

**24-Hour Control Rooms for Public Grievance Redressal
(Hubli-Dharwad Municipal Corporation, Karnataka)**

- A) Project objective:** To provide efficient service to citizens and to bring transparency and accountability in the functioning of ULB.
- B) Project brief:** Hubli-Dharwad Municipal Corporation has started a 24-Hours Control Room on 21st June, 2004 to attend the public grievances. Corporation attends to the public grievances like, road repairs, under ground drainage cleaning, maintenance of street-lights, removal of garbage and carcass of stray dogs / pigs.
- C) Pre project situation:** Hitherto, there was no system to record complaints logged by citizens, pertaining to health & civic amenities. Most of the time the officers concerned was not available on telephone and there was no system of maintaining the register to record the complaints. As a result it used to take days together for attending the complaints after pressure from the area councilors.
- D) Project planning and implementation:** A full-fledged control room has been set up in the Corporation premises with 4 persons in each shift working round the clock. It is headed by an officer who regularly monitors the nature of complaints and takes necessary steps to address them. The control room is equipped with a computer along with Internet connection, 2 walkie-talkie receiving sets and 2 telephones. All complaints received from the public of Hubli Dharwad twin cities are entered along with date and time and immediately informed to the officers concerned for further course of action. As many as 165 walkie-talkie handsets are provided to officers of all levels and they have to keep it on for 24 hours. Once the complaint is attended they need to inform the control room to enter it in the register. Sometimes, the Commissioner himself calls the complainant to ascertain to a particular staff member is attended or not. The Commissioner checks every day a printout of all the complaints received is maintained in the file and that. The complaints registers filed for further reference.

- Total cost invested in control room is around Rs 15 lakhs
- Sum of RS 5 lakhs was sponsored by KUIDC and the remaining Rs 10 lakhs from corporation funds
- 2.5 lakhs was spent on the software's like Microsoft access and visual basic

E) Post project impact: The control room receives around 40-50 complaints from Hubli City & 20-30 from Dharwad City every day. This has helped in creating an impression among the tax-payers that the Corporation is there to attend to their grievances. The influence of the elected representatives or officers is not required as the complaints are automatically passed to the officers concerned over the walkie-talkie and attended immediately. There are two methods to lodge complaint in HDMC:

- i) Dial 1913
- ii) Online registration through www.hdmc.gov.in
- iv) HELPLINE staff will listen to grievance carefully and asks the details like complaint location, complainant name, telephone number, email address and HELPLINE staff will give you a complaint number
- v) Status of the complaint can be checked online vi)

Complaint reports can be viewed online

F) Problems faced: The major problem faced in establishing the control room was bringing in familiarity to the staff about this new concept. The system was streamlined by making the related department heads accountable. There were little indifferences in the beginning between the elected representatives. There was no proper network of the walkie-talkies initial because lack of antenna.

G) ULB staff motivation and Citizens involvement: Plans are afoot to give incentives to those officers who attend the work in shortest period. This will naturally motivate them to do more work. An amount to the tune of Rs. 68,000 per year will be given to the top three performers who attend to the citizen's complaints. The top three



performers will be recognized every month and once in six months and once in a year.

H) Monitoring and Evaluation System: It was realized over a period of time that

continuous monitoring is required for the function of the effective control room, for

which the head of departments (HOD) of IT departments is held responsible. Every

Wednesday there is board of meeting compromised of all the HoDs, elected

representatives and commissioner

D) Sustainability: The system is sustainable as it provides easy accessibility to the corporation and the data maintenance happens by the click of a button.

J) Possibility of replication The idea can be modified a per the need of citizens at any

ULB. Each ULB can have a control room as they provide citizen services round the

clock. As all ULB shall manpower in order to deploy effectively and they are alert all

the time. The wireless system is basic necessity for a control room. With such a

facility, the efficiency of an ULB increases multifold. To

start with, ULBs can focus
on essential services.