

Indian Express 08.12.2009

Civic body unveils system to register complaints

The New Delhi Municipal Council (NDMC) has launched a technologically enhanced 'Interactive Voice Response System', through which residents of areas under the civic body's jurisdiction can register their complaints about water supply, electricity, drainage or sewerage online or through SMS/phone calls.

The complaints, say officials, will be addressed quickly on a "priority basis".

The new system does away with the need to stand in long queues to meet municipal officials and enables the registration of a complaint with the Central Control Room.

With the new system, residents will be able to send a message or call the civic body's call centre on any of the three phone numbers provided on NDMC's official website. The three-line phone number is attached to a main computer, monitored by data entry operators from 6 am to 10 pm.

"The IVRS system will allow a resident to get his complaint registered

instantly. He can also know the status of the complaint within hours,” an official said.

The types of complaints have been divided into various categories. After a complaint is registered, operators will route it to the heads of the respective departments, who will then forward it to the divisions concerned for immediate action. Once a complaint is attended to, the concerned official will send a report to the head of his department.

After the complaint is registered, the complainant will be given a unique reference number. “When the complaint gets registered, feedback, with details like the department that is handling the complaint, officials looking into it and the time needed to address it will be sent to the residents,” an official said.

“The IVRS system will allow a resident to get his complaint registered instantly. He can also know the status of the complaint within hours,” an official said.

The types of complaints have been divided into various categories. After a complaint is registered, operators will route it to the heads of the respective departments, who will then forward it to the divisions concerned for immediate action. Once a complaint is attended to, the concerned official will send a report to the head of his department.

After the complaint is registered, the complainant will be given a unique reference number. “When the complaint gets registered, feedback, with details like the department that is handling the complaint, officials looking into it and the time needed to address it will be sent to the residents,” an official said.