

Grievance redressal mechanism

Public Grievance redressal cell has been established in room no. 85, first floor of collectrate building at Chittorgarh.

The main aim behind establishing this cell is to make available to the general public, a mechanism through which any person can get a quick, just and a logical redressal to his genuine problem. This is one of the many characteristic features of a citizen friendly government. This cell works round the clock and has a toll free telephone number 1077.

Any person with a genuine complaint can call to 1077 to register one's complain telephonically, can fax it on the fax number 01472- 247997, send it in writing, can come in person or can send by email (**email address is pgvchittor@gmail.com**). The main serving departments are :

- 1- PHED
- 2- AVVNL
- 3- PWD
- 4- Nagar Palika
- 5- Medical and Health
- 6- Education
- 7- NREGS (Zila Parishad)
- 8- Police

The complainant is given a number or a receipt depending upon the nature of his/her complaint, he is also given a approximate date by which his or her problem is likely to be solved. All types of complaints related to administrative or quasi judicial functions are taken care off. After receiving the complaint, the authority or the concerning department is instructed at once, to give a proper redressal at the earliest as per rules to complainant within a specified time limit.

For this purpose reminders and telephonic instructions are also given to concerned authorities to see that the complainant get the proper redressal quickly.