

The Hindu 29.11.2013

Thanjavur civic body's SMS initiative catching up

Special Correspondent

Lodging complaints using Short Message Service (SMS) to Thanjavur Municipality on various civic issues is becoming popular among people of Thanjavur Municipal area if one goes by the number of complaints received by the municipality through SMS.

The service, with a view to provide instant solution to the problems of the people and to minimise their time and visiting municipal office many times, was introduced on October 5.

According to N. Ravichandran, Municipal Commissioner, 150 complaints have so far been received through SMS from people. Of them, solutions had been provided to 128 complaints. These include 59 streetlight problems (all the lights have been repaired), 13 related to solid waste management, three related to mosquito menace, 15 related to drinking water problems, 14 about the main drinking water pipeline, eight

related to underground drainage and 16 related to stagnation of sewage water.

“All these complaints have been attended to and rectified,” Mr. Ravichandran said.

Twenty two complaints remain pending. They were related to dog and cattle menace.

“Animal Welfare Board has framed certain rules and regulations with respect to dealing with stray animals. We have to follow them and hence delay in providing solutions to these issues. It will be done after discussing with veterinary doctors and Society for Prevention of Cruelty to Animals,” Mr. Ravichandran said.

Demand for new roads and new streetlights will be attended to depending upon the availability of funds, he added.

“SMS has come in handy for people to lodge complaints.

Previously they used to give written complaints at the service centre at the municipal office, give petitions at the weekly grievances day held at the collectorate on every Monday, and through postal or e-mail to municipal office. SMS service has made things easy for them. Every SMS will be attended to,” said Savithiri Gopal, chairperson of Thanjavur Municipality.