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BBMP help now just an SMS away

[Express News Service](#)

BANGALORE: A solution to the civic woes in your locality could soon be just an SMS away.

BBMP on Tuesday launched a service under which one has to send an SMS to its control room on problems in the locality — be it stray dog menace, garbage disposal, malfunctioning lights or others.

BBMP officials will in turn send an SMS on the status of the complaint after attending to the problem.

To facilitate complaint registration, a 24/7 citizen call centre will function with state-of-the-art public grievance redressal system.

BBMP administrator K M Shivakumar told reporters that the system ensured all complaints from the public were attended to in the least possible time.

“It is an interactive system with SMS integration to estimate the status of a complaint and to take necessary measures so that the problem is resolved within the stipulated time,” he said.

“People will be given a complaint number as soon as they fill in the grievance form online. With this number, they can know the status of their complaint.

The complaint will be forwarded to the official concerned.

The in-charge jurisdictional officer is provided with a facility to monitor the grievance inflow, redressal and pendency,” said BBMP commissioner Bharatlal Meena.

Shivakumar said that the e-procurement and e-governance initiative launched by BBMP two months ago has improved efficiency. The Global Positioning System and Geographical Information System have brought more properties under the tax net, Shivakumar said.

Also, with the help of the web-based project monitoring system, BBMP is uploading progress of various project works on the website.

With help from National Informatics Centre, it has initiated services like issue of birth and death certificates, issue of trade licences, automation of management of markets and management of advertisement boards.