

## APPLICATION FOR INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2005

From  
Saiyasodharan R  
16/13 Dhanasekaran Street,  
Saidapet,  
Chennai - 600015.

To  
Public Information Officer,  
Corporation of Chennai,  
Ripon Building,  
Chennai - 600003

### Subject matter of the information

Requesting information regarding 'Public Grievance and Redressal System' @ <http://164.100.134.92:8280/pgr/>

### Period to which the information relates

01-11-2012 to 30-10-2013

### Description of the information required

1. Number of Complaints received through the System in mentioned period.
2. Number of proper Complaints that are closed after action is taken.
3. Number of complaints closed without taking any action, probably because of invalid, unfeasible, improper complaints.
4. Name, Designation and Contact number of officers who responds first to the complaints.
5. Top 10 types of Complaints received, along with the number of complaints.
6. Number of Complaint received regarding 'Pot Hole Fill up / Repairs to the damaged Surface', average Time period to take action on the complaint, etc.,
7. Number of Complaint received regarding 'Non working Street lights', average Time period to take action on the complaint, etc.,
8. Number of Complaint received regarding 'Encroachment of Public Property', average Time period to take action on the complaint, etc.,
9. Name, Designation and Contact Number of the Authority / Organisation providing IT Support for the System.
10. If the IT Support is provided to any 3rd party / Contractor, provide the tender / contract documents based on which the contract is given, the contractor operates.
11. Monthly budget allotted to maintenance and Operation of the System.
12. Name, Designation and Contact number of the authority, whose decision is to keep a static IP Number (rather than a proper domain name).

### Application charge is affixed as court fee stamp

#### Note:

- If the Application is forwarded to other closely related PIO, do it within 5 days and intimate me about the same u/s 6(3) of RTI Act, 2005.
- Please send the reply in Speed Post as per CIC's recommendation (Appeal No. CIC/SG/A/2010/000222)

Applicant

(SAIYASODHARAN R)