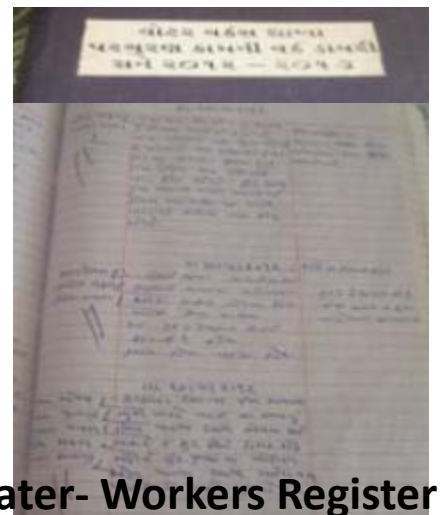
Civic Centre : Format



Dispatch from Civic Centre after stamp



Water- Complaint Register



Water- Workers Register



SWM- Complaint Register



SWM- Zone wise Complaint Register



Drainage - Complaint Register

Patan - Detailed Observations and Recommendations

Component	Observations	Recommendations
<u>Citizen's Charter</u>	<ul style="list-style-type: none"> ▪ Charter prepared and displayed ▪ No copy available to disseminate ▪ No regular updation of charter once prepared 	<ul style="list-style-type: none"> ▪ Citizen's charter should be updated and printed; should be available for dissemination to citizens ▪ Awareness drive, print in local newspapers
<u>Design Issues on Online Application Format</u>	<ul style="list-style-type: none"> ▪ No Application format, citizen write their own understanding for complaints ▪ No complaint codes mentioned in the charter/application format 	<ul style="list-style-type: none"> ▪ Design of common format/application form for compliant registration ▪ Design and development of complaint codes
<u>Design Issues on Manual Register</u>	<ul style="list-style-type: none"> ▪ No uniformity in all register ▪ Ward no. is not mentioned against all the complaints ▪ Mode of complaints are not mentioned except water supply dept. ▪ Dispatch date from civic centre to concerned department is missing 	<ul style="list-style-type: none"> ▪ Manual register should be designed in a comprehensible manner; should be common across all departments ▪ Ward no. shall be mentioned against all complaints ▪ Resolution date should be given to citizen while complaint registration ▪ Mode of complaints shall be mentioned ▪ Subsequently, actual resolution date of complaints and time shall be mentioned ▪ Mode of complaints should be mentioned in subsequent communication

Patan - Detailed Observations and Recommendations

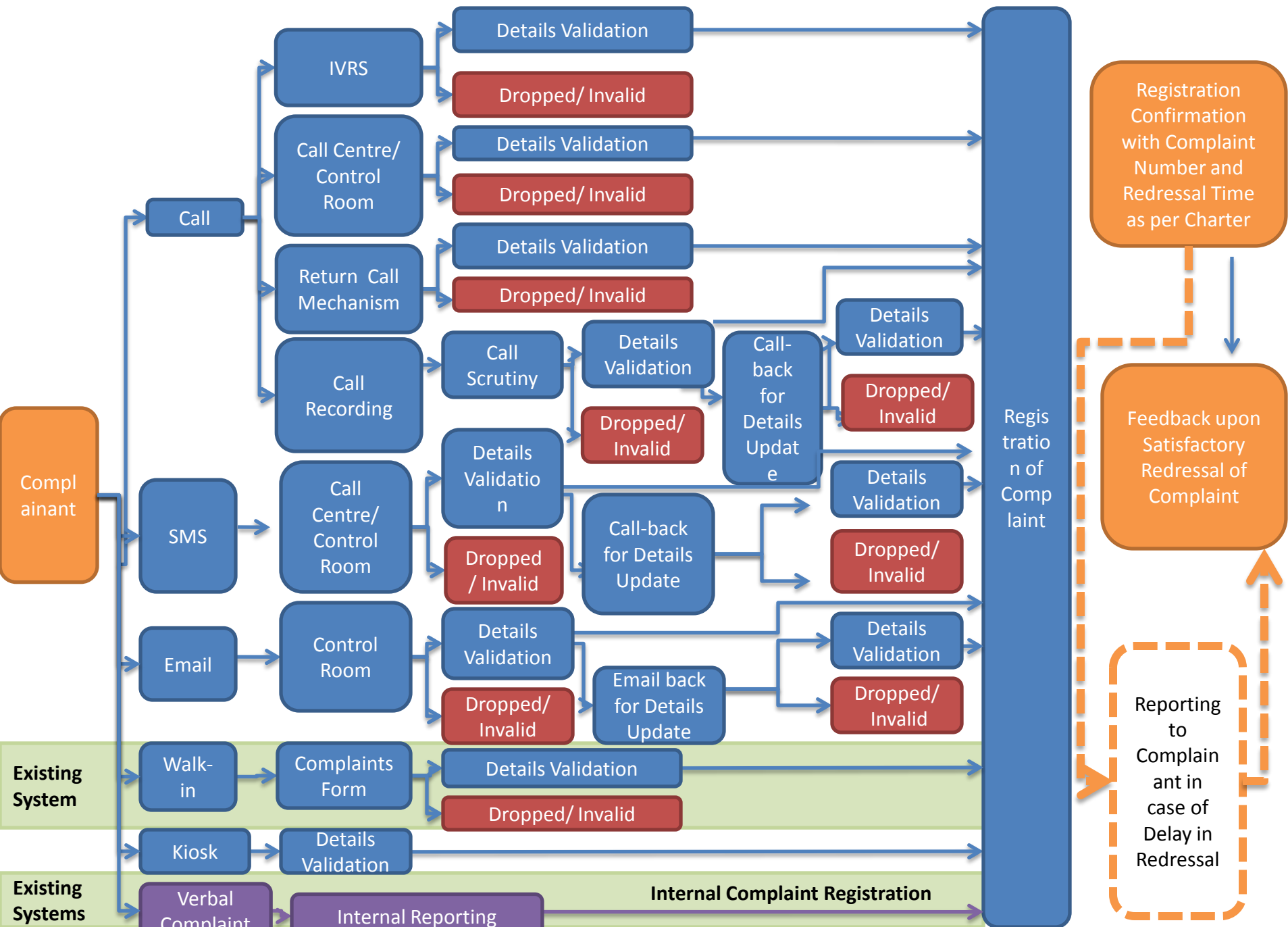
Component	Observations	Recommendations
<u>Issue of Complaints Compilation</u>	<ul style="list-style-type: none"> ▪ Telephonic complaints registration is not a formal process, not registered in department 	<ul style="list-style-type: none"> ▪ Integration of written/civic centre and telephonic complaints
<u>Complaint Monitoring</u>	<ul style="list-style-type: none"> ▪ Checking and supervision of complaints is done by dept. head only. If complaints repeat or are still pending only then does the Chief Officer or President intervene ▪ No monthly complaint report or analysis except drainage dept. ▪ No formal process of Complaint Escalation ▪ No formal feedback mechanism from citizen against complaints 	<ul style="list-style-type: none"> ▪ Chief Officer should also check complaints regularly ▪ An interim reply should be sent (through call/sms) to citizen regarding the delay of complaints mentioning additional days to resolve ▪ There should be a formal process of Escalation of Complaints to higher official, citizen should not need to call again if complaints are delayed ▪ Citizen feedback mechanism should be in the form of complaint resolution voucher or any other form

Quick Observations of Visited ULBs on Manual Register

ULB	SI. No	Date	Name	Address	Type of complaint	Resolution Date	Mode of Complaint	Applicant Sign	Dispatch date to Dept	Signature of Dept Head/ Field Staff	Remark From ULB	Remarks From Citizen	Issues
Petlad	Y	Y	Y	Y	Y	Y	N	N	N	Y (Field staff only)	Y	Y (To some extent in SWM)	Do not follow complaint codes; no uniformity in register; wd no. not recorded
Anklav	Y	Y	Y	Y	Y	Y	N	N	N	Y (Field Staff only)	N	Y (Informally)	Common register/basic design issues in register; wd. no not recorded
Oad	N	Y	Y	Y	Y	Y	N	Y	N	Y (Dept. Head only)	Y (Done)	N	Common register/basic design issues in register; wd no. not recorded
Siddhpur	Y	Y	Y	Y	Y	N	Y	N	Y	Y (Dept.Head only) At field level register, field staff sign against complaints	N	N	Date of resolution of complaints not recorded; remarks from ULB and Citizen are missing, no ward level information
Patan	Y	Y	Y	Y	Y (Except Sewerage Dept)	Y (Except Sewerage Dept)	Partially (Only in Water supply)	Y (Only in Sewerage dept.)	Y (Only in SWM dept. dispatch date from Civic Centre)	Dept Head (Water Supply) ULB staff registering, signs complaints , (Sewerage) ULB staff from SWM Dept	Only in Sewerage Dept	N	No standard manual register, wd no. not recorded; basic design issues in register

- No feedback mechanism from citizen
- Dispatch date from civic centre to concerned department is missing
- Resolution time and reasons for delay is not included; Wd no. is not mentioned

Proposal



Way Forward

- **Updation/Modification** of Citizen Charters
- **Display and dissemination** to citizen
- Follow **Service Level Benchmark standard** for complaints redressal developed by Ministry of Urban Development
- **Design intervention** on complaints format
- Development of **Complaints coding**
- Initiation of **Citizen feedback mechanism** into formal process
- Support of IT system/ intervention
- Outsource Complaints Grievance System
- Capacity building and training to ULB s staffs
- **Awareness** among **ULB staffs and citizen** for better transparency and accountability in complaints redressal system

Further Action in PGRS - Workshop, Exposure Visits, Training Sessions

Workshop on Complaints Redressal System and E- Governance – 8th August 2012, Ahmedabad



15 officials of 8 ULBs attended. MS Excel based complaints monitoring tool was requested by numerous ULBs

Exposure Visit on E&M Governance – 21st Sep 2012, Rajkot (MC)



11 officials of 7 ULBs attended. Partnership between cities to replicate Rajkot's Initiative in Himatnagar

Training on Usage of Complaints Monitoring Tool - Boriyavi (D Class) and Mansa-(C Class)



The tool developed was shared with ULB staff. Chief Officer showed willingness to use the model and to pilot the use for a month

Exposure Visit



Workshop

Training Sessions to ULBs



Developing an MS Excel based complaints monitoring tool (ALSO IN GUJARATI)

Complaint Codes

Input Sheet

Data feeding has been based on multiple numerical options. ULBs has to fill ward no. and city population

Complaints Code				
Water Supply (WS)	Sewerage & Drainage (SD)	Solid Waste Management (SWM)	Storm Water Drainage (SWD)	Street Light (SL)
WS 1 - Delay in new connection	SD 1 - Delay in new connection	SWM 1 - Sweeping not done on road	SWD 1 - Blockage / overflow of Storm Water Drainage network (open + covered)	SL 1 - Non functional street light
WS 2 - Leakage / Pipe breakage	SD 2 - Pipe break	SWM 2 - Nuisance on vacant plots	SWD 2 - Water Logging	SL 2 - Exposed electrical cable/wire
WS 3 - illegal water connection	SD 3 - Blockage / Overflow of sewer lines	SWM 3 - Overflow from bins	SWD 3 - Missing /damaged manhole cover	SL 3 - Damaged street light pole causing potential hazard
WS 4 - Contaminated water	SD 4 - Discharge of untreated sewage in open place	SWM 4 - Removal of dead animals / carcass	SWD 4 - Delay in requested service	SL 4 - Irregular operations of street light
WS 5 - Problem of turbid water	SD 5 - Discharge of untreated sewage in storm water drainage	SWM 5 - Burning of garbage		SL 5 - Insufficient lighting
WS 6 - No water supply	SD 6 - Discharge of untreated sewage in water bodies	SWM 6 - No door to door collection		SL 6 - Delay in requested service
WS 7 - Low water pressure	SD 7- Broken or missing manhole cover cover	SWM 7 - Non cleaning of litter bins		
WS 8 - Irregular timing of water supply	SD 8 - Delay in Soakpit / septic tank cleaning	SWM 8 - Complaint against behaviour of SWM staff		
WS 9 - Non functional Stand post	SD 9 - Unclean public toilet	SWM 9 - Complaint against individuals littering		
WS 10 - Non functional Handpump	SD 10 - Non supply of water in public toilet	SWM 10 - Public littering		
WS 11 - inadequate supply through tanker	SD 11 - Physical damage to public toilet - doors, fixturew, electrical	SWM 11 - Garbage spillage from vehicles		
WS 12 - Faulty individual meter (if applicable)	SD 12 - Issues related to timing of public toilet	SWM 12 - Mosquito/ other insects menace		
WS 13 - Delay in requested service	SD 13 - Complaint about illegal connection	SWM 13 - Poor condition of vehicles, non-compliance with motor vehicle and traffic rules		
	SD 14 - Delay in requested	SWM 14 - Cattle nuisance		
		SWM 15 - Delay in requested service		

COMPLAINTS REDRESSAL SYSTEM IN ULBs- COMPLAINTS MONITORING TOOL											
ULB Name	Valabhilai										
Class Size	0										
District	Muharagar										
Month	Apr-13										
Complaint No.	Date of complaint registration (mm/dd/yr)	Name & address of complainant and contact no.	Area	Ward no. (Urban/ Village/ Ward)	Mode of complaint	Secondary complaint code	Details of complaint	Date of Response received (mm/dd/yr)	Date of complaint resolved (mm/dd/yr)	Reasons for not being resolved	Remarks (Done/ Pending /In Specific)
			Sub Area 1 Main Sub Area 2	01 Person - 1 Telephone - 2 Written/ Application form- 2 E- Mail - 4 Fax - 5 Mobile SMS - 6 Other - 7	1. Water Supply 2. Sewerage & Drainage 3. Solid Waste Management 4. Storm Water Drainage 5. Street Light 6. Construction 7. Road 8. Health 9. Property Tax 10. Other						Date - 1 Pending - 2 Area specific - 3
1	16-Apr-13	USA	1	2	7	1	WS 4	27/11/12	28/11/12		1
2	22/11/12	SIHAN	1	3	5	2	SD 5				3
3	22/11/12	SARNA	1	3	2	1	WS 1				2
4	22/11/12	AGUDOWL	2	1	1	1	WS 2				2
5	22/11/12	AGUDOWL	2	2	1	1	WS 4				3
6	22/11/12	AGUDOWL	1	2	4	1	WS 1				2
7	28/11/12	Shri Shri.Hind Society	2	6	1	2	SD 3	28/11/12	28/11/12		1
8	28/11/12	Shri Shri.Ashrafiya	1	8	1	2	SD 5	28/11/12	30/11/12		1
9	28/11/12	Hansa Sanjivani Society	1	4	2	3	SWM 3	28/11/12	28/11/12		1

Monthly Report on complaints across the sector gets generated automatically once data fill in "input sheet".

Developing an MS Excel based complaints monitoring tool (ALSO IN GUJARATI)

Output Sheet Monthly Report

Corporation Redwood System, Performance Assessment System (PAS)

Monthly Analysis Report of Complaints - Redwood MB

Dec-2012

Name of ULB	Borivli
Class Size	D
District	Anand

OVERALL COMPLAINTS STATUS

Wardwise and Sectorwise Monthly Complaints (In no.)						
Ward No.	Total Complaints (In no.)	Water Supply (In no.)	Sewerage and Drainage (In no.)	Solid Waste Management (In no.)	Storm Water Drainage (In no.)	Street Light (In no.)
Ward 1	1	1	0	1	0	1
Ward 2	1	1	0	0	0	0
Ward 3	2	1	1	0	0	0
Ward 4	4	0	0	1	0	3
Ward 5	3	1	0	0	2	2
Ward 6	3	1	1	0	1	0
Ward 7	2	0	0	0	0	2
Ward 8	2	0	1	0	1	0
Ward 9	3	0	0	0	3	1
Ward 10	0	0	0	0	0	0
Ward 11	0	0	0	0	0	0
Ward 12	0	0	0	0	0	0
Ward 13	0	0	0	0	0	0
Ward 14	0	0	0	0	0	0
Ward 15	0	0	0	0	0	0
Ward 16	0	0	0	0	0	0
Total	33	7	3	2	12	9

Fig 1. Wardwise total no of complaints

Total no of complaints in month

33

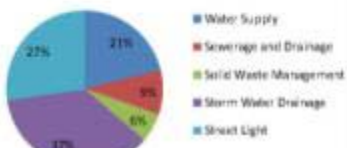


Fig 2. Sectorwise total complaints

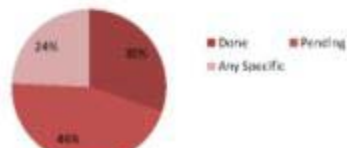
Fig 3. Overall status of resolution of total complaints

Total Sectorwise Complaints	Complaints (In no.)	Solved Complaints	Status of resolution of Complaints	
Water Supply	7	3	Done	10
Sewerage and Drainage	3	2	Pending	15
Solid Waste Management	2	2	Any Specific	8
Storm Water Drainage	12	2	Total	33
Street Light	9	1		
Total	33	10		

Sectorwise Percentage share of Complaints



Status of resolution of Complaints



Complaints Redwood System, Performance Assessment System (PAS)

Monthly Analysis Report of Complaints - Redwood MB

Dec-2012

WATER SUPPLY

Fig 7. Wardwise total no. of water supply complaints

Total no. of water supply complaints in month

7

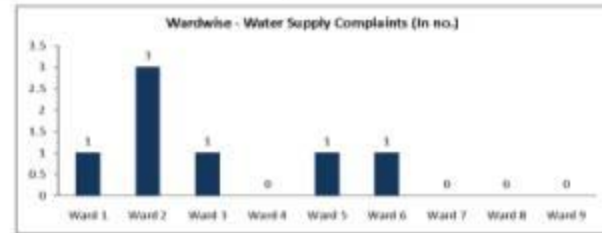


Fig 8. Total water supply complaints by type

Complaints Types - Water Supply	Complaints (In no.)
Delay in new connection	1
Leakage / Pipe breakage	1
Regul water connection	1
Controlled water	2
Problem of turbid water	1
No water supply	0
Low water pressure	0
Irregular timing of water supply	0
Non functional Stand post	0
Non functional Handpump	0
Inadequate supply through tanker	0
Faulty individual meter (if applicable)	0
Delay in requested service	0
Total	7

Fig 9. Percentage share of water supply complaints

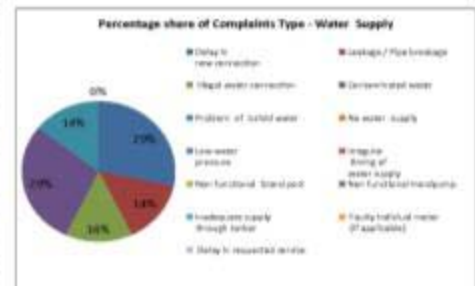
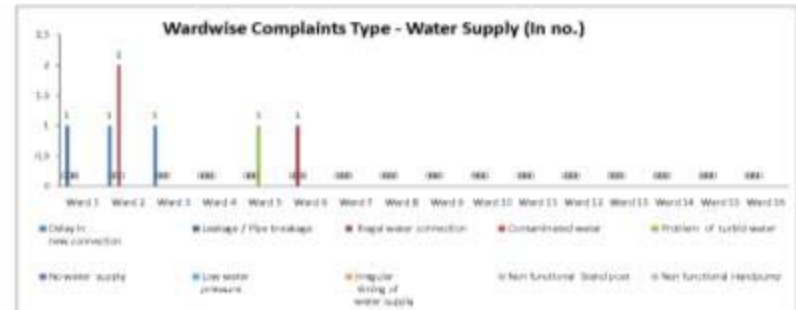


Fig 10. Wardwise complaints type of water supply

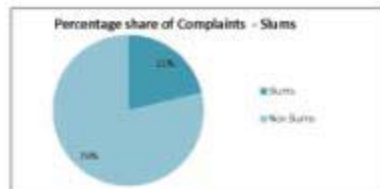


Output Sheet Monthly Report

STATUS OF COMPLAINTS - SLUM

Total complaints no. In Slums and Non Slums	
Slums	7
Non Slums	25
Total	32

Fig 32. Percentage share of complaints - Slums



Category	Total Complaints	Water Supply	Sewerage and Drainage	Solid Waste Management	Storm Water Drainage	Street Light
Slums	7	3	2	2	0	0
Non Slums	25	4	1	0	12	0
Total	32	7	3	2	12	0

Fig 33. Total sectorwise complaints in Slums (In no.) 7

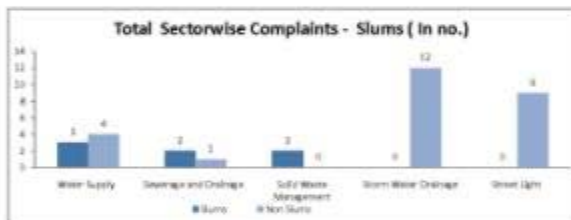
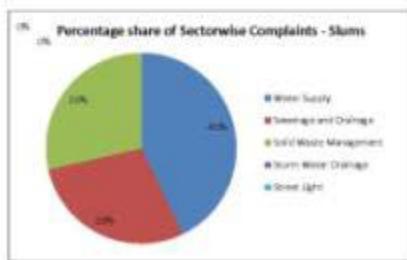


Fig 34. Percentage share of sectorwise complaints in Slums



Monthly Report on complaints comprises total complaints, sector wise complaints, sub type of complaints, complaints resolving status, segregated data on complaints from slums

Designing of standard complaint register based on input sheet of complaint monitoring tool

Further Action in PGRS -

- Pilot testing of complaint monitoring tools (English and Gujarati)
- Designing of standard register format in for ULBs
- Designing of standard application form for complaints
- Implementation of complaints monitoring tools in few ULBs
- Hand-holding support to Himatnagar ULB with the support of Rajkot Municipal Corporation

Thank You