

**MISSION FOR ELIMINATION OF POVERTY IN MUNICIPAL AREAS
(MEPMA) TELANGANA STATE**

From

Dr.T.K.Sreedevi, IAS.,

Mission Director,

MEPMA,

Telangana, Hyderabad.

To

The Municipal Commissioners,

of all ULBs of Telangana State.

Lr. Roc. No. 427/TS/C/SVP/2017

Dt: :18/11/2019

Sub:	MEPMA – DAY–NULM – SUSV – Inclusion of Street Vendor Grievance - Redressal component in the existing Citizen Buddy application – Intimation - Regarding.
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Ref:- 1. SUSV Annual Action Plan for the year 2019-20.

2. Instructions of MD, MEPMA

With reference to the subject cited above, as per the instructions of MD, MEPMA, the Street Vendors Grievance Redressal mechanism is being included in the existing Citizen Buddy Application with the following features:

- The grievances will be recorded in the application under the MEPMA section of the concern ULB.
- Post registration of the complaint by the respective Street vendor / Civil Citizen an SMS will be sent to both the Vendor / Civil Citizen and assigned staff member (TMC, MEPMA)
- SMS will consist of complaint no., the name of the assigned staff member and his/her contact details.
- The period of resolution will appear post submission of the complaint.
- Post resolving the grievance the concerned Town Mission Coordinator should update the action taken along with the photograph in Citizen Buddy

application.

Hence, the Municipal Commissioners of all ULBs are requested to monitor the grievances of the Street Vendors on a regular basis and also to provide wide publicity for the Street Vendors and Civil Society regarding the Street Vendors Grievance application.

**SREEDEVI T K
MISSION DIRECTOR**

Copy to Project Directors, MEPMA of all Districts for information and necessary action

Signature valid

Digitally signed by T.K.
SREEDEVI
Date: 2019.11.18 11:52:24 IST
Reason: Approved

