

19 Public Grievances Redressal and Information Mechanism

19.1 Present Status

Public disclosure and participation forms an integral part of community management. While many activities are undertaken by the municipal bodies for public welfare, common man is unaware of the same. On the other hand a general feeling may develop in the public that the system has apathy for common man. To eliminate these problems and to commemorate 10th anniversary of NMMC, under guidance of Municipal Commissioner a publication titled "Satat Sampark" (Constant Touch) has been started by NMMC from January 1, 2002. NMMC is also implementing Rajiv Gandhi Gatimanata Abhiyan for making NMMC administration people oriented.

Regional offices of health department of NMMC organize awareness campaigns on health education, family welfare, immunization programmes, and epidemics. Advertisements are given in local newspapers for increasing awareness during epidemics.

The area now developed as Navi Mumbai, was earlier marshy land. Even today it has long coastline and vast marshy area. Such places are ideal breeding ground for mosquitoes. This may lead to spread of malaria, especially during monsoon. NMMC has erected 10 hoardings providing information on malaria, has been prepared 6 sets each comprising 12 boards for providing information on malaria. NMMC also organized 30 street-plays and distributed over 10,000 handbills. NMMC has established mosquito abatement committee.

NMMC has also established "Help Line" to address and initiate actions to comply the necessary grievances.

NMMC has established Citizen Facility Centre. This is one window system. This centre provides various permissions, NOCs, certificates, water/sewerage connection, information on taxes/cess/water bills, NMMC schemes (total 41 permissions) etc within stipulated time.

NMMC also publishes in local newspaper the mobile telephone numbers of area water supply officers for complaints and quick redressal regarding water supply services

NMMC has started webpage in 2003 (www.nmmconline.com). The webpage provides information on profile of NMMC, different services offered by NMMC, and different resources available in NMMC. It is possible register complaints on web page and obtains information on cess, water bills, property tax of citizen and make the payment through e-payment.



Citizen Facility Centre at NMMC he adquarters