

**GOVERNMENT OF TELANGANA
PR&RD (RWS&S) Department**

Circular.No. AE1/DEE1(B)/MB/EoDB/Grievances/2024-25-2,

Dt:25/07/2024.

Sub:- Sub:-MB Dept., - TDWSCL – Ease of Doing Business (EoDB) – Business Reforms Action Plan 2024 – Reform No. 190 – Establishing of online Grievance Mechanism - Intimation to bulk consumers – Finalization of procedures and escalation matrix for Grievance handling – Orders - Issued – Reg.

Ref:- 1. Email Dt.14.02.2024 of EoDB, Telangana.
2. Note orders of the PrI,Sec to PR&RD and Managing Director TDWSCL, Hyderabad, Dt. 12.06.2024.
3. Minutes of Chief Engineer's Committee meeting held on 03.06.2024.

In compliance with EoDB reform No. 190, the Mission Bhagiratha department has to establish an online Grievance Mechanism and define working procedure and escalation matrix. The same is to be notified to the bulk consumers about the key services and service standards along with maximum time frame.

Based on the nature of complaints received from the bulk consumers and to be attended by the department, the maximum time limits and officers rendering services are finalized and same are as follows:

MB Department Key Services and Service Standards

Sl. No	Nature of complaints	Proof of Documents	Maximum time frame	Officer rendering the service	Officer to be contacted for delay or default in service
1	No water supply	Proof of Complaint	2 days	Concerned EE Grid Divn.	Concerned CE / SE MB Circle
2	Low water pressure	Proof of Complaint	2 days	Concerned EE Grid Divn.	Concerned CE / SE MB Circle
3	Polluted water supply	Proof of Complaint	2 days	Concerned EE Grid Divn.	Concerned CE / SE MB Circle
4	Water leakage	Proof of Complaint	2 days	Concerned EE Grid Divn.	Concerned CE / SE MB Circle
5	Change of category of water consumption	Proof of Complaint	14 days	Concerned EE Grid Divn.	Concerned CE / SE MB Circle

Accordingly, while notifying about the Grievances from the bulk consumers, and it's redressal mechanism it is essential to provide to develop required fields in the website.

All the Executive Engineers MB Grid Divisions / Superintending Engineers MB Circles are instructed to comply and take necessary action accordingly as mandated above. Further, Executive Engineers MB Grid Divisions are also instructed to provide communication on Grievances attended in the enclosed format (Annexure) to the concerned Superintending Engineers MB Circles and notify in the website as per the above procedures and also intimate the Chief Engineer (O&M) O/o ENC MB Hyderabad for reviewing and their compliance.

The Director, TDWSCL & Engineer-in-Chief, MB Hyderabad shall take necessary action for notifying the required fields in the website.

**Sd/-
Secretary, PR&RD
(RWS&S) Dept.**

To

The Director, TDWSCL & EnC, MB Hyderabad.

All the Chief Engineers MB O/o ENC MB Hyderabad.

Copy to: -

All the Superintending Engineers MB Circles in the state.

All the Executive Engineers MB Grid Divisions in the state.

Copy to Stock File

//True copy forwarded by the Director, TDWSCL & EnC, MB Hyderabad//

Grievance / Redressal Format (EoDB reform No.190)

Annexure to Circular.No.AE1/DEE1(B)/MB/EoDB/Grievances/2024-25-2.

Dt:25/07/2024 of PR & RD Dept., (RWS&S Dept) & MD TDWSCL

Details of Grievance : (To be uploaded by the Consumer)

1	Nature of Grievance: (Quality/Quantity/Billing)	::	<input type="text" value="Quality/Quantity/Billing"/>
2	Details of Grievance (explain in words)	::	<input type="text"/>
3	Document proof in support of Grievance (optional)	::	<input type="text" value="UPLOAD"/>
4	Name of Complainant & Phone number	::	<input type="text"/>
5	Email.ID	::	<input type="text"/>
B) Redress Details (To be uploaded by the Concerned Executive Engineer)			
6	Details of response to the Grievance	::	<input type="text"/>
7	Time taken for completing the Redressal	::	<input type="text"/>
8	Status of Grievance	::	<input type="text"/>