



### **GOVERNMENT OF TAMILNADU**

### COMMISSIONERATE OF MUNICIPAL ADMINISTRATION

### **HOSUR MUNICIPALITY**

### GRIEVANCE REDRESSAL THROUGH e-GOVERNANCE

Ву

Dr.M.Elangovan. Bvsc.
COMMISSIONER
HOSUR MUNICIPALITY (TN)

# GRIEVANCE REDRESSAL THROUGH e-GOVERNANCE IN HOSUR MUNICIPALITY (TAMIL NADU)

#### **Town Profile:**

Area : 72.41 Sq.Km

Population : 2,44,518

No. of Wards : 45

Grade : Special Grade Municipality

Annual Income : Rs.30.00 Crores

No . of Property Tax Assessment : 63,352

#### **GRIEVANCE REDRESSAL PRIOR TO THE INITIATIVE**

- > Grievances/ Applications are dropped in the petition box.
- No acknowledgement for the receipt of application.
- Citizen visit frequently to the municipal office to know the status of the Grievances/ Applications
- No prefixed date for getting reply/certificate.
- Difficulty in File Tracking.
- Heads of Department didn't know the actual progress in the disposal of Grievances/Applications.
- > Employees spending more time in searching of files.

### **INITIATIVE**

To improve the existing system of Grievance redressal in Hosur Municipality and to provide better service to the citizen, it was decided to computerise the grievance redressal system.

- A separate room is alloted to setup with all facilities for the citizens.
- A citizen charter showing the stipulated time to take action for various Grievances.
- Computer network is provided in the room which lines all the Clerks/Officers with the CFC.
- The required software is provided by Commissioner of Municipal Administration.
- A dedicated Clerk who knows four languages of the town is made the incharge of the centre.
- > All the employees were given training to handle the software.
- Honourable Minister for Municipal Administration and Rural Development, Govt of Tamil Nadu inaugurated the facility on 16.09.2012.

# INFORMATION CUM SERVICE CENTRE



# Opening By Honourable Minister



# **Enquiry**



# Receiving The Application



## Entry Of Application In The Computer



### Acknowledgement For Application

#### HOSUR MUNICIPALITY

#### Acknowledgement for Appilcation

Applicant Name: GAJNDRASINGH

Address: L80 OLD TEMPLE LAND HUDCO

HOSUR

For Purpose: NAME TRANSFER ORDER - PROPERTY TAX

Acknowledgement No: 201200850

Acknowledgement Date: 01/11/2012

Exp.date of Action: 16/11/2012

Clerk



### Citizen Waiting Room



### Citizen Charter



Time Schedule

Documents Required



# Touch Screen (citizen information)





### Citizen Facilitation Centre

### Services provided in the Citizen Facilitation counter

### **Applications**

- Birth Certificate
- Death Certificate
- Birth Registration
- Death Registration
- New Assessments & Improving Property Tax
- Name Transfer Order Property Tax
- Issue of D & O Licence
- Building Approval
- Vacant Site Tax
- Renewal of Building Licence
- Licence to Licence Surveyors
- Water Connection New
- Name Transfer Water Connection
- Repairs Water Service Connection
- Financial Assistance for Funeral Rites
- Dr.Muthulakshmi Reddy Maternity Benefit Scheme

### > Grievences

- Compliants Water Supply
- Compliants Hand Pumps & Public fountain
- Non-removal of Garbages
- Removal of unknown Bodies & Dead Animals
- Non burning of Street lights
- Removal of Water Stagnation
- Removal of Drain blockage
- Settling of Property Tax Compliants
- CM Cell petitions
- Collectorate petitions
- Right to Information Act
- Name correction Added Area

# Daily Report Generated

### HOSUR MUNICIPALITY

User Wise and Status Wise Abstract

From:

02/11/2012 17:06:5

To:

02/11/2012 17:06

User Id	Received	Despatch	Under Progress	Completed	Pending	Rejected
A4	1	0	0	1	0	0
E2	1	0	1	0	0	0
H1	8	0	8	0	0	0
SUMATHI	8	0	8	0	0	0
	18	0	17	1	0	0

### Weekly Report Generated

#### HOSUR MUNICIPALITY

User Wise and Status Wise Abstract

From: 19/10/2012 17:06:5

To: 24/10/2012 17:06

User Id	Received	Despatch	Under Progress	Completed	Pending	Rejected
A4	16	0	0	12		Rejected
E2	2	0	2	0	0	4
F1	5	0	5	0	0	0
SUMATHI	14	0	14	0	0	0
	37	0				0
		*	21	12	0	4

### Monthly Report Generated

#### HOSUR MUNICIPALITY

- TE 7			20.6	
• •	ea	94	201	7
- 8	ca		A47.8	•

#### Monthwise Progress Report

Month	Received	Despatch	In Progress	Complete	D - 4	20.00
	received	Desparen	in Progress	Completed	Pending	Rejected
March						
April						
May						
June						
July						
August						
September	368		195	160	195	13
October	476		235	203	71	38
November	36		32	4		
December						
January						
February						
	880	0	462	367	266	51

# Status Wise Report

### **Under Progress:**

		From : Status : Under Progress	HOSUR MUNICIPALITY  M/MOBILE 17/00 Te+ MATE  Status Wise		
Acid. Nily Nector Dieter	ROC No CollectorCM Cell No Reference No File No	Name & Address	Trap. Date of Action Category Desc	Desputch Date Forwarded From Forwarded To	Current Status
301380621	7540	S.RAJA. 7 POTHIGAI NAGAR OLD MATTIGGIRI MOSUR	NEW ASSESSMENTS & IMPROVING - PROPE	1616/2012 AA SEMATHE	File Registered
391309622 16/16/2013	2341	NATARAJAN 255 THORPET HOREIK	00/11/2012 NEW ASSESSMENTS & IMPROVING - PROPE	16/10/2012 AA NUMATHI	File Hagistonia
201289621 16/16/2013	7942	N.PUSSPALASHA PLYMILLAI NACIAE IKISLE	65117012 THEW ASSESSMENTS & IMPROVING - PROP	16/19/2012 A4 SUMATH	Fide Registered
201209626 171962012	7368	M.RAMESH 4089 THAYAPPA NAGAR CHINNAELASAGRI HOSLIR	ONTEGRIZ NAME TRANSPER ORDER - PROPERTY TA	17/10/2012 AA SUMATHI	File Registered

# Status Wise Report

### **Completed:**

#### HOSER MUNICIPALITY

From: 16/10/2012 17:06:

Ter: 80/11/2012 17:00.

Status : Completed

Status Wise Report

Ack No Soupt Date	HOC No Collector/CM Call No Reference No Frie No	Name & Address	Exp. Date of Assists Category Desc	Despited Date Forwarded From Forwarded To	Current Status
281288624 11/19/2012	2591	SANMIRGAM 961 YASANTH NAGAR HOSCR	34107012 BIRTH CERTIFICATE	16/16/2012 HI AK	BIRTH CERTIFICATE HANDEDOVER TO A4
201200627 16/16/2012	7533	R PALANOVEL L713 NEW ASTC BUDGO BOSCIE	38/16/2013 MAMIL TRANSFER - WATER CONNECTION	30(10/2012 82 A4	PORWARDED TO A4
201200429 170402012	7546	SUBARTMAKATHU JJ757 SBM COLUNY HOSCIE	NAME TRANSPER ORDER - PROPERTY TO	31/19/2012 3EMATHE A#	NANDED OVER TO A4
201200635 16/18/2012	7545 7545	RAMISH MIQZ AVALAPPALLIBUDGO HOSEIR	05/14/2012 NEW ASSESSMENTS & IMPROVING - PROPE	31/19/2012 SCMATHE A4	HANDED OVER TO A4

# Status Wise Report

### Rejected:

		Status : Rejected		2012 17:00 Report	
lok 26e leopt Date	ROC No Callactur/CM Cell No Reference No File No	Nume & Address	Exp. Date of Action Company these	Desputch Date Forwarded From Forwarded To	Current States
201366#23 HV10/2012	7361 2302012	G MANGHAR UJA-SIBM COLONY TVN NAGAR HOSUR	1501 LORIZ BUILDING APPROVAL	29/19/2012 F1 A4	Rejected Handed Over to A4
201200634 16/10/2012	2562 251/2012	K.GEETHA WARD B BLOCK 71 HOSLIE	15T1/2012 BUILDING APPROVAL	2810/2HZ FI AA	Raysolad Dankad Over so AA
2012/09/30 0/10/2012	1134	MEISAGENTHALA ATRO APPAY NAGAR HISSER	SUBDICE NAME TRANSPER - WATER CONNECTION	HU11/2H(2 E2 A#	PORWARDED TO A4
201200686 8/16/2012	3925 33312012	SLARUNDGAM 1/194 KUPUR HOSUR	T711/2012 BUILDING APPROVAL	29102012 F1 All	Rejected Handed Over to A4

# Category Wise Report

### **Under Progress:**

Categor	y : Under Prog			TH CERTIFICATE	Category,Status Wise Report
Auk No Roopt Date	ROC No Collector/CM Cell No Reference No File No	Nene & Address	Exp. Date of Action Category Dose	Despatch Date Forwarded From Forwarded To	Current Status
201230769 26/10/2012	7759	MANOIKIMAE BALIVARAM DENKANKOTTAI	02/15/2012 BIRTH CERTHICATE	26/10/2012 A4 H1	File Registered
301300789 29/10/2012	TROA	KRISHNAPPA BANGALORE EARNATAKA	SULLOSIZ SIRTH CERTSICATE	2h/19/2002 A# (E)	File Beginnessi
201200791 291002012	7907	HARISHKUMAR CHENNATHUR HOSUR	SMITOSTE BIRTH CERCUICATE	29/19/2012 A4 80	File Registered
201210805 39/10/2012	7835	IMBANSHARIF A54 IMMAMIIADA ST HOSLIE	66/11/2812 BIRTH CERTUICATE	30/10/2012 A4 811	File Registered

# Category Wise Report

### **Completed:**

Categor	y : Completed	From	000000000000000000000000000000000000000	TH CERTIFICATE	Category,Status Wise Report
Aub.Ner Roops.Date	ROC No Collector CNF Cell No Reference No File No	Name & Address	Exp. Uses of Azense Category Dess	Desputch Date Forwarded Fresh Forwarded Zo	Correct States
201200624 17/18/2012	7991	SANMUGAM BUY VASANTH NAGAR BUSUR	2A/902012 RIKTH CERTIFICATE	18/16/2012 HT A4	BRITE CERTIFICATE HANDEDOVER TO As
201200693 (T/180012	7992	R.DECPSA M-290 RK HUDCO HOSUR	24/10/2012 BRETH CERTURCYTE	18/36/2012 HE A4	MRTH CERTIFICATE HANDEDOVER TO A4
301300656 17190/2012	7392 7593	C.SAMPANGHAME VASAVI NAGAR HORER	24/20/2012 BIRTH CERTIFICATE	18/19/2012 H1 AA	HIRTH CERTIFICATE HANDEDOVER 70 A4
201200676	7614	BANGANATHAN BIT SHANTHI NAGAR HOMER	25/10/2002 BIRTH CERTIFICATE	22/10/2012 86 64	BIRTH CERTIFICATE HANGEDGYERTO A4

# Category Wise Report

### Rejected:

Category : Rejected

#### HOSUR MUNICIPALITY

From : 16/10/2012 17:0

To: 93/11/2012 17

Status: 8-BUILDING APPROVAL

Category, Status Wise Report

Ack No Respt Date	ROC No Collector CM Call No Reference No File No	Harri & Address	Eng. Date of Action Company Desc	Desputch Date Forwarded Form Forwarded So	Current Status
201200623 16/10/2012	7561 550/2012	G.MANOELAR 1326-SBM COLORY TVS NAGAR HOSEIR	19/11/2012 BUILERING AFTROYAL	29/19/2612 E1 A4	Rejinshid Handad Over to A4
201200634 36/38/2012	7562 531,0102	K-RECTNA WARD B BLOCK TI HOSGIK	ENTERNIC SPRIOVAL	29/10/2012 FT Ad	Repeated Handed Chap to All
201200686 18/10/2012	7622 332/2012	M. ARUNIDOAM 1/194 KUPUR HOSSIR	12111/2013 BUILDING APPROVAL	29/19/20/2 F2 A4	Bejinded Handed Over to A4
201210691 19V102012	7648 534/2012	K ANNAMAZAI 20,3KD CROSS KUMARAN NAGAR HOSLIE	HYLDRIZ HULDRING APPROVAL	29/10/2012 F1 A8	Rejected Handed Over to AR

### File Tracking

#### HOSUR MUNICIPALITY

#### Grievance/Application Progress List

Acknowledgement No : 201200456

Applicant Name : P.RAJENDRAKUMAR

Address : 3FD6 TALUK OFFICE ROAD

Email ld : .

Phone No : .

Current Status : Completed

For Purpose: NAME TRANSFER ORDER - PROPERTY TAX

Category Type : Application

> ROC No : 7235

File No 1 404.

Collector /CM cell No :

Reference No :

Received Date : 08/10/2012

Expected Date of Action : 23/10/2012

SLNn	Despatch Date	Forwarded From	Forwarded To	Current Status
1	08/10/2012	At	SUMATHI	File Registered
2	30/10/2012	SUMATHI	A4	HANDED OVER TO A4

### Benefits of the Initiative

- Citizens can avail all Services of Municipality in a Single Counter.
- Ensuring timely disposal of petitions and redressal of Grievances.
- Time limit has been prescribed for each and every Services. So that Citizens need not come to Office frequently.
- Computer generated receipt is given to the Citizens specifying the date of readiness / delivery of Certificates.
- Work efficiency of the employees are being increased, as all staffs are linked with Computer network.

Cont ...

### Benefits of the Initiative

- Computerisation make the supervision easy for the head of the departments and Municipal Commissioner.
- File tracking becomes possible.
- Employees getting motivated by doing the works with Computer in a systematic manner.
- Administration get the appreciation from the Citizens for this innovative approach.

### Feedback From Citizen(a)

R. Audest. 153/8 Ventakenure Light Off DSP. Thise HOSUR very Good online payment is R PUNISM Maman Netwa wayer Viery use bull Hosve Publice and Individe sep by station employee who are working. men and women. Speciford G. SHAMANA Jam Very happy for Press Reporter Online somice and also 81227 39228 I can apprinte to Muneipolity Administration So thating for source

### Feedback From Citizen(b)

Ack. No: 201200148

Address : 10/134 A/4 RamNagas

Hosuy.

Ph : 9894763749

மதிப்பட்டுகியில் நமா,

நகவர் 2 செயை மையம் தாலை 10.00 மனிக்டு திறக்கப்படி. கிங்கி நாங்கள் எங்களது கியாவமை விண்ணப்பட் ஒந்த அறிலின் 10 கியிடத்தில் செயலையை புடித்துக் கொணிபோம். எநிக்னது

எங்களுக்கு மாவமாறி உற்றிலிந்த மக்கள் அளைவடுக்கும் உடனடி 84வை அழுக்கப்பட்டது. கிக்களை மையல் எனக்கி இடு திடுலித் அளிக்கிறது.

(Extern)

கூறையை கூறுமாக இழந்துக் செக்கூர்பெய்.

Bougas B. Kalulakshi 21/4/12

நாள்: 21.9.12 கிடம்: இதர்.

# Appreciation From PRESS

THE NEW INDIAN EXPRESS. DATED. 16.10.2012

# E-governance Streamlines Hosur Municipality

by Anitha Jaishankar

Hosur: Thanks to the newly introduced e-governance system, the Hosur municipality, known as one of the highest revenue vielding municipalities in the state, has started disposing grievance petitions within a stipulated time frame without any hassles. Be it for birth certificate, building approval or property tax fixation, with the help of specially designed software, the municipality has introduced a single window system to address all type of public issues.

Various petitions are being disposed by the concerned departments in the municipality within 30 days, the

maximum period set by the government to take action on any petition.

Talking to Express, M Elangovan, Hosur Municipal Commissioner, said that it was made possible only after the introduction of the online disposal system.

"We have set up a separate unit in the municipality to receive grievance petitions and provide official information to visiting public. Once the petition is received, the official incharge of the centre will register the petition online and issue an acknowledgement. The petition will then be forwarded to the concerned department and action will be taken within a given time," he said adding, "Peti-

tions can also be sent online, for which the public will get an online reply."

Computer systems of officials in the municipality are interlinked and monitored by the Commissioner, Any official from any department can check the status of the petition and do the needful from their side. "I am getting status reports of petitions every day and expediting action," the Commissioner said. The egovernance system was introduced on September 16. Within a month, the municipality has received 599 petitions, of which, 446 have been disposed while remaining are under examination. As many as 27 types of grievances related to water connection, tax arrears, property tax, professional tax, sewerage, streetlight and garbage clearance were addressed through the system. According to the Commissioner, many positive feedbacks were received from the beneficiaries. He appealed to the public to utilise the system for their benefit.

In the recent geographical restructuring carried out before the last local body elections, the Wards in the municipality were increased from 30 to 45. Later, on July 25, the government accorded a special grade municipality status to Hosur. As per 2011 census, around 2.44 lakh people are residing in Hosur municipality that spreads across an area of 72.41 square km

### Appreciation From PRESS

#### **KALAIKATHIR**

### ஓசூர் நகராட்சியில் தகவல் சேவை மையம் துவக்கம்

ஒகுர்: ஒகுர் நகராட்சியில், பிறப்பு, இறப்பு சான்றிதழ், வரி நிர்ணயம் உள்ளிட்ட அனைத்து சேவைகளையும் உடனுக்குடன் வழங்க கம்ப்யூட்டர் மயமாக் கப்பட்ட தகவல் மற்றும் சேவை மையம் துவக்கப்பட் டுள்ளது.

ஓசூர் நகராட்சி அலுவலகத் தில் பிறப்பு, இறப்பு சான்றிதழ் கள், பெயர் மாற்றம் செய்தல், சொத்து வரி விதிப்பு செய்தல், கட்டிட வரைப்பட அனுமதி வழங்குதல், பல்வேறு உரிமங்க ளுக்கு அனுமதி வழங்குதல், குடி நீர் வினியோகம், கால்வாய் மற் றும் வீட்டு குடிநீர் இணைப்பு உள்ளிட்ட பல்வேறு பணிகள் மேற்கொள்ளப்படுகிறது.

இப்பணிகள் முழுவதும்

காகித முறையில் நடந்ததால், பொதுமக்கள் வழங்கும் மனுக் கள் மீது எடுக்கப்பட்ட நடவ டிக்கை, ஊழியர்கள் செய்த வேலை ஆகியவை குறித்து உட னுக்குடன் உயர் அதிகாரிக ளுக்கு தெரியாமல் இருந்தது.

பொதுமக்கள் உடனுக்குடன் சான்றிதழ்கள், வரிநிர்ணயம் செய்ய முடியாமல் பரிதவித்து வந்தனர். இந்நிலையில், நக ராட்சி அலுவலகம் முற்றிலும் கம்ப்யூட்டர் மயமாக்கப்பட்ட தகவல் மற்றும் சேவை மையம் தற்போது துவங்கப்பட்டுள்ளது.

நகராட்சி நுழைவாயிலில் உள்ள தகவல் மற்றும் சேவை மையத்தில், பொது மக்கள் தங் களுக்கு தேவையான சான்றிதழ் கள், சேவைகள் எளிய முறை யில் பெற்று கொள்ளலாம். இதன் மூலம் தினசரி பெறப்படும் மனுக்கள், அவற்றின் மீது எடுக்கப்பட்ட நடவடிக்கைகள், வழங்கப்படும் சான்றிதழ்கள் உள்ளிட்ட அனைத்து புள்ளி விபரங்களும் கம்ப்யூட்டர் மூலம் அதிகாரிகள் தெரிந்து கொள்ள முடியும்.

நகராட்சி கமிஷ்னர் இளங்கோவன் கூறுகையில், ''மையம் மூலம் பிறப்பு, இறப்பு சான்று மூன்று நாளிலும், பெயர் மாற்றம் செய்தல் சான்று, 15 நாளிலும், சொத்து வரி விதிப்பு செய்தல், 15 நாளிலும், கட்டிடவரைப்பட அனுமதி, உரிமங்கள், வீட்டு குடிநீர் இணைப்பு உள்ளிட்டவை, 30 நாளிலும் வழங்கப்படும்,'' என்றார்.

Thank you...