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GHMC 24-Hour Helpline for Complainants

Citizens have been asked to promptly utilise the services of 24-hour call centre 155304 to register their grievances as they will be solved on priority basis, GHMC commissioner Somesh Kumar has said.

If the grievances are not addressed at the first level, they will be taken up at the next level and the redress of grievances is monitored by officers of all levels including the commissioner.

During the Prajavani programme held at GHMC head office on Monday, he urged citizens to approach the offices of deputy commissioners and zonal commissioners to get their grievances resolved. People can approach the head office only if their grievances are not settled at the DMC or ZC level, he said, adding that only certain cases concerning town planning were not getting solved quickly because of legal issues and double claims on properties.

On LRS and BPS applications, he said the corporation was

planning to hold a special camp for a week at the circle level to deal with pending applications.

With regard to maintenance of toilets, the commissioner said a special survey was being conducted and the GHMC would later take up maintenance of the toilets in an appropriate way and construct toilets wherever needed.

He admitted that the toilets for women were in deplorable condition and said the GHMC was planning to build toilets at every 500 metres.