



COMPASSIONATE CITIZENSHIP PROGRAM

LECTURE ON

Public Services- Hyderabad

Framework Provided By Dr. Mazher Hussain

Pilot Project By

COVA
Peace Network

In Collaboration With SCERT (Telangana State)

Public Services

Types of Public Services



Public Services

Citizens' Charters

Services- Time Frames -Modes for Complaints

- Government of India has proposed Services Guarantee Act in 2013
- To ensure delivery of Services by all government departments within specific time frames
- Failing which the concerned officers are to be penalized
- Consequently, some State Governments have formulated Citizen's Charters binding them to prompt and efficient delivery of services.
- Most Departments of the Central and State Governments like Municipalities, Water Works,
- Electricity Boards, Police, Passport, Postal Services, and many others have framed Citizens
- Charters to list all the services provided by them and the Time Frames for providing these Services



Public Services

GHMC, Water Works and Electricity Department have also adopted Citizens' Charters

- However, most citizens are not aware of these Citizens' Charters
- And so are generally deprived of the required services and amenities offered by these departments.



GREATER HYDERABAD MUNICIPAL CORPORATION (GHMC)

SL.NO	NATURE OF COMPLAINT	TIME FRAME
1.	Grievances of Sweeping, Garbage & Dead Animals Lifting, Catching rabid dogs Non glowing street lights and high masts	Within 48 hours
2.	Catch pit cover replacement Supply of extra copies of Birth certificate / Death Certificate, maintenance of slaughterhouse. Control of Malaria Epidemic Disease, Food Adulteration.	Within 3 days
3.	Birth and Death certificate, Corrections in Birth/Death Certificates, Inclusion of name in Birth Certificate, Non-availability of Birth/Death Certificate. Permission to use parks, plays grounds and Membership of swimming pools.	Within 7 days
4.	Removal of water stagnation, removal of chokes/blockages in emergencies & Cleaning and repair of man-hole covers & Catching of animals in case of animal menace. Issue of Sanitation Certificate.	Within 10 days
5.	Filling of pot holes. Sanction of roads, New drainage lines etc. and Control of Engineering Section. Aasara cards, Grievances of UCD activities. Sanctioned and group loans to ladies and distribution of gas stove etc. for below poverty line citizens. Voter ID cards, Inclusion of name in voter list and voter list extract. Grievances of Maintenances of parks.	Within 15 days
6.	Assessment, Re-assessment Revision and Petition on Property Tax. Trade License (fresh and Renewal), Road cutting permission Building permission, demolition of unauthorized construction, encroachments on footpaths and building completion certificate and sign boards permission	Within 1 month



Modes to Register Complaints:

Mobile App:
My GHMC App
(Download from
Google Play Store)

GHMC Online
Complaint Desk: 040-21111111
DIAL 100 (Emergencies);
Head Office: 040 23225397

For More Details Please Visit
COVA Website:
<http://www.covanetwork.org/GHMC/>

Public Services



WATER AND SEWERAGE WORKS (HMWS&SB)

SL.NO	NATURE OF COMPLAINT	TIME FRAME
1.	Water Leakage & Dial a Tanker	5 supply days
2.	No water supply Low water Pressure Erratic timings of water supply Illegal use of motor by other users Replacement of Manhole cover Chokeage of Sewage at customer's premises and Sewage overflow on road	10 supply days
3.	Polluted Water Supply	15 supply days
4.	Excess bill and verification Technical Assistance on Rainwater Harvesting	30 days

MODES TO REGISTER COMPLAINTS



Mobile App: HMWSSB
(Download from Google Play Store)

Click Photos and WhatsApp on 9949930003
Citizen Services Call Center: 155313, 99899 95690, 99899 90824
Customer Care: 155 313 040- 23300114 & 66993000
Email: mdhmwssb@hyderabadwater.gov.in

Please send SMS to 9985035035:
As REGMOB <CAN><Latest Bill No>
Online Complaints: 24 Hours
Book Water Tanker send SMS to 9985035035
MEET YOUR MD EVERY MONTH 3RD SATURDAY
Time: 05:00-06:00 PM
For More Details Please Visit COVA Website:
<http://www.covanetwork.org/waterworks/>



ELECTRICITY DEPARTMENT (TSSPDCL)

SL.NO	NATURE OF COMPLAINT	TIME FRAME
1.	Normal Fuse Off	4 hours
2.	Overhead line/cable breakdowns	6 hours
3.	Underground Cable breakdowns	12 hours
4.	Period of Scheduled Outage	Max 12 hours
5.	Distribution and Transformer Failures	24 hours
6.	Meter Complaints	7 days
7.	Voltage Fluctuations	Within 10 days

MODES TO REGISTER COMPLAINTS



Mobile App: TSSPDCL

(Download from Google Play Store)
Call Center: 1912, E-Mail: customerservice@tssouthernpower.com
(Mention all the basic details in the email)
Online Complaints: <https://www.tssouthernpower.com>
Click on Complaint Registration on the website for the following
(Load Reduction/Title Transfer/Category Change/Address Correction)
Facebook: <https://www.facebook.com/Tsspdcl/>
For More Details Please Visit COVA Website:
<http://www.covanetwork.org/electricity-department/>



Public Services

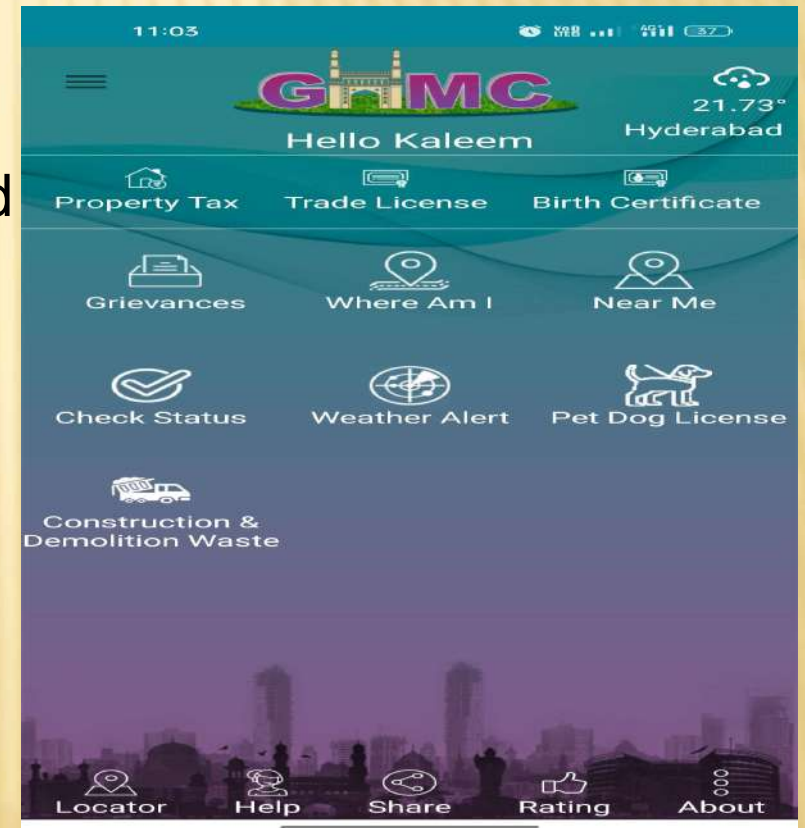
Awareness Campaigns

- COVA in collaboration with over 200 civil society organisations and Religious Groups of Hindus, Muslims, Christians, Sikhs, Jains, Buddhists and Parsis launched a Public Campaign to spread awareness amongst people about the Citizens Charters and the 56 services offered by GHMC, Water Works and Electricity Departments
- Awareness was spread through sessions in schools, colleges, community meetings and weekly congregations of different religions
- Over 2 lakh Pamphlets are distributed
- People were motivated and helped to download the GHMC APP
- People were helped to register complaints through the Call Centers

Results

Over 10 lakh GHMC Apps are downloaded by people

- The number of complaints through Call Centers increased



Public Services

Project Works

Possible Issues- Subjects for interviews - Questions

Subjects for Interviews: community members in slums, colonies and neighborhoods, resident welfare associations, businessmen, shop keepers and students, Officers, Elected Representatives

Issue: Citizens Charters and Services Offered

Subjects for Interviews: Citizens, Students, Teachers

Possible Questions:

Have they heard about Citizens Charters

Number of services they can list that are offered
By the Municipal Corporation / Municipality

Are they satisfied by the services being provided by Municipality, Water works and electricity departments

Issue: Knowledge of Modes for Accessing Services

Have you heard about Call Centers and App of Municipal Services

Have they used the App or called the Helpline Number

Was their complaint solved



Public Services

Project Works

Possible Issues- Subjects for interviews – Questions

Issue: Garbage Lifting

Subjects for Interviews: Citizens, Garbage Lifters, Officials

Possible Questions: Is the garbage in their locality lifted regularly

Do they make complaints. How

Is the problem solved

Do they approach Ward Member or Corporator with complaints

What is the result

Issue: Responsibility of Officers and Elected Representatives

Subjects for Interviews: Municipal Officers at different levels and Corporators and Ward Committee Members

Possible Questions: Why is so much garbage lying on streets

How do you follow up the complaints received

Is any action against workers / officers who do not work properly

Start thinking of Issue you will select, Subjects you will interview, Questions you will ask and one action you will take to address the Problem.

Experts will help you with your Project Work.

Time to Act

Think of one thing you can and will do to spread awareness among people about accessing Public Services successfully

Thank You