

**GRIEVANCE REDRESSAL
MECHANISM
IN**

**ANDHRA PRADESH MUNICIPAL
DEVELOPMENT PROJECT**

I.BACK GROUND:

Every organization must evolve a system for redressal of public grievances arising from its work. No organization can claim to be accountable, responsible and citizen friendly unless it has established an efficient and effective grievance handling and redressal system. In fact, the grievances redressal mechanism of an organization is the gauge to measure its efficiency and effectiveness ,as it provides important feedback on the functions discharged by the organization. It helps the organization to deliver quality service to the public and other stakeholders in a transparent and accountable manner.

II. Objectives of grievance redressal at APMDP and ULB Level:

Effective grievance redressal gives an opportunity to the organization to implement a set of specific measures to ensure good governance and accountability, by improving the effectiveness of the project activities, increasing transparency and managing risks of fraud and corruption. It includes measures to:

- Ensure effective implementation of the project elements directly relevant to improving governance and accountability,
- Guard against and reduce fiduciary risks, especially those of fraud and corruption,
- Enable beneficiary and general citizen to receive and provide information about the project transactions and performance,
- Safeguard the credibility of implementing agencies

By developing and maintaining an effective grievance redressal Mechanism in APMDP Project at MSU and ULB level the following risks identified in GAAP can be effectively addressed and mitigated by ensuring transparency.

- To avoid Collusion among bidders to seek higher prices
- To avoid lack of competitions; coercion to prevent bidders purchasing bid document.
- To avoid delaying inadequate or improper bid evolution to favor particular supplier
- To avoid delay or refusal of ULBs to award contractors to successful bidders(Low)

- To avoid deliberate delays in payments to contractors, leading to corruption
- To avoid unjustified payments made for incomplete or sub-standard work/Goods delivered
- To avoid delay in reporting expenditures by multiple implementing agencies, leading to poor planning and control
- To avoid delays in audit
- To avoid Non-compliance with environmental and social framework safeguards, causing adverse impacts and non-substantial of the sub-project
- To avoid lack of relevant information regarding procedures and implementation of the Project leading to Corruption and sub-standard works

III.DEFINITION:

A.GRIEVANCE

“A grievance can be defined as any sort of dissatisfaction, which needs to be redressed in order to bring about the smooth functioning of the organization. Broadly, a grievance can be defined as any discontent or dissatisfaction with any aspect of the organization. It can be real or imaginary, legitimate or ridiculous, rated or unvoiced, written or oral; it must however, find expression in some form of the other. Discontent or dissatisfaction is not a grievance. They initially find expression in the form of a complaint”.

B.GRIEVANCE CELL

Grievance redressal cell may be established in each ULB and MSU for handling various grievances related to the implementation of the project. In order to avoid multiplicity of mechanisms the Information Center created in MSU and ULB Level shall be treated as a **Grievance Cell**.

C.GRIEVANCE REDRESSAL OFFICER

The Officer appointed as an Information Officer, for providing information at MSU Level and at ULB Level, shall be treated as a **Grievance Redressal Officer**.

DUTIES OF THE GRIEVANCE REDRESSAL OFFICER

For effective and efficient redressal, the following may be observed

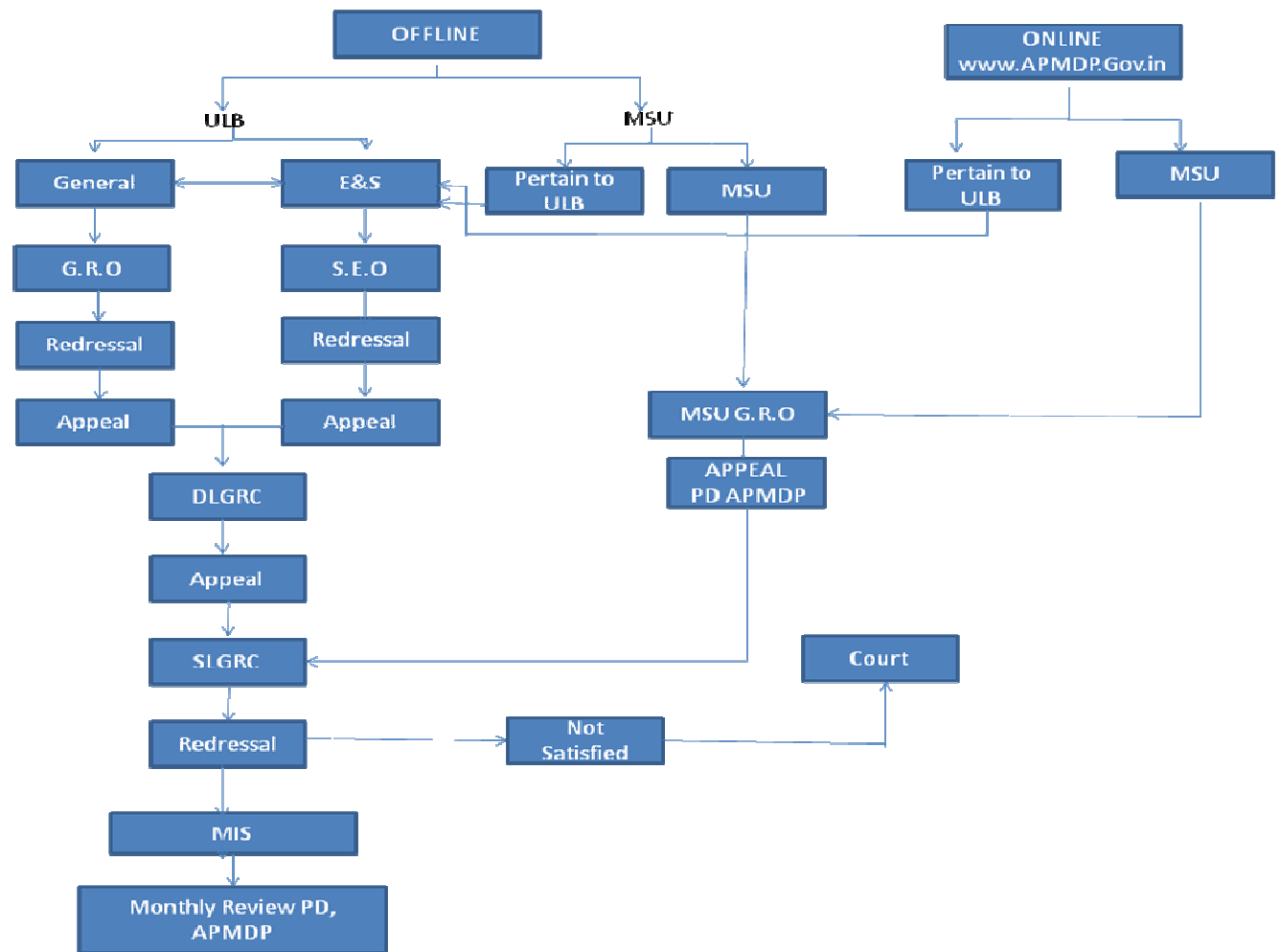
- One half day in the week as a Meeting less day to attend the Grievances of the Public i.e., 10.00 A.M. to 1.00 P.M
- Ensure the Grievances are computerized and acknowledged promptly through a unique identification number for reference in future.
- Monitor the progress of disposal of the grievances.
- Fix time limit for disposal of the Grievances.
- Deal with every Grievance in a fair manner.
- Fix time and day for the meeting to review the Grievances received.

D.SOCIAL AND ENVORONMENTAL OFFICER

A Senior Officer appointed as a Social & Environmental Officer by the Commissioner & Director of Municipal Administration, Hyderabad for attending the Grievance Redressal Mechanism pertaining to the social and environmental aspects of the project.

IV. INSTITUTIONAL ARRANGEMENT

A. GRIEVANCE REDRESSAL PROCESS FLOW



GRO – Grievance Redressal Officer
 SEO – Social Environmental Officer
 MSU GRO- Grievance Redressal Officer at MSU
 DLGRC-
 SLGRC-

B.GRIEVANCE REDRESSAL COMMITTEE AT ULB LEVEL

The Municipal Chair Person (as a Chairman), Municipal Commissioner (Exec-Chairman), Municipal Engineer/Manager, Town Planning Officer, Medical and Health Officer, Revenue Officer, NGO's / Community Representatives and Social & Environmental Officer.

C.GRIEVANCE REDRESSAL COMMITTEE AT STATE LEVEL

The project appraisal committee (PAC) constituted under the APMD Project shall be the state body to Redress the Grievances referred from the ULB's.

IV.PROCEDURE FOR REGISTERING GRIEVANCES AND REDRESING GRIEVANCE:

Any citizen can make a complaint regarding implementation of APMDP, by making an application to the Grievance Redressal Officer, in writing or SMS or e-mail or either in English or Telugu. The application should be precise and specific. The application can be sent either by post or through electronic means or deliver personally in the office of APMDP/ULB.

1. OFFLINE SYSTEM

A.APPLICATION FORM FOR GRIEVANCE

The application can be made on plain paper. The application should, however, **have the name and complete postal address of the applicant.**

B.RECEIVING APPLICATION

Soon after receiving the application (either application form or electronic media) the Grievance Redressal Officer should check thoroughly regarding applicant name, address of the applicant and contents of the petition. He should issue one **new number** and **enter in to the petition monitoring register**. At the same time he should issue acknowledgement to the petitioner (**Annexure -I**).

C.COMPUTERIZATION

The Grievance Redressal Officer shall enter all the particulars of the complaint into the computer in his control and generate required reports for review by the Project Director / Municipal Commissioner.

2.ONLINE SYSTEM

Grievances pertaining to the implementation of the project can also be filed online at the website of APMDP:www.apmdp.gov.in. All the grievances filed on the online is recognized by a unique number and an acknowledgement is generated which can be printed or saved. The grievance will be redressed within 30 days and the complainant can also verify the status online by using the status check. In case the grievance is not redressed within 30 days by the grievance redressal officer it is automatically escalated to the next higher authority i.e the PD APMDP.

D.REDRESSAL OF GRIEVANCE

The Grievance Redressal Officer shall redress the Grievance as per the stipulated time. If the complainant is not satisfied with the redressal of the Grievance furnished by the Grievance Redressal Officer, he may prefer to appeal to the District /State Level Committee for redressal. All the grievances, as far as possible have to be effectively redressed within 30 days from the date of filing. This is the outer limit, but redressal as soon as possible have to be the norm.

VI.REVIEW AND MONITORING

A.REVIEW AND FOLLOW UP AT MSU LEVEL

The Superintending Engineer who is the MSU, Grievance Redressal Officer shall enter all the particulars in the prescribed format enclosed. The Grievance Redressal Officer at ULB shall update the information by 20th of every month, take up review and submit the latest information to the MSU on the same day through e-mail. The Superintending Engineer shall maintain and update the MIS and submit the information to the Project Director, MSU to take up the review every month on the last Saturday of the month.

VII.DETAILS OF OFFICERS DESIGNATED IN MSU AND ULB`S FOR GRIEVANCE REDRESSAL CELL:

1.Grievence Redreesal Officer:

a) **MSU - APMDP**

Sri Subhash Singh, Superintending Engineer (TU)

Phone No: 040- 23435588

Mobile No: 9866316285

Email ID: se.apmdp@cdma.gov.in

b) **At ULB level:**

Sl. No.	Name of the ULB	Name of the Grievance redressal Officer	Designation	Mobile No.
1	2	3	4	5
1	Palasa-Kasibugga	G. Amarnath	Sr. Assistant	9849906984
2	Markapur	Fazulullah	Manager	9849907332
3	Vizianagaram	Lakshmi	Manager	9849906951
4	Guntur Corpn.	K. Lakshmi Narayana	Dy. Municipal Commissioner	9849908382
		Madhusudhan Rao	Manager	9849908374
5	Armoor	Madhusudhan	Manager	9849981966
6	Kakinada Corpn.	Prasada Rao (Admn. section)	Manager	0884-2373136
		B. Bhasker Rao (PH Section)	MHO	0884-2373136
		Jayakar	SC	0884-2373136
		Varahalababu	Building Inspector	0884-2373136
		Bushan Rao	Revenue Officer	0884-2373136
		J. Veerabhadra Rao	Accountant	0884-2373136

Sl. No.	Name of the ULB	Name of the Grievance redressal Officer	Designation	Mobile No.
7	Kurnool Corpn.	P.V. Subrahmanyam (Esst. section)	Sr. Assistant	08518-221764
		Dr. V. Ranga Reddy (P.H. Section)	MHO	9849908488
		G. Rajasekhar (Engg. section)	ME	9849908496
		P. Venkat Reddy (Town. Planning section)	ACP	9849908494
		K. Mehdi Hussain (Revenue sect.)	RO	9963111610
		Md. Shabbir (Accts. Sectn)	Sr. Assistant	9963111606
		J. Viswajyothi (UBS sectn)	TPO	9963111607
8	Malkajiri	A. Swamy	RO	9849907632
9	Manuguru	S.K. Ankushavalli	Jr. Asst	9849909528
10	Ananthapur	K. Sakunthala	Manager	9849907399
11	Chittoor	Krishna Kumari	Manager	9849907886
12	Nellore Corpn.	M. Girija	Sr. Asst	9908456946
13	Badvel	V. Pavan Kumar	Jr. Asst	9959555840

2. SOCIAL & ENVIRONMENTAL OFFICER AT ULBS LEVEL:

Sl. No	Name of the ULB	Name of the S&E Officer	Mobile No.
1	Markapur	G. Praveen Kumar	9849907333
2	Chittoor	P. Samuel	9849907377
3	Anantapur	E. Sureder Babu	9849906626
4	Badvel	Y. Damodaram	9959555839
5	Managuru	Md. Khaleeluddin	9849909703
6	Kurnool	G.Rajasekhar	9849908496
7	Nellore	T. Sampath Kumar	9849908260
8	Armoor	M. Gangadhar	9849984963
9	Malkajgiri	Sudarshan	9849906750
10	Guntur	Shaik Adam Shah	9849908395
11	Vizianagaram	k. Venkat Rao	9849907091
12	Kakinada	D.Bhushanam	9849906515
13	PalasaKasibugga	A.B.N.D.Prasad	9866077547

3. ENVIRONMENTAL AND SOCIAL MANAGEMENT COMMITTEES AT ULBS LEVEL:

S. No.	Name of the ULB	Name	Designation	Mobile
1	Ananthapur	Sri. R. Parasuram	Mayor	9849907401
		Sri. A. Sivakoti Prasad	Municipal Commissioner [Executive Chairman]	9849905852
		Sri. J. Srinivasa Rao	Municipal Engineer/ Manager	9849907403
		Sri. E. Surendra Babu	S & E Officer	9849906626
		Sri. K. Nagaraju	Town Planning Officer	9849908167
		Sri. P. Srinivasa Rao	Medical and Health Officer	9849908168
		Sri. S. Krishna Murthy	Revenue Officer	9849907392
		Sri. S. Krishna Murthy	NGO/Community Representative	9849908169
2	Markapur	Sri. D. Nagurvali	Municipal Chairman	9949736489
		Sri. TVSN Trilleshwar Rao	Municipal Commissioner [Executive Chairman]	9849905780
		Sri. Shaik Fazlullah	Municipal Engineer/Manager	9849907332
		Sri. G Praveen Kumar	S & E Officer	9849907333
		Sri. V. Ram Mohan Rao	Town Planning BO	9908523213
		Sri. E. Ishwar Reddy	Sanitary Inspector	9704111540
		Sri. K. Daniel Joseph	Revenue Officer	9704192888
		Sri. Rama Rao	NGO/Community Representative	9866314727
3	Palasa kasibugga	Smt. K. Lakshmi	Municipal Chairman	9440677441
		Sri. B. V. Ramana	Municipal Commissioner [Executive Chairman]	9849905790
		Sr. A. B. N. Prasad	Municipal Engineer- cum-S&E Officer	9866077547
		Sri. I. V. Ramana Murty	Town Planning Officer	9866077545
		Sri. B. V. Ramana	Medical and Health Officer	9849905790
		Sri. Y. Appala Swami	Revenue Officer	9849906958
		Sri. H. Murali Mohan	NGO/Community Representative	9441095944

Sl. No.	Name of the ULB	Name	Designation	Mobile
4	Kurnool	Sri. S. Raghu Rami Reddy	Municipal Chairman	9849872287
		Sri. Dr.C. Nagaraja Rao	Municipal Commissioner [Executive Chairman]	9849908466
		Sri. G. Rajasekhar	Municipal Engineer/ Manager	9849908496
		Sri. J. Ramanamurthy	S & E Officer	9849908497
		Sri. Venkat Reddy	Town Planning Officer	9849908494
		Sri. Dr. Ranga Reddy	Medical and Health Officer	9849908488
		Sri. Mallikarjuna	Revenue Officer	9 49908463
		Smt. Viswa Jyothy	NGO/Community Representative	9963111607
5	Chittoor	Sri. P. Sarala Mary	Municipal Chairman	9949033335
		Sri. S.S. Varma	Municipal Commissioner [Executive Chairman]	
		Sri. Mazhar Ahmed	Municipal Engineer/ Manager	9849906672
		Sri. P. Samuel	S & E Officer	9849907377
		Sri. N. Ratna Raju	Town Planning Officer	9849907888
		Sri. B. V. Narsa Reddy	Medical and Health Officer	9849907887
		Sri. D. Anand Rao	Revenue Officer	9849906671
		Sri. Dr. Subramanyam Reddy	NGO/Community Representative	
6	Kakinada	Smt. K. Saroja	Municipal Chairman	9866855556
		Sri. G. S. N. Murthy	Municipal Commissioner [Executive Chairman]	9949032326
		Smt. P. Satya Kumari	Municipal Engineer/ Manager	9849906516
		Sri. D. Bhushanam	S & E Officer	9849906525
		Sri. P. Satyanarayana	Town Planning Officer	9989743049
		Sri. A. Mohan Krishna	Medical and Health Officer	9949432320
		Sri. S Bhushanam	Revenue Officer	9849907047
		Sri. K. Satyanarayana	NGO/Community Representative	9849907084

S. No.	Name of the ULB	Name	Designation	Mobile
7	Badvel	Sri. Dr. B. Muneiah	Municipal Chairman	9441040197
		Sri. K. y. Ratnaraju	Municipal Commissioner [Executive Chairman]	9959555838
		Sri. Y. Damodaram	Municipal Engineer-cum-S&E officer / Manager	9959555839
			Town Planning Officer	
			Medical and Health Officer	
			Revenue Officer	
		Sri. T. Nagaraju	NGO/Community Representative	8008729883
8	Vizianagaram	Sri. Avanapu Suri Babu	Municipal Chairman	9866922797
		Sri. S Nagabhushanam	Municipal Commissioner [Executive Chairman]	9849905791
		Sri. B. Venugopala Rao	Municipal Engineer/Manager	9701112024
		Sri. P. Venkata Rao	S & E Officer	9849907019
		Sri. Shoban Babu	Town Planning Officer	9849908119
		Sri.Ch. Raghava Rao	Medical and Health Officer	9849907018
		Sri. Srinivasa Rao	Revenue Officer	9849907016
		Sri. Suryakala	Community Representative	9849907026
9	Guntur	Sri. R. Mohan Sai Krishna	Mayor	9849908363
		Sri. Dr. K. Ilambarithi	Municipal Commissioner [Executive Chairman]	9849908366
		Sri. K. J. Upendra singh	Municipal Engineer/Manager	9849908395
		Sri. Shaik Adam Shah	S & E Officer	9849908396
		Sri. D. Dhananjaya Reddy	Town Planning Officer	9849908401
		Sri. P. V. Narasimha Rao	Medical and Health Officer	9849908379
		Sri.P. Dhananjaya	Revenue Officer	9849908386
		Sri. T. Narsimha Rao	NGO/Community Representative	

S. No.	Name of the ULB	Name	Designation	Mobile
10	Armoor	Sri. M. Gangadhar	Municipal Chairman	9440587647
		Sri. M. Gangadhar[FAC]	Municipal Commissioner [Executive Chairman]	9849904276
		Sri. M. Gangadhar[FAC]	Municipal Engineer-cum-S&E officer/ Manager	9849981963
		D. Venkat Narayana	Town Planning Officer	9849981643
		Sri.G. Prakash	Medical and Health Officer	9849981964
		Sri. Madhusudhan Rao	Revenue Officer	9849981966

4.DIST LEVEL COMMITTEE

The Municipal Commissioners were requested to constitute of District Urban Grievance Redressal Body (**DUGRB**) consisting of 4-5 eminent citizens from diverse backgrounds such as Education, Health & Sanitation, Urban Infrastructure, Civic affairs etc.

5.STATE LEVEL REDRESSAL GRIVENCEVE COMMITTEE :

The file for constitution of the Grievance Redressal at State level i.e., State Urban Grievance Redressal Body (**SUGRB**) is under circulate to the Members of the steering Committee.

ANNEXURE- I : Acknowledgement Letter

Date :.....

To
The Applicant
(Name & Address)

Dear Sir/ Madam

Sub : Your letter requesting for information _____ regarding
APMDP Project- Acknowledge your letter.

Ref : Your application/SMS/e-mail, dated._____.

Please refer to your application requesting for information (Briefly describe).....dated.....addressed to.....

It is informed that your application is received throughand registered in this office with the Number..... and inform you the reply in this regard will be furnished to you before Date.....

Or

It is informed that your application is received throughand registered in this office with the Number..... and the request is rejected for the following reasons.

-
-

Yours Sincerely

Signature of the Grievance Redressal Officer
Designation
Place:

GRIEVANCE REDRESSAL MONITORING

FORMAT-I

Sl. No	Name of the Complaint	Address with Phone Number	Gist of the Grievance	Forwarded to Whom	Time fixed for Disposal	Whether Grievance Redressed or not (Y/N)	If Yes Gist of the Disposal	If Rejected give reasons	If not attended, Give Reasons
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

FORMAT-II

Name of Department/ ULB	No. of Grievance pending at end of last Month	No. of Grievance Received during the Month	Total No. of Grievance	No. of Grievance Disposed up to this Month	No. of Grievance Disposed during the Month	No. of Grievance Rejected during the Month	Total No. of Redressal (5) + (6) + (7)	% of Redressal
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

