

-Amendment Circular-

Subject: Grievance redressal system in GIDC

Ref: GIDC/ENG/CIR/102/dt/ 17/07/2017

Under the DPIIT's Ease of Doing Business initiative, Government of Gujarat is providing select online services for applications such as land, building plan, water, drainage connection etc. In order to comply with the requirement of this state's initiative, it is mandatory to have conflict resolution mechanism for the same.

GIDC has its existing dedicated grievance redressal portal, up running since November 2015, on GIDC website and monitored by dedicated Grievance Redressal Cell at head office, Gandhinagar. In continuation to the efforts of the government and as per the BRAP framework provided by DPIIT for Gujarat 2024, GIDC mandates the following for water and drainage related applications for GIDC estates.

In addition to previous circular, under the provisions of GIDC Act 1962, as per section 54 (i) and section 32, and GIDC water supply regulations 1991, GIDC drainage regulation 1990, authorised persons of GIDC can issue water connection/drainage connection for industrial estates of GIDC. If any applicant has any grievance in issues related to water or drainage connection as per provision of these regulation, applicant can make representation before a committee consisting General Manager (Pre-Alt) & Chief Engineer (GIDC). After the first level of resolution provided by committee if applicant wants, he/she can further escalate the grievance/issue to Managing Director of Gujarat Industrial Development Corporation.

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VC & MD
GIDC, Gandhinagar


To,

All officers of GIDC

CC to:

1. The Federation of Industries and Association (Gujarat)
2. Manager (S&A), GIDC.....to upload on GIDC website

Issued By


Manager (Est.)
GIDC Gandhinagar