

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

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(b) State/UT level- Number of District covered

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(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 computerized (offline system) but decentralized at ward level. Complaint registered in computer and 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 led to dis-satisfaction of citizens for complaint resolution.

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
No of Calls	41642	From 12/06/2013 to till date
Complaints Registered using toll free no	37831	
Complaints Registered using Internet-Online	3811	
Complaint Resolved	36168	

(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 computerized (offline system) but decentralized at ward level. Complaint registered in computer and 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 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




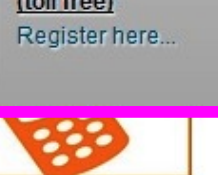
Register your complaint through online or call us at **1800-233-0265 (toll free)**
[Register here...](#)


**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**

Tender
[Download Tender Forms](#)


VMSS E-Diary

Announcements

- Hospital Form
- 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 કેટેગરી અને કમ્પલેઇન કોડના આધારે કમ્પલેઇન ઓફીસરનું આય 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

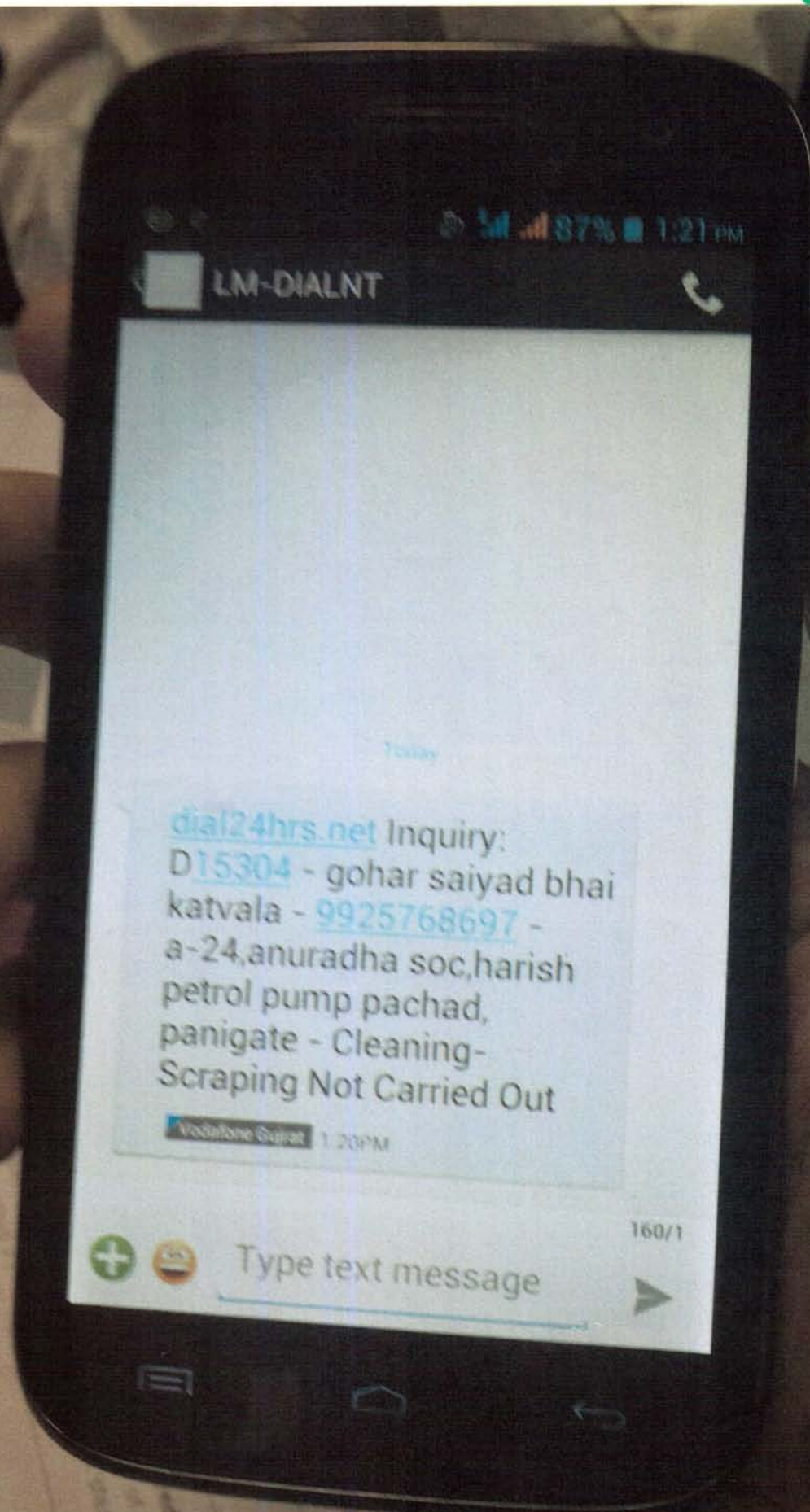
Category : Water Supply (પાણી પુરવઠો)

Complaint Status Information

 Remark : ---

COMPLAINT STATUS - ON LINE

SMS of COMPLAINT to VMC Employee



LM-DIALNT

Today

dial24hrs.net Inquiry:
D15304 - gohar saiyaad bhai
katvala - [9925768697](tel:9925768697) -
a-24, anuradha soc, harish
petrol pump pachad,
panigate - Cleaning-
Scraping Not Carried Out

Vodafone Gujarat 1:20PM

160/1

Type text message

[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 HOASPIAL 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	SUMIRKHAH 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

Username : **man9727**Employee Name : **MANISH BHATT**

Zone/Ward :1

Post : **WebAdmin** Date : **30/08/2014**

Complaint Reports

From Date :

12/08/2013

To Date :

30/08/2014

Vadodra Mahanagar Seva Sadan

Print Date : **30/08/2014**Printed By : **MANISH BHATT**

Call Center Call Attend	37846
Online Complaint Register	3818
Total Complaints	41664

Open Complaints	1646
Closed Complaints	36175
No Scope Complaints	3588
Not Forwarded Complaints	248
Total Complaints	41409

Zone Name	Completed	NoScope	InProgress	NotForwarded	Total Complaint
East	16253	1140	415	61	17872
South	10235	1481	499	64	12280
North	5035	490	382	58	5967
West	4652	477	350	65	5545
Total :	36175	3588	1646	248	41664

Ward Number	Completed	NoScope	InProgress	NotForwarded	Total Complaint
1	1079	124	37	3	1243
2	6271	263	98	27	6659
3	4904	405	239	22	5570
4	3093	553	116	19	3781
5	1079	143	86	9	1317
6	1552	98	162	15	1827
7	2005	225	216	39	2487
8	1951	122	80	10	2163
9	8903	753	280	31	9970
10	1595	141	62	22	1820
11	1505	238	126	28	1898
12	2238	523	144	23	2929
Total :	36175	3588	1646	248	41664

Category Name	Completed	NoScope	InProgress	NotForwarded	Total Complaint
Drainage And Storm Drain	13827	1181	342	3	15355
Street Light	9263	356	329	9	9959
Garbage And Cleanliness	4950	68	208	9	5237
Water Supply	3833	777	144	21	4776
Road and Footpath	1452	778	258	30	2518
Public Health	1137	40	119	16	1312
Dead Animals	740	14	25	9	788
Property Tax	326	54	144	134	658
Road Project	139	187	23	6	355
Parks_And_Garden	151	30	27	0	208
E Waste	180	9	2	0	191
Drainage Project	107	22	12	1	142
Storm Water Drainage Project	31	24	13	0	68
Public Toilet	30	11	0	1	42
Birth And Death	7	18	0	4	29
Gujarat Rural Urban Housing Scheme	0	17	0	4	21
Hospital and Dispensary	2	2	0	1	5
Total :	36175	3588	1646	248	41664

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	Dhrrmendra Shah	9879619939										
North	7	1,2,3	Atul Raj	9825802104										
	8,9		Ghanshyam Morpara	9909008379	Parth Goswami	9727979325								
	3	18,19	Jayraj Patel	9879619938										
South	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 & Dispenseries														
			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. Devash Patel	9087600071	R.K. Sugeor	9979882288	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 Anya	99099125730	Dr. Chinzu 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. Parthiv Mohi 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.Khanf	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	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

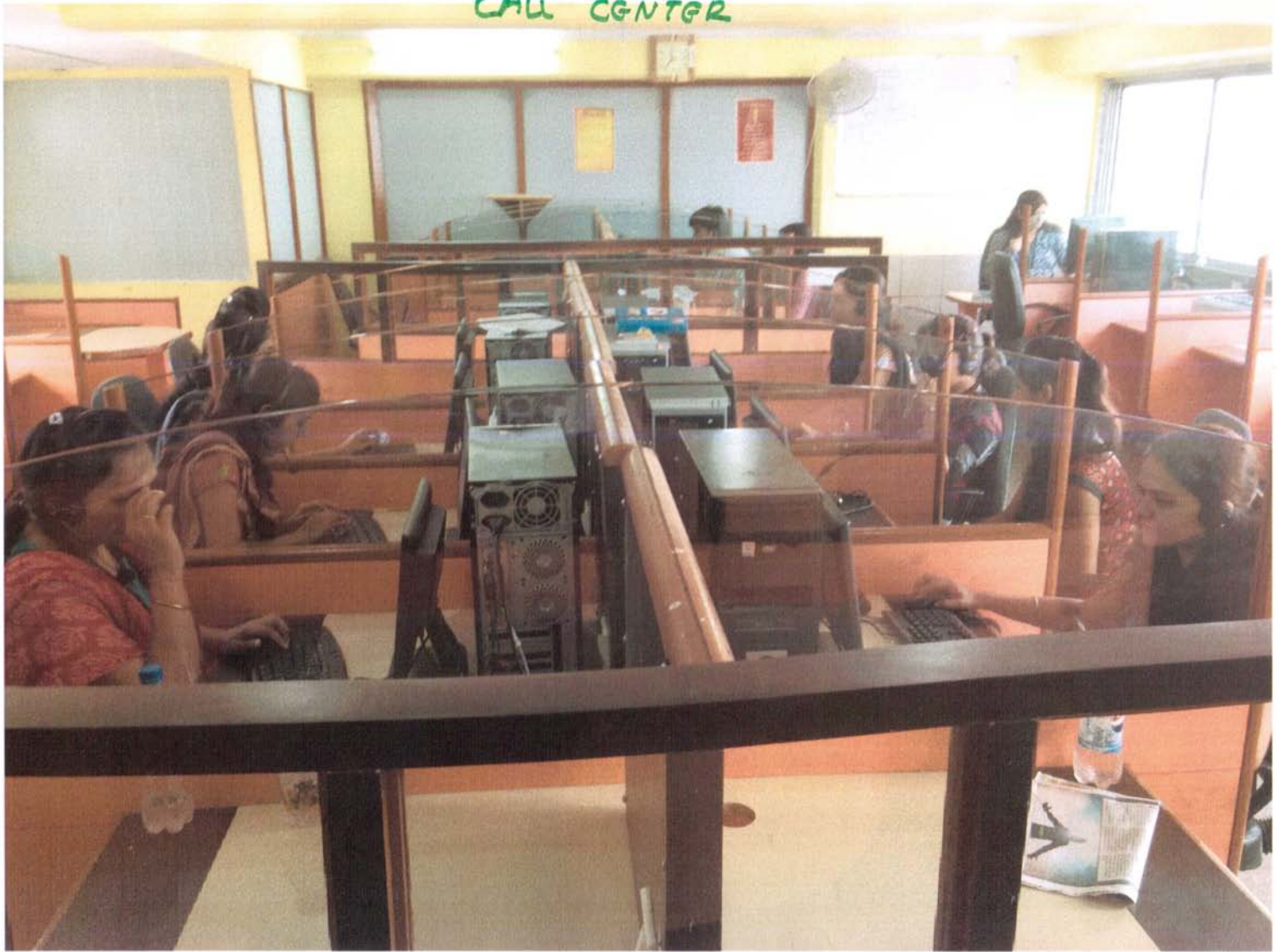
Name of The Department : SANITATION

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														
	10	10	Niraj Rao	9427848856			Suresh Tuver	9825803116										
		11	Vishnu D. Patel	9909912243														
		12	Raman S. Patel	9825112048			Naredrasinh B. Vasava	9825801947										
		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.I./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														

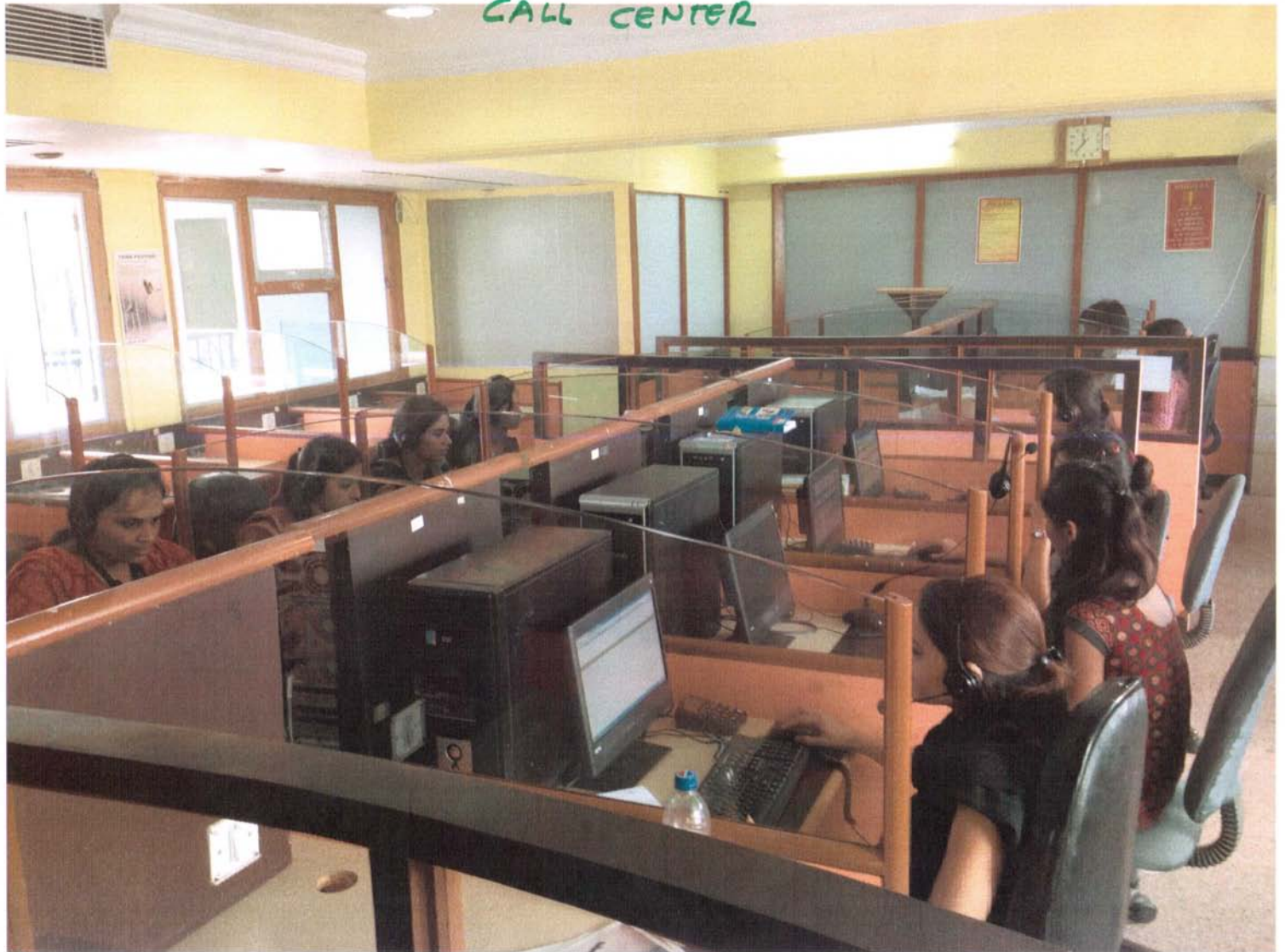
CALL CENTER



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