

GOVERNMENT OF ANDHRA PRADESH
COMMISSIONERATE OF INDUSTRIES : MUTYALAMPADU : VIJAYAWADA

Circular Memo No: 12/SDP/Grievanc Redressal/2071 Dt. 17.08.2017

Sub: SDP – Grievance Redressal System – Redressal of Grievances within the stipulated time line – Instructions issued – Reg.

It is observed that lot of grievances are seen with status 'pending' in the Grievance Redressal system of Single Desk Portal. .

All the General Managers, District Industries Centre are hereby instructed to review the grievances registered on the Single Desk Portal regularly and ensure that the grievances are redressed within the stipulated timeline (4 days) and updated on the portal. The GM, DICs are also requested to follow up with the line departments and ensure that the clearance related grievances are redressed within the stipulated time line (4 days) and updated on the portal.

Further, the GM, DICs are advised to include Grievance Redressal in the Agenda of DIPC meetings, so as to enable DIPC to review the status of redressal of grievances.

Sd/-
Commissioner of Industries

To
All the General Managers in the State
District Industries Centre.

Copy to Secretary to Government & CIP, I&C Dept., Secretariat
Copy to all the District Collectors in the State
Copy to Peshi, Commissioner of Industries.

// Attested //


Joint Director (SDP)
O/o Commissioner of Industries

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