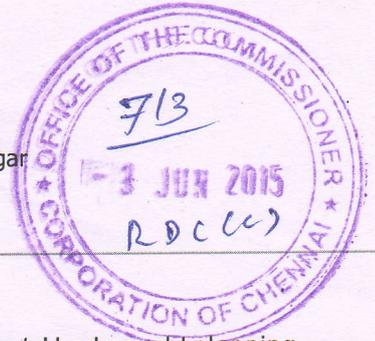


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3/2015



From : LV Srinivasan <lalgudi.srini@gmail.com>
Subject : Excellent service by Town Planning Department, Central Region, Shenoy Nagar
Date : 03-06-2015 14:18
To : <commissioner@chennaicorporation.gov.in>;

Dear Sir,

I must place on record the excellent and efficient service level of your Town Planning Department. I had sought planning permission for my residence at New No 27, Old No 12 , Vijayaraghava Road, Chennai - 17. It comes under Zone 9, Division 117. (PPAWDCN09/02272/2015)

The Asst Engineer Ms.Indumathi was extremely efficient and highly responsive. Since my place of work is Pallavaram, she would inform me to call her if I wanted to check the status of the file rather than coming in person each time. Not once she would have felt irritated when I make calls to her to check if she has cleared the file, whether any clarifications are required, when the site inspection is scheduled etc.

I learnt that the SE was on leave and that Mr.Rajendran was acting in that capacity. I met him (one late evening since he was holding addl charge) to request him to expedite clearance of my application. He was very polite and assured me that the file would be cleared if it was already put up to him. As promised, he had cleared the file when I found the next day that my application was pending with the RDC for final approval.

I must also mention here that I had a good experience interacting with the official in Auto DCR dept, who promptly approved the corrected drawing even though it was a Saturday when I met him to inform about the online submission post correction as suggested by COC.

Over all in less than a month from lodging the application, I got the payment advice.

It has been a very good experience for me. Also I have found that your Regional Office would be bustling with activity even by 7:30/ 8 P.M. which indicates how the officials are stretching themselves for the public. In fact Ms.Indumathy used to mention that she has to carry the files home to study and clear and that otherwise she can't catch up with her other responsibilities while in office. What a commitment to the call of duty ??

My sincere thanks to all your concerned officials who have made this entire approval process of my planning request quite fast and completely hassle free.

It is my humble suggestion that you shd give adequate publicity to the public to meet the officials concerned for any of the problems they may have in their day to day life with the civic body. Probably there is a reluctance amongst the public to approach the officials directly and hence a wrong impression is formed about the service levels or the receptiveness of the officers.

I salute you and the officials of this grand old civic body in the world. May your good work continue to benefit the citizens of Chennai.

With warm regards

L.V.Sriniavsan
 Cell : 9790 800 800

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