



GOVERNMENT OF ANDHRA PRADESH  
ABSTRACT

MA&UD- Town Planning Issues – Introduction of grievance redressal mechanism in ULB/UDA - "**Town Planning Open Forum**" on every Friday in all Urban Local Bodies and Urban Development Authorities including APCRDA, VMRDA of the State under EoDB – Orders - Issued -Reg.

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MUNICIPAL ADMINISTRATION AND URBAN DEVELOPMENT (M) DEPARTMENT

G.O.Ms. No.316

Dated:18.09.2018

Read:-

Lr. Rc. No.4918/2018/P, dated:29.08.2018 of the Director of Town & Country Planning, AP, Guntur.

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ORDER:-

In the ref. read above, the Director of Town & Country Planning, AP., Guntur has reported that the Town Planning subject is multi disciplinary involving the complexity. In spite of several reforms like simplification of rules, introduction of online building permission without manual motivation, delegation of powers to various functionaries to speed up the service delivery, introduction of Request Transfer System (RTS) for transparent resolution issue, interpretation of rules leading to criticism and dissatisfaction among the public.

**2.** The Director of Town & Country Planning, AP., Guntur has therefore, proposed to introduce 'Town Planning Open Forum' on Friday of every week in Town Planning Administration in all Urban Local Bodies and Urban Development Authorities in the State under Ease of Doing Business to increase public satisfaction to achieve following objectives:-

1. To act as pre consultation centre for Developers, Investors and LTPs.
2. To act as grievance redressal mechanism in Town Planning matters.
3. To guide and facilitate in obtaining online approvals for hassle free services.
4. Uniform applicability/ interpretation of rules.
5. To maintain transparency and to make decision making process simple.
6. To popularize the importance of compliance of rules among the public.
7. To create awareness in understanding/interpretation of rules among Developers/LTPs/Citizens.

**3.** Government after careful examination of the above proposal, hereby introduce the "**Town Planning Open Forum**" in all the Urban Local Bodies and Urban Development Authorities including APCRDA and VMRDA of the State, under the Ease of Doing Business, on every Friday, to redress the public grievances on Town Planning issues for planned development of the urban areas.

- 4.** The guidelines of the Town planning Forum as follows:-
- (a) The Municipal Commissioner/Vice Chairman/Metropolitan Commissioner concerned along with the Town Planning Section Head and Town Planning Staff shall be available in the meeting hall/specified place of Urban Local Body/Urban Development Authority/Metropolitan Development Authority, on every Friday from 10.00 A.M.
  - (b) Applicants/Investors/Developers/LTPs can approach the officers present in the Meeting Hall/specified place for any grievance or guidance in planning matter.
  - (c) e-Register shall be maintained with the details of applicants attended and issues raised during the Open Forum.
  - (d) The Director of Town and Country Planning, AP., Guntur shall monitor the implementation of 'Open Forum' periodically and shall submit report to the Government. Feedback from public will be obtain directly or through online.
  - (e) Minutes of Open Forum and shall be placed in Website on the same day.
- 5.** All the concerned shall take further necessary action in the matter, accordingly.

[BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH]

R.KARIKAL VALAVEN  
PRINCIPAL SECRETARY TO GOVERNMENT

To  
The Director of Town and Country Planning, A.P., Guntur.  
The Director of Municipal Administration, AP, Guntur.  
The Commissioner, AP Capital Region Development Authority, Vijayawada.  
The Metropolitan Commissioner, Visakhapatnam Metropolitan Development Authority,  
Visakhapatnam.  
The Vice-Chairmen, all UDAs in the State (through DTCP).  
All the Municipal Commissioners of ULBs/NPs in the State (through DTCP)  
Copy to:  
The OSD to M(MA&UD)  
The PS to Principal Secretary, MA&UD Department, AP Secretariat.  
SC/SF.

//Forwarded :: By Order//

SECTION OFFICER