



**OFFICE OF THE GUWAHATI METROPOLITAN DEVELOPMENT AUTHORITY
STATEFED BUILDING, BHANGAGARH, GUWAHATI-781005**

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OFFICE ORDER

GMDA is in the process of implementing "Online Grievance Management System". For smooth and quick disposal of grievances, the following standard operating procedure(SOP) will be followed:-

1. For disposal of grievances related to the "Planning Section" category :-
 - a. Time period for disposal will be 15 days.
 - b. Closing of grievance will be approved by the Town Planner, GMDA.
2. For disposal of grievances related to the "Account Section" category:-
 - a. Time period for disposal will be 15 days.
 - b. Closing of grievance will be approved by the Chief Accounts Officer, GMDA.
3. For disposal of grievances related to the "Engineering Section" category:-
 - a. Time period for disposal will be 15 days.
 - b. Closing of grievances will be approved by Sri Mantu Bora, Superintendent Engineer, GMDA.
4. For disposal of grievances related to the "Others" category:-
 - a. Time period of disposal will be 15 days.
 - b. Closing of grievance will be approved by the Development Officer, GMDA.

Online grievance management system will follow the above SOP.

o/c

(Kausar J. Hilaly, A.C.S.)
Chief Executive Officer,
Guwahati metropolitan Development Authority,
Bhangagarh, Guwahati-5.

Memo no. GMDA/GEN/92/2016/139-A

Date:- 14.09.2021

Copy to:-

1. The Secretary, GMDA for favour of information.
2. All concerned.
3. M/S Bohniman System Pvt. Ltd. for favour of information and necessary action.
4. GMDA's website and office notice board.

Chief Executive Officer,
Guwahati metropolitan Development Authority,
Bhangagarh, Guwahati-5.