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## **Focus on redress of grievances, says GVMC Commissioner**

Staff Reporter

VISAKHAPATNAM: Officials should act on redress of grievances solving the problem rather than endorsing it to some other department, Greater Visakhapatnam Municipal Corporation Commissioner B.Sridhar has said. If any complaints could not be redressed, it should be informed to the complainants rather than making them make repeated trips to the municipal office, he told officials at a meeting on the grievances received in the last two weeks.

As many as 112 grievances were received during the period and 54 redressed. Every Monday is Grievances Day.

Mr. Sridhar made it clear that enquiry by phone would be made to ascertain the veracity of redress. He insisted that assistant commissioners should hold Grievances Day at the zone-level enabling people living in those areas lodge complaints and saving them time and money.

### **Display boards**

The respective offices should display boards stating that Monday is Grievance Day.

Of the 47 grievances received by the Town Planning wing, 44 were redressed, Chief City Planner G.V. Raghu said. Chief Medical Officer (Health) D. Abbulu informed that 10 complaints were redressed.

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Written by Administrator

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Mr.Sridhar directed officials to prepare a monsoon action plan assigning duties to the staff in case of flooding and other untoward incidents.

A Cyclone Mitigation Committee should be formed. A map of areas facing inundation from storm water drains should be readied.

Chief Engineer B. Jayarami Reddy participated.