

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

PROFORMA OF MAIN APPLICATION FORM for NATIONAL AWARDS FOR e-GOVERNANCE

1. Name of the Organization:

Vadodara Municipal Corporation

2. Name of the Department:

E.D.P. Department, Vadodara Municipal Corporation

3. Name of State/UT/Central Government/Others:

Gujarat

4. Name of the Project:

Innovative improvement in CITIZENS REDRESSAL MODULE

5. Nature of the project:

Services Providing to Citizens – G2C

6. Category of Award Applying for:

Innovative use of Technology in e-Governance

7. Objective of the Project:

(Please provide the brief summary of the project being nominated for the National Award for e-Governance along with salient features (in 500 words approx))

Main objective was to provide prompt service to the citizen in best possible manner. Provide Toll free number (24 x 7) to resolve complaints and status of complaint updated online.

Module must have local language support. Citizens can log their complaint in Gujarati and English in easy way.

Complaint should be identified to whom it may concern for resolving purpose. It should be transferred to the responsible employee for resolving the complaint at grass root level.

Higher authorities can monitor and guide their employee in complaint resolving process.

Citizen can check the status of his complaint easily and may come to know about delay in resolving process.

Solution : Improvement in Citizen Services, Citizens can logged complaint on toll free no and via internet also, Centralized system, Auto Escalation, 24 x 7 working environment, Higher authority can view complaint online, SMS forwarded to VMC employees for quick resolution, Citizens can view their complaint status online.

8. Date of Launch of Project (please see para 6.2 for eligibility of the project with reference to launch date):

(i) For all categories except Incremental Innovation (dd/mm/yyyy):

Nov-2008 (Manual and decentralized)

12-JUN-2013 (Online, 24 x 7)

(ii) For Incremental innovation (period during which substantial incremental innovation has been made in the project)-

As it is new project not applicable.

9. Beneficiary of the Project:

The citizens of Vadodara city, i.e. Approx.18 Lacs.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

III. NAME OF CATEGORY- 'INNOVATIVE USE OF TECHNOLOGY IN e-GOVERNANCE'

1. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres,

- Area : City limit increased in last decade from 108 Sq. Kms. to 158.70 Sq. Kms.
- Population : Increased in last decade from Approx. 13 Lacs to Approx. 18 Lacs.

(ii) Number of delivery centres

- At present call center has been started on 12th August, 2013.
- Call center is completely outsourced and vendor has provided infrastructure of 12 pcs, servers and 10 hunting telephone lines.
- Municipal Corporation has acquired Toll Free Number (1800 233 0265) line which cost approx. INR 24000/ month.
- 10 Nos. of call center agents available 24X7 at Call center.

(iii) Geographical

- (a) National level – Number of State covered
- (b) State/UT level- Number of District covered
- (c) District level- Number of Blocks covered

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Please give specific details: -

13 Wards, 4 Civic Centers (Zone Offices), Main Office of Vadodara Municipal Corporation, Vadodara City.

(iv) Demographic spread (percentage of population covered)

100% of Population covered.(i.e. Approx. 18 Lacs)

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project #):

Earlier Complaint Redressal was manual & decentralized at ward level. Complaint registered but not properly organised and monitored. Citizen had to go to particular ward or call on local number on particular time (mainly during his/her working hours). This lead to dis-satisfaction of citizens for complaint resolution. Citizen can't view or check the status of complaint.

3. Scope of Services/ Activities Covered (Relevance of choice of application for client/ agency, Extent of e-enablement in terms of number of services, Extent to which step in each service have been ICT- enabled #)

Main objective was to provide prompt service to the citizen in best possible manner. VMC started toll free number (24 x 7) to resolve complaints and status of complaint updated online.

- The complaint redressal module is developed in latest (asp.NET) language.
- Highest level of computerisation is used in the application (for e.g. Photo upload, mobile application, SMS facility, Transfer of complaint, online tracking, Auto Escalation etc.)
- Test run of application was done by employee for one month.
- Training provided to VMC employees and call center.
- After Go-Live, daily basis monitoring and invited suggestion for betterment of system.

4. Strategy Adopted

(i) The details of base line study done,

- VMC took input from employees, citizens and elected wing.
- Citizen can logged any complaint regarding the services to be provided by Municipal Corporation at anywhere, anytime.
- Call center takes full details of complaint with category & sub-category and address of citizen.
- Call center allocate complaint number to Citizen.
- Call center forward complaint to concern employee of Municipal Corporation.
- Employee of Municipal Corporation has individual online account to view/close his complaints.
- Employee of Municipal Corporation gets SMS as well as full details in his account.
- After completion employee get close complaint online.
- Employees also transfer complaints online, if irrelevant.
- IF Employee of Municipal Corporation, does not resolve complaint in prescribed time frame then automatically it will escalate to higher level with SMS & online.

(ii) Problems identified,

Initially citizens are not much more aware of such system is made available by Municipal Corporation.

Similarly, non active employee dislikes this facility as if they fail to respond the complaint within the stipulated time; it transfers from their court to higher authority due to auto escalation.

(iii) Roll out/implementation model,

- New Technology is on platform online and using mobile technology ease to user to understand complaint.
- Highest level of computerisation is used in the application (for e.g. Photo upload, mobile application, SMS facility, Transfer of complaint, online tracking, Auto Escalation etc.)
- Test run of application was done by employee for one month.
- Training provided to VMC employees and call center.
- After Go-Live, daily basis monitoring and invited suggestion for betterment of system.
- Due to Auto escalation complaint will escalate to higher authority, it enhances the effectiveness.
- Web application and mobile technology is used.
- Secure password authentication for user (employee) login

(iv) Communication and dissemination strategy and approach used :

- Published in News Paper / Press Note
- Ward level messages
- Put Hoardings
- Message broadcast on website

5. Technology Platform used-

(i) Description,

- New Technology is on platform online and using mobile technology ease to user to understand complaint.
- Highest level of computerisation is used in the application (for e.g. Photo upload, mobile application, SMS facility, Transfer of complaint, online tracking, Auto Escalation etc.)
- Web application and mobile technology is used.

(ii) Interoperability

- Citizen can logged any complaint regarding the services to be provided by Municipal Corporation.
- Call center takes full details of complaint with category & sub-category and address of citizen.
- Call center allocate complaint number to Citizen.
- Call center forward complaint to concern employee of Municipal Corporation.
- Employee of Municipal Corporation has individual online account to view/close his complaints.
- Employee of Municipal Corporation gets SMS as well as full details in his account.
- After completion employee get close complaint online.
- Employees also transfer complaints online, if irrelevant.
- IF Employee of Municipal Corporation, does not resolve complaint in prescribed time frame then automatically it will escalate to higher level with SMS & online.

(iii) Security concerns

Used latest anti-virus software along with firewall as preventive steps for web module.

(iv) Any issue with the technology used

There is no issue, as latest technology for call center is utilized.

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

- Service level Agreement (SLA) is done with vendor to provide the services for at least two years and that may extended as per the evaluation of the vendor services and requirement of the corporation. Municipal Corporation has done 5 years Memorandum of Understanding with vendor.

6. Demonstrate innovative use of ICT for development (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

- New Technology is on platform online and using mobile technology ease to user to understand complaint.
- In online complaint system, citizens can log complaint via Internet or Toll free number (1800 233 0265) so, no needs to travel.
- Due to Auto escalation complaint will escalate to higher authority, it enhances the effectiveness.
- Due to online monitoring and daily report available of incomplete & complete application status it strengthens the system.
- Web application and mobile technology is used.
- Secure password authentication for user login

7. Citizen Centricity (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user,

- Citizen has not to go anywhere to logged their complaint.
- Grievance redressal module is following as per the citizen charter rules.
- There is no cost to be bear by the citizen as he/she has to logged complaint on toll free no.
- Concerned employees are having mobile sims with CUG facility that provide cost free communication among the group.

(ii) Feedback/grievance redressal mechanism,

Higher authority is monitoring the project. No grievance feedback yet received.

(iii) Audit Trails,

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(iv) Interactive platform for service delivery,

Latest digital equipments for call center purpose are utilized.

(v) Stakeholder consultation

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8. Adaptability and Scalability (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

- Complaint Module is developed in Gujarati (Local Language) and English & Call center agent responds in Gujarati, Hindi & English as per citizen's language.
- Call center solution is completely outsourced and vendor has provided infrastructure of 12 pcs, servers and 10 hunting telephone lines.
- Municipal Corporation has acquired Toll Free Number (1800 233 0265) line which cost approx. INR 24000/ month.
- Software is in ASP.NET and application developed by vendor in consultation with Municipal Corporation.
- Municipal Corporation has done 5 years Memorandum of Understanding with vendor.
- 10 Nos. of call center agents available 24X7 at Call center.
- 10 hunting line available at call center.

9. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

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(ii) Measures to ensure replicability

Other municipalities may adopt such innovative project for their municipalities.

(iii) Restrictions, if any, in replication and or scalability

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(iv) Risk Analysis

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10. New Models of Service Delivery (Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

Link for employee
vmssdial24hrs.net

Link for Citizen
<http://register.dial24hrs.in/RegisterComplaint.aspx>

11. Efficiency Enhancement (Give specific details about the following #)

(i) Volume of transactions processed

- Decentralized process is now centralized.
- 24 x 7 complaints are recorded by call center.
- 24 x 7 SMS received on mobile phones of employees.
- Due to auto escalation process higher authority monitors and controls the system.
- Due to monitoring by higher authority, staff will resolve each and every complaint effectively in time.

(ii) Coping with transaction volume growth

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(iii) Time taken to process transactions,

As per citizen charter.

(iv) Accuracy of output,

100% accuracy of output.

(v) Number of delays in service delivery

Complaints are being almost resolved during stipulated time as per citizen charter.

12. User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

- All Complaints are centralized
- Call center receives complaint from Toll Free Number (1800 233 0265), through online website & through email.
- Received complaints are forwarded to concern person based on "sub category" of complaint & area.
- Due to Computerized (Atomized) system SMS forwarded to employees of Municipal Corporation, quickly and in time round the clock.
- Vendor records each & every complaint.
- Vendor having backup internet line so, down time is minimized.
- No distance required to travel by citizen.

(ii) Completeness of information provided to the users,

Improvement in Citizen Services, Citizens can logged complaint on toll free no and via internet also, Centralized system, Auto Escalation, 24 x 7 working environment, Higher authority view complaint online, SMS forwarded to VMC employees for quick resolution, Citizens can view their complaint status online.

(iii) Accessibility (Time Window),

Citizen can logged their complaint at anytime, anywhere.
i.e. 24 x 7 working environment

(iv) Distance required to travel to Access Points

In online complaint system, citizens can log complaint via Internet or Toll free number (1800 233 0265) so, no needs to travel.

(v) Facility for online/offline download and online submission of forms,

- Citizen can submit any complaint through web link, no need of physical form to download.
- Full details of complaint can be filled in by citizen easily through online submission of complaint.
- On the submission of complaint, a number generates and display to Citizen for further reference and acknowledgement.

(vi) status tracking

Citizen as well as employee can check the status of complaint submitted or received.

13. Sustainability (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared – Digital Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #))

- Latest & robust technology is used after Black Box & White Box testing.
- Demonstration & presentation is given to Municipal Corporation employees to get their inputs/suggestions.
- Training about module given to all concerned employees.
- About rules and regulations & geographical information of Municipal Corporation, the training is provided to call center agents. (Area,

Election Ward, service category for complaint like Water, Street light, Drainage, Road and Sanitary etc.)

- Municipal Corporation is bearing approx. INR 60,000/Monthly for (10 hunting lines/10 agents) for call center charges

Municipal Corporation bearing approx. INR 24000/Monthly for Toll Free Number Charges.

14. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization / To citizen

Type	Complaints	Started on
Complaints Registered using toll free no	47496	From 12/06/2013 to till date
Complaints Registered using Internet-Online	4211	
Open Complaint	1707	
Complaint Resolved	50006	

(ii) To citizen

As above

(iii) Other stakeholders

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15. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

G2C

Services to citizen is improved, Citizens can logged complaint on toll free no and via internet also, Centralized system, Auto Escalation, 24 x 7 working environment, Higher authority view complaint online, SMS

forwarded to VMC employees for quick resolution, Citizens can view their complaint status online. 100% of Population covered.(i.e. Approx. 18 Lacs)

16. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

Previously Complaint Redressal was manual and decentralized at ward level. Complaint registered in but not properly organised and monitored. Citizen had to go to particular ward or call on local number on particular time (mainly during his/her working hours). This lead to dis-satisfaction of citizens for complaint resolution.

New system provides prompt services to the citizen in the best possible manner. VMC started toll free number (24 x 7) to resolve complaints and status of complaint updated online.

- The complaint redressal module is developed in latest (asp.NET) language.
- Highest level of computerisation is used in the application (for e.g. Photo upload, mobile application, SMS facility, Transfer of complaint, online tracking, Auto Escalation etc.) After Go-Live, daily basis monitoring and invited suggestion for betterment of system.

17. Other distinctive features/ accomplishments of the project:

Services to citizen is improved, Citizens can logged complaint on toll free no and via internet.

Centralized system

Auto Escalation

24 x 7 working environment

Higher authority view complaint online

SMS facilities for quick resolution

Citizens can view their complaint status online.


100% of Population covered.(i.e. Approx. 18 Lacs)

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

Note : In case of award winning for this category please mention it in the favor of Municipal Commissioner, Vadodara only.

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Mission & Vision


To provide a clean, hygienic and aesthetically pleasing standards in the country, preserve the historical character of the city for the tourists.

Virtual Civic Center's Services




[Property Tax](#)
[Feedback](#)

m-Governance




[Services through SMS,](#)
[Read more...](#)


Complaints




[Register your complaint through online or call us at **1800-233-0265** \(toll free\)](#)
[Register here...](#)




PAY PROPERTY Tax ONLINE



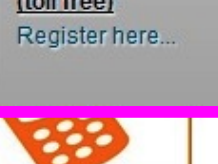
Self Assessment Of Property Tax




Recruitment




NOTES




Call Center
1800-233-0265




waste




WORK ORDER




RIGHT TO INFORMATION




Online Payment Guide



Swamitri Riverfront Development Project



Tender
[Download Tender Forms](#)



VMSS E-Diary


Announcements

- [List Of BPL Slum](#)

Gujarat Rural Urban Housing Scheme

- [Gujarat Slum Rehabilitation Policy](#)

Vadodara At Glance



Important Links



વડોદરા મહાનગર સેવા સદન સંચાલિત



24 x 7 Customer Care cum Call Center

દ્વારા નાગરિકો કોર્પોરેશનને લગતી ફરિયાદ નીચે જણાવેલ
નંબર પર રજીસ્ટર કરાવી શકશે.

ટોલ ફ્રી નંબર :

1800 233 0265

અથવા

ઓનલાઈન કંપ્લેઈન કરવા માટે અમારી વેબસાઈટ પર રજીસ્ટર કરો.

www.vmcegov.com



વડોદરા મહાનગર
સેવા સદન



[Home](#) [Register Complaint](#) [View Complaint Status](#)

Your IPAddress is : 117.239.82.66

Register Complaint

Enter your complaint and your Contact Information. (Fields marked with * are mandatory). Complaints Are Auto Assigned To The Concern Officers On Complaint Category, Complaint Code And Ward. Please Select Them Properly.
(કમ્પલેઇન કટેગરી અને કમ્પલેઇન કોડના આધારે કમ્પલેઇન ઓફીસરનું કાર્ય છે તેથી તેમનું ચોક્કસ સીલેક્શન કરવું.)

Personal Information

Full Name : *

Landline Number : (0265) * Landline Or Mobile Number Is Mandatory.

Mobile : (+91) *

Email :

Address : *

Property Census #: Future Use for Better Citizen Services

Complaint Information

Area : Ward : --Select-- * (OR) --Select--

Election Ward : Department :

Complaint Category : (પાણી પુરવઠો) Water Supply

Complaint Type : (પસંદ કરો) --Select--

Describe Complaint : Maximum 250 characters.

Choose File No file chosen

Upload Image :



[Home](#) [Register Complaint](#) [View Complaint Status](#)

Your IPAddress is : 117.239.82.66

Complaint Status

Complaint# / Contact# :

D14138

[Check Status](#)

[Back](#)

Complaint # : D14138

Complaint Type : Water Supply Not Received (પાણી પુરવઠો મળ્યું નથી)

Complaint Status : Completed

Personal Information

Complainant Name : AYYUB***** Contact : 982*****

Registered Date : 04/07/2013

Zone : East Ward : 9

Census # :

Area : Ekta Nagar

Complaint Description : 2 DAYS THI - WATER SUPPLY NOT RECEIVED



Complaint Assigned Information

Department : Water Work Project

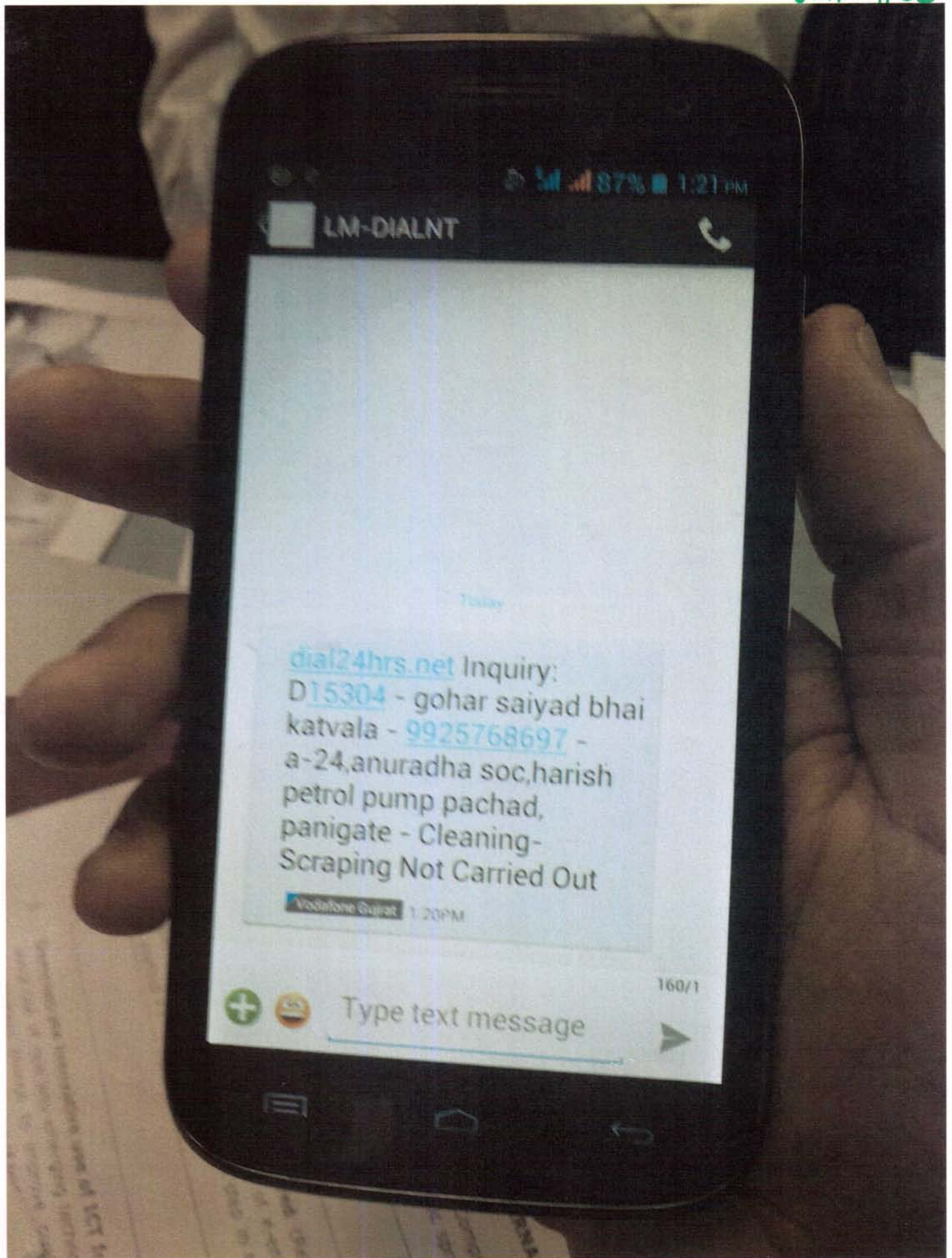
Category : Water Supply (પાણી પુરવઠો)

Complaint Status Information

 Remark : ---

COMPLAINT STATUS - ON LINE

SMS of COMPLAINT to VMC Employee




[Home](#)
[Report](#)
[Maintenance](#)
[Logout](#)

Username :man9727

Employee Name :MANISH BHATT

Zone/Ward :1

Post :WebAdmin

Date :11/07/2013

Complaint

- Register Complaint
- View Complaint Status

Tracker

- Daily Complaint (3)
- Employee Team Complaint
- Employee Team

Daily Complaint List

Complaints	CitizenName	Address	AreaName	ComplainType	Contact	Assign Emp	Elever	Status	Staff Remark
C12804	SANDIP BHAT	61, SHREEM RESIDENCY, OPP. GUJARAT BUNDY INDIA, GIDC PLOT NO 2 MAKARPU	Sahjanad Ward 6 Office	Other	9099038281	MANISH BHATT	1	In Progress	
C13020	SUMIT P SOMANI	C 202 ANAND VATIKA RESIDENCY, OPP.	GIDC Road	Other	9898506626 2642621	MANISH BHATT	1	In Progress	
C13023	SUMIT P SOMANI		Gotri	Lifting of Building Materials	9925049064	MANISH BHATT	1	In Progress	

COMPLINT STATUS - ONLINE

Username :man9727

Employee Name :MANISH BHATT

Zone/Ward : 1

Post: WebAdmin Date: 11/07/2013

☒ Open Complaint ☐ Closed Complaint ☐ No Scope Complaint

From Date : 09/07/2013

To Date : 09/07/2013

Select Report Type : Ward

Select Report By : 2

Vadodara Mahanagar Seva Sadan

Print Date : 11/07/2013

Report By : 2

Printed By : MANISH BHATT

Report Type : Ward

Complaint #	Citizen Name	Citizen Address	Area	Mobile - Telephone #	Complaint Name	Zone	Ward #	Generated Date	Completion Date	Status	Level	Assigned Employee Name
D14950	PADMAKAR PANKHERKAR	C/78 GOVARDHAN PARK SOC NO.1,NR NATHIBA NAGAR,HARNI VARASIYA RING ROAD	Varasiya	9428427287 -	Choked Drainage Line	East	2	10/07/2013		In Progress	1	DIPESH LAHUTE
D14987	JIGNESH TOLA	62 SHUBHASH PARK,SANGAM CHAR RASTA,SANGAM SOC NI BAJUMA,HARNI ROAD	Sangam Society	9825466583 - 2486838	Choked Drainage Line	East	2	09/07/2013		In Progress	1	DIPESH LAHUTE
D14880	G R SHEKH	LAL AKHADA,ASHOK BHAVAN NI SAME,VITTHAL NIVAS,FATHAPURA	Fatehpura	9428972025 - 2568107	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14893	LALJI BHAI	NAV BHARAT SCHOOL NI SAME,DUKAN NO 26 PREM DAS APARTMENT,FATHAPURA	Fatehpura	- 2562726	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14894	YUSUFBHAI LUHAR	CHAROTAR HALL NI GALI MA,SARSIYA TALAV ROAD,YAKUTPURA	Yakutpura	9377571938 -	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14905	BACHARAM TULSI DAS KHATRI	55 PATEL PARK SOC,RTO OFFICE NI AAGAD,VARASIYA,	RTO	9898776472 -	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14906	KADAR BHAI CHANIYAVALA	YAKUTPURA SODAGAR BILDING NI NICHE N/R CHORA NI AGAD	Yakutpura	9898524088 -	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14907	ASHOK BHAI	HAPPY MEDICAL NI PACHAD, JULELAL RESTORENT NI BAJU MA,JALARAM HOASPITAL PASE , VARSIIYA RING ROAD	Varasiya	9327649526 -	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14912	MR SHEKH	YAKUTPURA,REHMANI MAHALLO,AISHA COM NI BAJU MA,MILL ROAD	Yakutpura	9998444470 - 2514470	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14979	SUDHIRBHAI SHAH	B/64 GHANSHYAM PARK,HARNI VARASIYA RING,SR PATROL PUMP NI SAME,KARELIBAUG	Sangam Society	9879939944 -	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14988	SUMIRKHAN PATHAN	HAFIS NI CHAL, YAKUTPURA.	Yakutpura	9228830650 -	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D14995	RAKESH TRIVEDI	C/67 MANGALYA PARK SOC SHIV VATIKA PARTY PLOT AGAD HARNI VARASIYA RING ROAD	Varasiya	9825243986 -	Choked Drainage Line	East	2	09/07/2013		In Progress	1	AJITSINH BAHBHOR
D15017	GIRISHBHAI	C/14 SAIBABA NAGAR BH RTO OFFICE VARASIYA	Varasiya	9825379862 -	Allied Work Related For Major Road	East	2	10/07/2013		In Progress	1	PRATAP RATHWA
D14922	PRADIP SONI	HARNI ROAD VRUNDAVAN TOWN SHIP NI SAME MAIN ROAD PAR	Harani Gam	9898565913 -	Other	East	2	09/07/2013		In Progress	1	PIYUSH RAJWADI
D14900	INDRAJIT	E/2 , ROOM NO.364 VIJAY NAGAR	Airport	9909265922 -	Sprinkling of Insecticides	East	2	09/07/2013		In Progress	1	SHRI SHANTILAL



Home	Report	Maintenance	Logout
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Username :man9727 Employee Name :MANISH BHATT Zone/Ward :1 Post :WebAdmin Date :31/08/2014

Complaint Reports

From Date : 12/06/2013 To Date : 31/08/2014

Create Excel

Submit

Cancel

Vadodara Mahanagar Seva Sadan

Print Date : 31/08/2014

Printed By : MANISH BHATT

Call Center Call Attend	47496
Online Complaint Register	4211
Total Complaints	51707

Open Complaints	1701
Closed Complaints	44758
No Scope Complaints	4987
Not Forwarded Complaints	248
Total Complaints	51446

Zone Name	Completed	NoScope	InProgress	NotForwarded	Total Complaint
East	20612	1876	436	61	22989
South	11967	1831	517	64	14380
North	6323	646	392	58	7423
West	5856	634	356	65	6915
Total :	44758	4987	1701	248	51707

Ward Number	Completed	NoScope	InProgress	NotForwarded	Total Complaint
1	1263	148	43	3	1457
2	7679	331	99	27	8137
3	5660	622	246	22	6550
4	3806	638	119	19	4582
5	1406	163	89	9	1667
6	1909	149	165	15	2238
7	2523	309	220	39	3094
8	2394	174	83	10	2662
9	11670	1397	294	31	13395
10	2073	206	65	22	2366
11	1874	279	126	28	2311
12	2501	571	152	23	3248
Total :	44758	4987	1701	248	51707

Category Name	Completed	NoScope	InProgress	NotForwarded	Total Complaint
Drainage And Storm Drain	17111	1881	362	3	19361
Street Light	11219	425	345	9	12001
Garbage And Cleanliness	6465	132	212	9	6820
Water Supply	4621	914	150	21	5710
Road and Footpath	1938	1136	263	30	3367
Public Health	1405	44	121	16	1586
Dead Animals	886	18	26	9	939
Property Tax	326	54	144	134	658
Road Project	170	228	24	6	428
Parks_And_Garden	171	36	27	0	234
Drainage Project	160	30	12	1	203
E Waste	180	9	2	0	191
Storm Water Drainage Project	52	31	13	0	96
Public Toilet	41	11	0	1	53
Birth And Death	10	19	0	4	33
Gujarat Rural Urban Housing Scheme	0	17	0	4	21
Hospital and Dispensary	3	2	0	1	6
Total :	44758	4987	1701	248	51707

ESCALATION MATRIX

Name of The Department : Raod Project															
Zone	Ward#	Election#	Add. Asst.Er/Asst.Er.	Mobile#	Dy. Exe.Er.	Mobile#	Exe.Er.	Mobile#	AMC	Mobile#	Commissioner	Mobile#	ITHead	Mobile#	
East	2	4,7	Bhavin Paramar	9099921160											
	9	5,6	Ronak Shah	9687639159	Pushpak Shah	9687639109									
	1	17	Ekta Joshi	9727799685											
West	11	12,13	Kapil Tiwari	9687639135											
	6	14,15	Sachin Saluke	9687639138	Bhargav Pandit	9879619935									
	10,5	10,11,16,20	Dharmendra Shah	9879619939											
North	7	1,2,3	Atul Raj	9825802104											
	8,9		Ghanshyam Morpara	9909008379	Parth Goswami	9727979325									
South	3	18,19	Jayraj Patel	9879619938											
	4	21,22,23	Manish Chandani	9727849971											
	12	24,25	Arvind Ninama	9727744354	Druvesh Dhanani	9909942030									

Name of The Department : Drainage Project												
Zone	Ward#	Election#	Add. Asst.Er/Asst.Er.	Mobile#	Dy. Exe.Er.	Mobile#	Exe.Er.	Mobile#	Commissioner	Mobile#	ITHead	Mobile#
1	4,12	21,22,24,25	Rameshbhai Patel	9727744399	Divyag V Upadhyay	9825107844	Alpesh G. Majmundhar	9825801934	Manish Bhardwaj	9978407112	Manish Bhatt	9727250159
		2	Nainesh Dave	9825801479								
		23	Rajendra panchal	9909008358								
2	1,2,3,5,8,9	4,5,6,7,8,16,17,18	Vinodbhai Patel	9825801138	Jigneshbhai J. Shah	9825221875						
		9	P. M. Bhatiya	9825801295								
		19,20	Shailendra Raulji	8238048783								
3	6,7,11	1,3,13,14	Nikhil Panchal	9687639148	Vishal Contractor	9687639111						
		15	Vinodbhai Arya	9909992023								
		10	Nikhil Panchal Vinodbhai Arya	9687639148 9909942023								

[illegible]

Name of The Department : Hospital & Dispensaries														
			M.O.		Dy. H.O.		Add. M.O.H.		M.H.O.		Dy. M.C.		M.C.	
Zone	Ward#	Election#	Name	Mobile#	Name	Mobile#	Name	Mobile#	Name	Mobile#	Name	Mobile#	Name	Mobile#
East	1,2,9	4	Dr. Romaben	9909917416	Dr. Bipin Patel	9909927420	Dr. Mukesh Vaidya	9089025929	Dr. Devesh Patel	9087600071	R.K. Sugeor	9979882388	Manish Bhardwaj	9727250159
		5	Dr. Ramesh Nayak	9909917435										
		6	Dr. Chetnaben P.	9909917415										
West	6,10,11	7,17	Dr. Bhavnaben	9909919649	Dr. Rajendra Desai	9909927421								
		10	Dr. Sejalben	9909917418										
		11	Dr. Jayshreeben	9909917417										
		12	Dr. Ashish	9909915368										
		13	Dr. Ashok Shah	9979895291										
North	5,7,8	14,15	Dr. Aditya Arya	99099125730	Dr. Chintu Zala	9909927424								
		1	Dr. Parul Tank	99099127426										
		2	Dr. Nitaben	99099127436										
		3	Dr. Abhishek Rathod	9924033613										
		8	Dr. Jyoti	9925968987										
South	3,4,12	9	Dr. Chandraprabhaben	9996276527	Dr. Seema Tripathi	9825076368								
		16,20	Dr. Prajapati	9896212863										
		18	Dr. Mausamiben	9825856172										
		19	Dr. Seemaben	9825076368										
		21,22,23,24,25	Dr. Parthivbhai Shah	9909927425										

ESCALATION MATRIX

Name of The Department : Faileria										
			Supervisor		M.O.H.		Dy. M.C.		M.C.	
Zone	Ward#	Election#	Name	Mobile#	Name	Mobile#	Name	Mobile#	Name	Mobile#
1	17		Dipakkumar R Pandit	9824379721	DR. DEVESH PATEL	9687606671	R.K. Sugoor	9979892388	Manish Bhardwaj	9727250159
1	17		Jagdishbhai B Patel	9558350742						
2	4,7		Natvarbhai V Patel	*						
2	4,7		Chandrakant M Parmar	9904562042						
3	18,19		Pankajbhai N Patel	9724292393						
4	21,22,23		Naginbhai C Patel	9426547752						
5	16,20		Jagdishbhai M Patel	9737900575						
6,11	14,15,12,13		Pravinchandra V Rajgor	9712902288						
7	1,2,3		Shashikant B Patel	9727751387						
8	8,9		Mareshkumar C Pandya	9909008367						
9	5,6		Bhanuprashad R Jani	9998140994						
10	10,11		Ashokbhai K Jasval	9638906759						
12	24,25		Chandrakant R Gandhi	9824681291						

Name of The Department : Food Adulteration								
			Food Sefety Officer Name		Dy. M.C.		M.C.	
Zone	Ward#	Election#	Name	Mobile#	Name	Mobile#	Name	Mobile#
	3	18,19	V.D.Rana	9825305430	R.K. Sugoor	9879862388	Manish Bhardwa	9727250159
	7	1,2,3	R.H.Shaikh	9879596082				
	9	5,6	A.D.Shah	9824436917				
	5	16,20	J.K.Gohil	9879517767				
	1,8	17,8,9	V.H.Nisarfa	9924125397				
	10	10,11	M.C.Rathwa	9099068421				
	6,11	14,15,12,13	P.M.Bhavsar	9825076081				
	4,12	21,22,23,24,25	M.G.Shah	9925139793				
	2	4,7	B.A.Khanit	9687623339				

Name of The Department : Street Light												
Zone	Ward#	Election#	AE	Mobile#	Add.Ast.Er/Ast.Er.	Mobile#	Dy.Exe.Er./Exe.Engr.	Mobile#	Additional City Engr.	Mobile#	Commissioner	Mobile#
East	1,2	17,4,7	Kalpeshbhai Prajapati	9978958596								
	9	5,6	Ramchandra Rathva	9879613689	Yogesh Makawana	9879613683						
South	3	18,19	Jay N. Patel	9909915259			Bharat D. Rana	9879000701				
	4	21,22,23	Ashvin R. Sikilgar	9879615034	Nirav Patel	9687606304						
	12	24,25	Vipul R. Dashratha	9978958595								
West	6	14,15	Dipak V. Jagoat	9978958597								
	10	10,11	Arvind C. Vasava	9879615030	Rajesh Gandhi	9879613681	Kaushik S. Parmar	9879000702				
	11	12,13	Jay R. Pandya	9978958594								
North	8,5	8,9,15,20	Diryam Gingar	9978923012	J.D.Shah	9879613681						
	7	1,2,3	Jignesh Meckwan	8530767598								

Name of The Department : PARK & GARDEN														
Zone	Ward#	Election#	Garden Sapr./Work Mistri	Mobile#	Astt.Director	Mobile#	Director	Mobile#	ANIC	Mobile#	Commissioner	Mobile#	ITHead	Mobile#
	10	11	Vithalbnai S. Patel	9727798354	K/ran Kumar R. Soni	9879556732	V.R.Shikhaliya	9825801939	JENU DEVAN	9976402372	MANISH BHARDWAJ	9978407112	MANISH BHATT	9727250159
	6,11	14,15,12,13	Ninubhai D. Patel	9727798353										
	1,3,5,8,9	17,19,18,16,20,8,9,5,6	Sudhirkumar B. Limbachiya	9727798351										
	4,12	21,22,23,24,25	Maheshbhai R. Patel	9727798352										
	7	1,2,3	Bharatbnai V. Kola d'ya	9727798355										
2	4,7		Beharabnhi V. Nakum	9426531566 /0265-2794170										

ESCALATION MATRIX

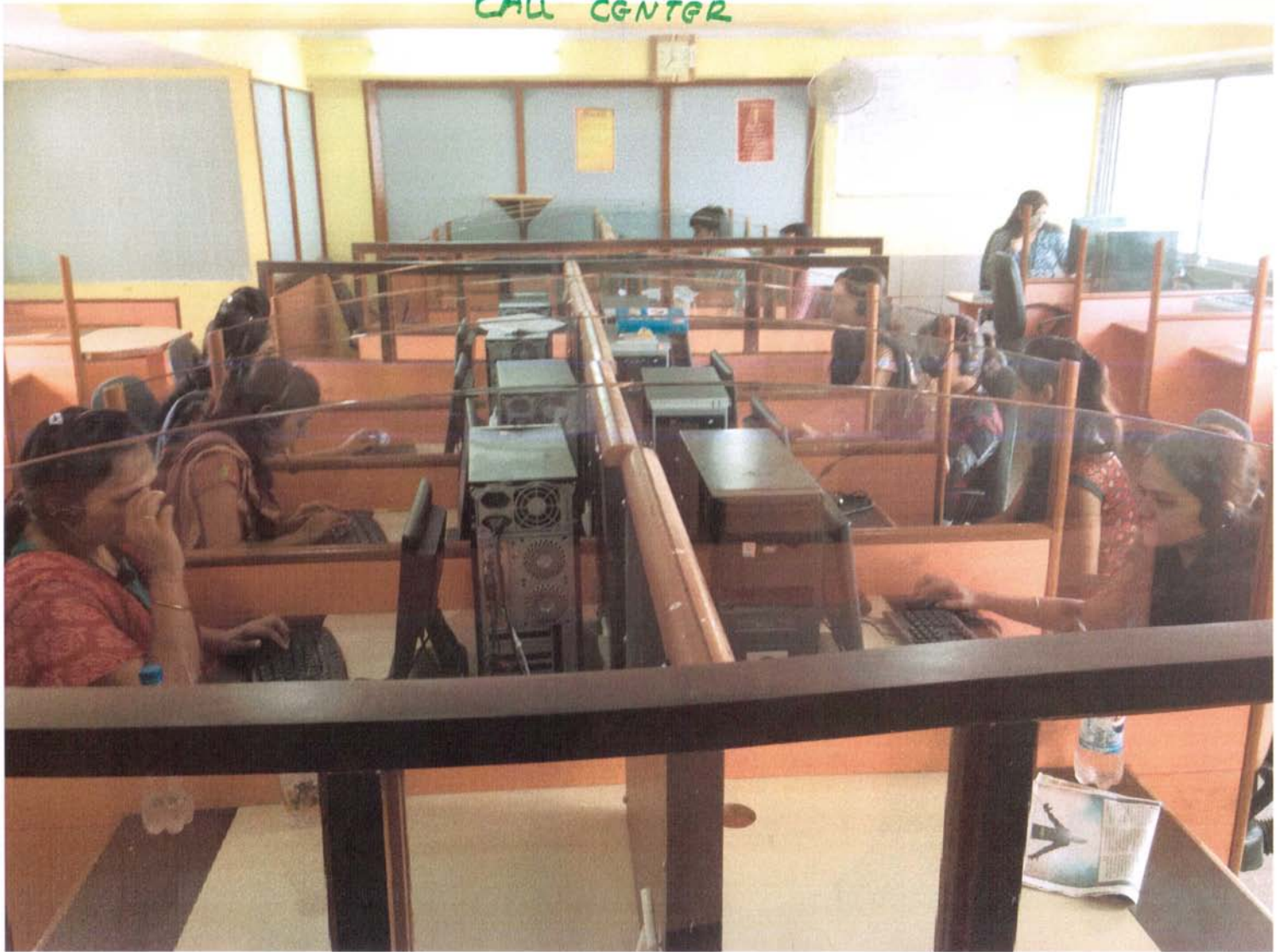
Name of The Department : SANITATION

Zone	Ward#	Election#	Election Ward Sani. Insp.	Mobile#	Sr.Sanitary Insp.	Mobile#	Ward Officer	Mobile#	Dy. Health Off.	Mobile#	AMC	Mobile#	Dy. MC	Mobile#	Commissioner	Mobile#	ITHead	Mobile#										
West	6	14	Jagdish Parmar	9909008335	Himatsinh Jadhav	9879615029	Dhanesh A. Vasava	9687654940	DR. Ravindra P. Desai	9909927421	Naredrasinh B. Vasava	9825801947	R. K. Sugoor	9979882388	MANISH BHARDWAJ	9978407112	MANISH BHATT	9727250159										
		15	Suresh R. Patel	9879550219			Suresh Tuver	9825803116																				
	10	10	Niraj Rao	9427848856			Naredrasinh B. Vasava	9825801947																				
		11	Vishnu D. Patel	9909912243																								
		12	Raman S. Patel	9825112048																								
		13	Kiran H. Patel	8401429168																								
North	Ward#	Election#	Election Ward Sani. Insp.	Mobile#			Ward Officer	Mobile#	Dy. Health Off.	Mobile#	AMC	Mobile#	Dy. MC	Mobile#	Commissioner	Mobile#	ITHead	Mobile#										
	7	1	Shri Kirit Solanki	9909008331			Shri Pravin Thakkar	997899059	Shri Chintu Zala	9909927424	Shri M.K.Rohit	9825025794	Shri Jenu Devan	9978402572	MANISH BHARDWAJ	9978407112	MANISH BHATT	9727250159										
		2	Shri Pravin Patel	9909982203																								
		3	Shri Dhiren Trivedi	9909008330																								
	8	8	Shri Lalit Shah	9909008334			Shri Jagmal Nandaniya	9825503543																				
		9	Shri Ashish Dave	9662018422																								
	5	16	Shri Ashok Rohit	9925212005			Shri Bhupendra Vidja	9825801938																				
	20	Shri Tulsidas Solanki	9879567253																									
South	Ward#	Election#	S.S./S.I	Mobile#	Nodal Officer	Mobile#	Ward Officer	Mobile#	Dy. Health Off.	Mobile#	AMC	Mobile#	Dy. MC	Mobile#	Commissioner	Mobile#	ITHead	Mobile#										
	3	18	Ajitbhai Giri	9909008337	Nimesh Vasava	9879615948	Digneshbhai Damor	9697654937	DR. Seemaben Tripathi	9825076369	Kavita Desai	9879595043	R. K. Sugoor	9979882388	MANISH BHARDWAJ	9978407112	MANISH BHATT	9727250159										
		19	Shailesh Patel	9737490177																								
	4	21	Ravindrabhai M. Joshi	9879550212	Robins L. Katara	9009008366	Nitinbhai A. Solanki	9825801254																				
		22	Soloman S. Parmar	9978993405																								
		23	Devangkumar Bhatt	9978990354																								
	12	24	S. H. Mirja	9825118216															Kavitaben P. Desai	9879595043								
	25	Komalsinh Solanki	9879567251																									
East	Ward#	Election#	Election Ward Sani. Insp.	Mobile#	Sr.Sanitary Insp.	Mobile#	Ward Officer	Mobile#	Dy. Health Off.	Mobile#	AMC	Mobile#	Dy. MC	Mobile#	Commissioner	Mobile#	ITHead	Mobile#										
	1	17	Shri Balkrishna Valia	9909008332	Shri Chandrakant Vasava	9879615045	Shri Maheshbhai Rabari	9825801948	DR. Bipinbhai Patel	9909927420	Shri Mayank Trivedi	9825802412	Shri Jenu Devan	9978402572	MANISH BHARDWAJ	9978407112	MANISH BHATT	9727250159										
	2	4	Shri Shantilal K. Solanki	9909008336	Shri Babubhai Sangada	9825111928	Shri Jignesh Gohil	9687654943																				
		7	Mr. Rajesh K. Patel	9909008338																								
	9	5	Shri Pritesh K. Solanki	9687603175			Shri Manubhai Vasava	9825801535																				
		6	Shri Rajnikant M. Solanki	9879550218																								

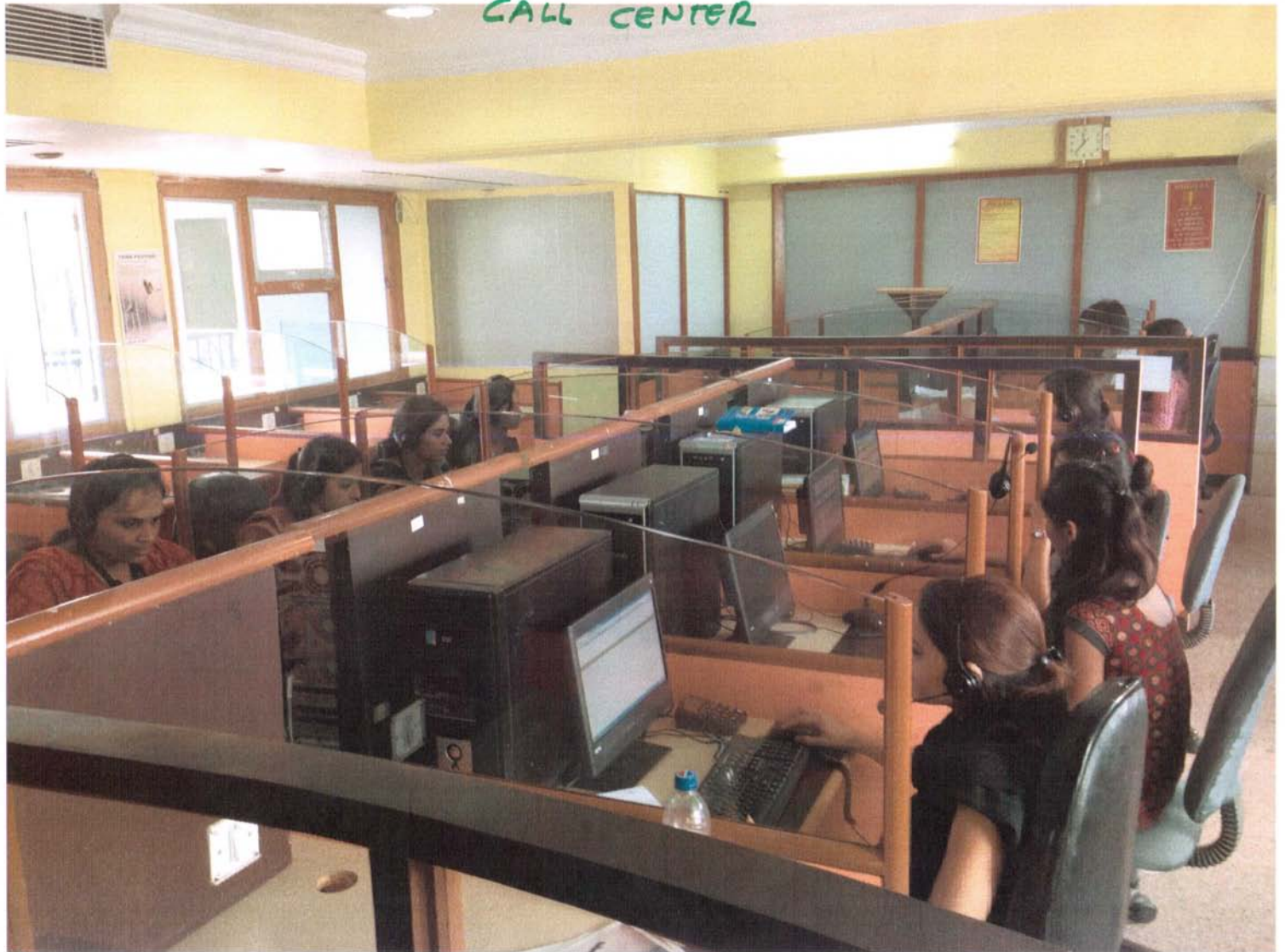
CALL CENTER



CALL CENTER



CALL CENTER





Vadodara Mahanagar Seva Sadan

The time limit for disposal of complaints under

Sr. No.	Complaint Details	Time Limit
REVENUE DEPARTMENT		
1	Application for Addresses or Spelling Error	7 Days
2	Application for exemption of Property Tax under Non-usage of Property.	7 Days
3	Application for correction of the status, as water connection is not belonging still shown as existing at site,	7 Days
4	Application for Regrestration for Enrollment number of Prof. Tax (EC Number)	7 Days
5	Application for RC Number	7 Days
6	Application for Buliding Transfar/ Allotment	15 Days
7	Application for refund of empty patterns	15 Days
8	Application for Building Demolished on Completion of Assessment of Deficiency	15 Days
9	Application for Dubar Bill	15 Days
10	Application for Change the name of Rented Shop	15 Days
11	Water charge Conection Non-Resi in to Resi	15 Days
12	Application for reduce weight of Education cess/ Property Tax	15 Days



Vadodara Mahanagar Seva Sadan

The time limit for disposal of complaints under Right to Information Act (Bill) Citizen Charter

Sr. No.	Complaint Details	Time Limit
SANITATION DEPARTMENT		
1	Lifting and Disposal of dead animals	24 Hours
2	Lifting and Disposal of garbage heaps	24 Hours
3	Cleaning of Regular Beats	24 Hours
4	Complaints regarding non cleaning	48 Hours
5	Cleaning of Public Toilet and Urinals	48 Hours
6	Sprinkling of insecticides at dirty places	48 Hours
7	Sale of stale foods in hotels and restaurants	48 Hours



Vadodara Mahanagar Seva Sadan

The time limit for disposal of complaints under
Right to Information Act (Bill) Citizen Charter

Sr. No.	Complaint Details	Time Limit
ENGINEERING DEPARTMENT		
1	Overflowing drainage	24 Hours
2	Water Leakage	24 Hours
3	Leakage of public stand post	24 Hours
4	impure/ contaminated water	24 Hours
5	chlorine content not proper	24 Hours
6	Change broken manhole cover	24 Hours
7	Disposal of storm water	24 Hours
8	Removing Of taken trees	3 Days
9	Complains regarding jungle cutting	3 Days
10	Complains regarding broken dividas footpath & raling	3 Days
11	Removal of debris due to broken and divierders,draning repair waterline repair electicity lite repair & telephone repairing etc.	3 Days
12	Repairing of standpost	3 Days
13	Complains regarding streetlight	3 Days
14	Complains regarding repair tank overfolw	3 Days
15	Complains regarding fallow sreetlight pole	3 Days
16	New water connection application (Aapplication By made threw licenced plumber)	7 Days
17	New drange connection application (app by made threw licenced plumber)	7 Days
18	Filling of pathholes & charies of public roads	7 Days
19	Reparing of Broken Railing / Devider	7 Days
20	Repairing of damage footpath	7 Days
21	Regarding jungle extra cutting	7 Days
22	Permission Regarding Stand Post	7 Days
23	Cleaning of Deviders	7 Days



માનનીય મુખ્યમંત્રી **શ્રી નરેન્દ્રભાઈ મોદી** ના પરદ હસ્તે રૂ. ૩૧.૨૦ કરોડના ખર્ચે નીચેના વિકાસકામોનું લોકાર્પણ, ખાતમુહૂર્ત અને શુભારંભ આજ દિવસે કરવામાં આવશે.

કામોની વિગત	ખર્ચ રૂપિયા
નવીન અદ્યતન પબ્લિક હેલ્થ લેબોરેટરીનું લોકાર્પણ	૧ કરોડ
પહીવટી વોર્ડ નં.૩ અને ૯ ની નવીન કચેરીના મકાનોનું લોકાર્પણ	૩ કરોડ
૪ મીટર હાઇડ્રોલિક એલીવેટેડ પ્લેટફોર્મનું લોકાર્પણ	૬.૫ કરોડ
૪ સીવીક સેન્ટરનું લોકાર્પણ	૦.૫ કરોડ
નવીન કોલ સેન્ટર (૨૪ x ૭) નું લોકાર્પણ	૦.૫ કરોડ
૪ સ્માર્ટ ક્લાસનું લોકાર્પણ	૦.૫ કરોડ
૧૦૦ આંગણવાડીનું ખાતમુહૂર્ત	૮ કરોડ
મહાનગર સેવા સદન તથા રોજગાર અને તાલીમ ખાતાના સંયુક્ત ઉપક્રમે કૌશલ્ય તાલીમ કોર્ષનો શુભારંભ	

મુખ્ય અતિથિ

શ્રી નીતિનભાઈ પટેલ

માનનીય મંત્રીશ્રી : નાણાં, આરોગ્ય, તબીબી શિક્ષણ, પરિવાર કલ્યાણ અને વાહન વ્યવહાર વિભાગ, ગુજરાત સરકાર

શ્રીમતી આનંદીબેન પટેલ

માનનીય મંત્રીશ્રી : મહેસુલ, દુષ્કાળ-રાહત, જમીન સુધારણા, પુનઃવસવાટ, પુનઃનિર્માણ, માર્ગ મકાન, પાટનગર યોજના, શહેરી વિકાસ અને શહેરી ગૃહનિર્માણ વિભાગ, ગુજરાત સરકાર

શ્રી સૌરભભાઈ પટેલ

માનનીય મંત્રીશ્રી : ઉર્જા અને પેટ્રોકેમિકલ્સ, ખાણ ખનીજ, કુટીર ઉદ્યોગ, મીઠા ઉદ્યોગ, છાપકામ, લેખન સામગ્રી, આયોજન, પ્રવાસન, નાગરિક ઉક્ષયન, શ્રમ અને રોજગાર વિભાગ, ગુજરાત સરકાર

શ્રી બાળકૃષ્ણ ખંડેરાવ શુક્લ

(બાળ શુક્લ)

માનનીય સંસદસભ્યશ્રી : વડોદરા

અતિથિ વિશેષ

શ્રી જીતેન્દ્રભાઈ સુખડીયા

માનનીય ધારાસભ્યશ્રી-સયાજીગંજ

શ્રી યોગેશભાઈ પટેલ

માનનીય ધારાસભ્યશ્રી-માંજલપુર

શ્રી રાજેન્દ્રભાઈ ત્રિવેદી

માનનીય ધારાસભ્યશ્રી-રાવપુરા

શ્રીમતી મનિષાબેન વડીલ

માનનીય ધારાસભ્યશ્રી-શહેર

ઉપસ્થિત રહેશે.

તારીખ : ૧૨ જૂન, ૨૦૧૩ બુધવાર

સમય : સાંજે ૫.૦૦ કલાકે

સ્થળ : મુક્તાનંદ ત્રણ રસ્તા ગ્રાઉન્ડ, કારેલીબાગ, વડોદરા.

આ કાર્યક્રમમાં પધારવા અને શહેરના વિકાસમાં સહભાગી થવા આપને હાર્દિક નિમંત્રણ છે.

મનીષ ભારદ્વાજ

માર્ગ.એ.એસ.
મ્યુનિસિપલ કમિશનર

ડૉ.જયોતિબેન પંડયા

મેયર

GUJARAT SAMACHAR (March 7 2013)

વડોદરાનું કોર્પોરેશન મલ્ટીનેશનલ કંપનીઓના રસ્તે

ફરિયાદોના નિકાલ માટે કોલ સેન્ટર શરૂ કરાશે

24 કલાકના કોલસેન્ટર માટે કોન્ટ્રાક્ટ અપાશે



વડોદરા,તા.7 - વડોદરા

મ્યુનિસિપલ કોર્પોરેશનના વિવિધ ખાતાઓ અને વોર્ડ ઓફિસોને લગતી ફરિયાદોના નિકાલ માટે ૨૪ બાય ૭ કસ્ટમર કેર કમ કોલ સેન્ટર રેટ કોન્ટ્રાક્ટથી શરૂ કરવામાં આવશે.વડોદરા મ્યુનિ. કોર્પોરેશનના અલગ અલગ ખાતાઓની અને વોર્ડ ઓફિસોને લગતી ફોન, પાણી, ગેસ, રોડ, સ્ટ્રીટ લાઇટ, ડોર ટુ ડોર કચરા કલેક્શન તેમજ વહીવટી વોર્ડ વિભાગોને લગતી તમામ ફરિયાદોના સરળતાથી અને ઝડપથી નિરાકરણ આવે તે હેતુથી કોલ સેન્ટર ઊભું કરવા માટે ટેન્ડર્સ મંગાવવામાં આવતા ત્રણ ઈજારદારે ટેન્ડર ભર્યા હતા જેમાં સૌથી ઓછો ભાવ ભરનાર કંપનીનો રેટ કોન્ટ્રાક્ટ માસિક રૂા.૫૫,૫૦૦/- પ્રમાણે વાર્ષિક રૂા.૬,૬૬,૦૦૦/- થાય છે. આ કંપનીનું ટેન્ડર સ્વીકારવા કમિશ્નરે સ્થાયી સમિતિમાં દરખાસ્ત રજૂ કરી છે.

નવી સુવિધા

સેવાસદનમાં ટેલિફોનિક હેલ્પલાઈન અને વેબસાઈટ પર નાગરિકો પોતાની ફરિયાદ માટે લિંક મૂકાશે : મિલકતવેરો એચડીએફસી બેંકની શાખાઓ પર સ્વીકારવામાં આવશે

15 દિવસમાં સેવાસદન 3 નાગરિકલક્ષી સેવા શરૂ કરશે

કુણાલ પેટે.વડોદરા

સેવાસદનને નાગરિકોની સુવિધા માટે મિલકતવેરો ભરવા માટે નવા સેન્ટર્સની શરૂઆતની સાથે વિવિધ સમસ્યાની ફરિયાદ માટે નવો હેલ્પલાઈન નંબર શરૂ કરવાથી માંડીને વેબસાઈટ પર ફરિયાદ માટેની લિંક મૂકવાનો નિર્ણય કર્યો છે. આ તમામ સુવિધા 15 દિવસમાં મળતી થવાની વકી છે.

વડોદરાવાસીઓને મિલકતવેરા ભરવા વોર્ડ ઓફિસોના ધક્કા ખાવા પડે છે. સેવાસદનને એચડીએફસી બેંક સાથે કરાર કર્યા છે. જે અનુસાર 6,10 અને 11 વોર્ડના 1.20 લાખ નાગરિકો વોર્ડ ઓફિસો ઉપરાંત એચડીએફસી બેંકની બ્રાંચમાં મિલકતવેરાના બિલ ભરી શકાશે. પાણી, ડ્રેનેજ, રસ્તા અને સફાઈ તથા કચરાની ફરિયાદ વોર્ડ કચેરીઓ ઉપરાંત સેવાસદનની હેલ્પલાઈન પર પણ કરી શકાશે. સેવાસદનમાં આવી ફરિયાદો વેબસાઈટની મદદથી પણ કરી શકાશે. આ માટે ટૂંકસમયમાં વેબસાઈટ પર એક લાઈવ લિંક મૂકાશે.

નેટ બેંકિંગ માટે પણ વિચારણા

સેવાસદનના વેરા નાગરિકો ઇચ્છે તો બેંક એકાઉન્ટમાંથી સીધા જ બાદ થઈ જાય તેવી વ્યવસ્થા પણ શરૂ કરવાની વિચારણા છે. જોકે આ માટેનું એગ્રિમેન્ટ બેંકો સાથેનું સાર્થન કરવાનું બાકી છે.

બોગસ ફરિયાદોને રોકવાની પણ વ્યવસ્થા

હેલ્પલાઈન પર બોગસ ફરિયાદો રોકવા વિશેષ વ્યવસ્થા અંતર્ગત જે ફોન કે મેઈલ આઈડી પરથી આવી ફરિયાદો થશે તે નંબર કે મેઈલ આઈડી કામચલાઉ ધોરણે બ્લોક કરાશે.

અલાયદુ કોલ સેન્ટર શરૂ કરાશે

વડોદરા શહેરના નાગરિકોની ફરિયાદોનો ધવા સેવાસદન અલાયદુ કોલ સેન્ટર શરૂ કરશે. રાઉન્ડ ધ કલોક આ સેન્ટરમાં શરૂઆતના તબક્કે 10 લાઈનની મંજૂરી મળી છે.

બધા આયોજનનો અમલ ક્રમશઃ થશે

આઈટી વિભાગ પાસે ત્રણેય આયોજનો છે પણ અમલ ક્રમશઃ થશે. મિલકતવેરા માટે બેંક સાથેનું જોડાણ ત્રણ વોર્ડમાં થશે. ત્યારબાદ 10 દિવસમાં હેલ્પલાઈન શરૂ થશે. મનીષ ભટ્ટ, ડાયરેક્ટર, આઈટી, વીએમએસએસ.

લોકોની સુવિધા માટે આયોજન

વડોદરાના નાગરિકોની સુવિધા વધારવા માટેનું આ આયોજન છે. મિલકતવેરો ભરવા માટે વધુ કેન્દ્રો મળવાથી લોકોની હાલાકી દૂર થશે.

આર. કે. શુગુર, ડે. મ્યુનિ.કમિશનર

સવારે 10થી 6 વેરો લેવાશે

એચડીએફસી બેંકની છ શાખાઓમાં બેંક સવારે 10થી 4 દરમિયાન મિલકતવેરો સ્વીકારશે. બેંકમાં રૂટિન કામગીરી સાથે જ આ કામગીરી કરશે.

પ્રણાલી દવે, ડેડ, એચડીએફસી.

CM to visit Vadodara today to inaugurate VMC's new projects

EXPRESS NEWS SERVICE

VADODARA, JUNE 11

CHIEF Minister Narendra Modi is scheduled to visit Vadodara Wednesday, where he will inaugurate a host of new facilities by the Vadodara Municipal Corporation (VMC), including two flyovers, a call centre and a training institute, which together involve an investment of Rs 71 crore.

He will also address the people at city's Muktanand Ground, which will be his second public appearance after he was elevated as the chairman of the BJP's campaign

for 2014 general elections.

Apart from two flyovers in Karelibaug and Sama areas, which have been built at a cost of Rs 31 crore and Rs 20 crore, respectively, Modi will also inaugurate a call centre being started by the VMC to address complaints of the locals regarding civic issues in the city.

"Call centre is one of the many services that the CM will inaugurate during his visit to the city. Call centre helps public can make a call on a given number or log on to a website to send their complaints regarding services given by the VMC," deputy municipal commis-

sioner CM Makwana said.

Modi is also scheduled to inaugurate smart classes for primary schools run by VMC, a modern public health facility, a hydraulic lift platform to be used by the city fire department to be used in rescue operations, two ward offices, a civic centre, a Kaushalya Talim Kendra to train workers employed by the VMC and its contractors.

Health Minister Nitin Patel, Urban Development Minister Anandi Patel, Industries Minister Saurabh Patel, Vadodara MP Balkrishna Shukla will accompany him during his visit.