

The Times of India 04.11.2009

TERI studies AMC's grievance redressal system

Paul John, TNN 4 November 2009, 12:35am IST

AHMEDABAD: Consumer grievance redressal system of Ahmedabad Municipal Corporation (AMC), including the methodology adopted for water charges and e-governance, is being studied by The Energy and Resources Institute (TERI).

The project analyses two cities Ahmedabad and Hyderabad which according to TERI, are progressive in their approach. The study is being conducted by Union ministry's urban development department. In fact, policies that will promote green buildings in the city are also being looked at.

"A crucial aspect of the study is to assess reasons why area committees, which are mandatory under the 74th amendment for all JnNURM-funded cities, are yet not formed. The area committees would consist of people from all walks of life and be allowed to participate in the decision-making process of the municipal corporation. This issue is yet to seen threadbare, including methods to choose members from the public to form this panel," said a senior AMC official.

Scope of introducing water charges is also being examined

under the study.

"Many of the models like the SMS grievance redressal, green processes involved in civic functions and the use of e-governance for simplifying a citizen's life are under study. The TERI team will also share its recommendations with us," said municipal commissioner IP Gautam.

TERI team member Veena Agarwal told TOI, "We are looking at cities that have proactively introduced reforms, implemented e-governance tools for simplifying municipal functions, civic service delivery systems, consumer grievance redressal and green buildings. We are seeing whether these models can be replicated elsewhere in the country. If these systems need improvement, we would make recommendations in our report."

TERI is looking at 18 cities and studying their civic delivery systems. For instance, the political bodies standing committee and general body are being examined as well as function of the executive wing of the AMC.

Citizens' grievances analysis examines the avenues available to people to register complaints, time taken to redress them, whether periodic reports are generated of complaint redressal and whether consumer has a means to give its feedback to the AMC.