



Thiruvananthapuram Municipal Corporation
Pincode - 695033 Phone number : 0471-2320821
Email : tvpmcorp@gmail.com

Number : 2036709-2024

Date : 12-03-2026

From

Secretary
Thiruvananthapuram Municipal Corporation

To

CEO, Smart City
4th Floor, Felicity Square, Opposite AG's Office, Statue, Thiruvananthapuram, Kerala, 695001.

Sir,

Subject: **GRIEVANCES REDRESSAL MECHANISM**

GRIEVANCES REDRESSAL MECHANISM

To streamline the grievance related to the CITIIS 2.0 Project in Thiruvanthapuram, the Municipal Corporation of Thiruvananthapuram is pleased to introduce the following "Grievance Redressal Procedure" with immediate effect.

1. OBJECTIVES

The objective of the grievance redressal procedure is to provide an easily accessible mechanism for the settlement of CITIIS 2.0 Project-related grievances and to adopt measures to ensure expeditious settlement of grievances from the public.

2. SCOPE

'Grievance' for this scheme would mean grievance relating to the CITIIS 2.0 Project in Thiruvanthapuram. The public can arise grievance. The grievance will include any matter relating to the CITIIS 2.0 Project.

3. PROCEDURE FOR HANDLING GRIEVANCES

3.1. Aggrieved public shall first present their grievance directly to the Mayor's Public Grievance Redressal Cell functioning inside the Janasevana Kendram of the Thiruvananthapuram Municipal Corporation office, Palayam or through the following means:

E-mail : mayor@tmcofficials.in

Smart Trivandrum web portal: www.smarttvm.tmc.lsgkerala.gov.in.

The grievance will be settled within 7 days of the presentation of the grievance.

3.2. If the grievance is not settled satisfactorily as per clause 3.1 above, the aggrieved Public may submit his / her grievance to the Member Secretary by sending an email (email id: secretary@tmcofficials.in). After submitting the grievance, it will be reflected in the Grievance Redressal Committee formed under clause 4. The Grievance will be placed before the Grievance Redressal Committee by the Member Secretary. The Grievance will be resolved within 7 days. The Committee's decision will be final.


4. COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEE

SL No	Name	Designation
1	Bini K U(Secretary)	Member Secretary
2	Dr A. Sasikumar(Health Officer)	Member
3	Biju B(Clean City Manager)	Member
4	Sasikumar P K(Clean City Manager)	Member
5	Prakash S (Clean City Manager)	Member
6	Anilkumar S(SPFI Project Secretariat)	Member

6. SCOPE AND FUNCTIONS OF THE GRIEVANCE REDRESSAL COMMITTEE

- The Grievance Redressal Committee should meet at least once a month.
- Go into the pending grievances and submit to the Committee and discuss.

- iii. Seek additional information/clarification from the management/officer or individual concerned if, in its opinion, it is essential to arrive at a decision.
- iv. The committee should consider and decide on the grievances within a period of one month.


Yours faithfully
ADDITIONAL SECRETARY
Municipal Corporation
Thiruvananthapuram
Secretary