Written by Administrator
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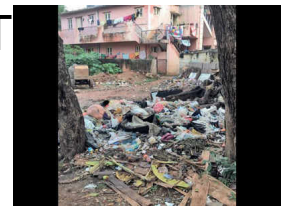**The Times of India□□□□□□ 28.12.2017□□**

App receives 4,973 complaints in 15 days, but BBMP fixes just 1,788

Sunitha Rao R | TNN | Dec 27, 2017, 06:37 IST

The   BBMP is considering linking essential services such as khata-related   issues to this app. "This may take a couple of months. But the revenue   complaints have to come under a service like 'Fix my street' for speedy   disposal of files," the mayor said.

BENGALURU: 'Fix my street', the much-hyped BBMP app that promises quick solutions to garbage , pothole and streetlight-related woes via a digital platform, has managed to address just 1,788 of the 4,973 complaints it received in the 15 days since its launch.

The highest number of plaints poured in from outer zones of the city. Bommahanahalli zone tops the list with 1,046 complaints, followed by Mahadevapura (956), RR Nagar (527) and Yelahanka (406). Dasarahalli reported just 183 issues. Bommanahalli could be topping the list as resident welfare associations (RWAs) in the area are known to be very active. As far as the issues are concerned, garbage menace is on top of the pile, followed by potholes and streetlights.

OF PROBLEMS AND SOLUTIONS				
Zone	Total	Complaints received	In progress	Attended
Bommanahalli	1,046	527	15	504
Dasarahalli	183	95	19	69
East	769	491	25	253
Mahadevapura	956	856	1	99
R R Nagar	527	319	2	206
South	662	139	77	446
West	424	381	6	37
Yelahanka	406	209	23	174
Total	4,973	3,017	168	1,788

Source: BBMP data (as on December 25, 2017)

Around 20% of the complaints have been registered under the 'others' category. These are related to stray animals, issues with footpath, mosquito menace, among others. The application, launched on December 11, allows citizens to take pictures of civic issues with their comments and location and upload them. Officials have been given strict deadlines to address them. While uncleared garbage has to be cleared in

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one day, streetlights have to be fixed in two days and potholes in a week. On the day of the launch, [BBMP](#) commissioner Manjunatha Prasad had said if there's any delay in work, officials must give a legitimate reason, failing which they'll have to face action.

Top Comment

App good but fake should be identified and genuine ones immediately attendedRamaswami Narayan

The question many are asking now is whether BBMP was even prepared to take up so many complaints at one go. "It's one of the most citizenfriendly apps. The concept has been well-received by the staff too. Ward-level engineers will have to get used to the system of addressing issues immediately," said M R Venkatesh, engineer-in-chief, BBMP.

"Till now, the engineers got time to get used to the new way of addressing civic woes and updating the user through the digital mode. We are keeping a count of the complaints received and resolved and efforts made to fix them every day. Chief engineers have to come up with explanations for delay in addressing issues. Higher authorities can no longer say they were unaware of a plaint as the grievance-redressal mechanism is now transparent. I'll take up this at the next council meeting," said mayor R Sampath Raj.