

Work Flow of Grievance Redressal Cell, **Building/Construct Permits, SMC**

Timeline: 45 days (As Per Public Service Guarantee Act-2011)

Procedure:

- The applicants can visit grievance redressal Cell, Building/Construction Permits, SMC or official website of Srinagar Municipal Corporation for submission of grievances.
- After receiving Grievance, the Grievance redressal cell forwards the same to Joint Commissioner (P) who forwards the same to Concerned Divisional Town Planner and Chief Enforcement Officer for inspection and report.
- The concerned Divisional Town Planner and Chief Enforcement Officer forward the same to Concerned Assistant Town Planner/Town Planning Assistant and Enforcement Officer for submission of inspection and report.
- The Enforcement Officer along with Assistant Town Planners submits report in conformity to By-laws/sanctioned plan to Chief Enforcement Officer along with Concerned Divisional Town Planners.
- The Chief Enforcement Officer along with concerned Divisional Town Planner forward recommendations to Joint Commissioner Planning for accord of approval.
- After approval by Joint Commissioner Planning, the same is being forwarded to grievance redressal cell, Building/Construction Permits, SMC for final disposal to intimate complainant.

Note:-

- The complainant and Non-applicant are asked to attend the Office of Joint Commissioner (P) for redressal of their grievances.
- After assessing the ground situation the grievance of complainant are redressed if found substance in his grievance.
- Grievances Redressal Cell is committed to redress the Grievances in time bound manner.