



Circular No.TSIIC/LAC/DPMS/Online Building Plan approvals-237

Dt:28-06-2017

Sub:-TSIIC IALAs-EODB 2017 - Reforms to be undertaken in issue of Grievance Redressal along with time lines for Building permissions-reg.

Attention of all the IALA Commissioners and Executive Officers is drawn to the subject cited on reforms to be undertaken as a part of Ease of Doing Business 2017 in respect of Grievance Redressal for Building permissions.

In this connection, the Government as part of compliance of EODB 2017 has issued instructions directing all the ULBs and UDAs including IALAs to implement the reforms. Accordingly, the following directions are issued.

Grievance Mechanism for Building Plan Approvals

1. Appeal by the applicant,

An aggrieved applicant will make a representation to the concerned IALA Commissioner within thirty days from the date of receipt of the building Plan approval / Rejection. The IALA Commissioner shall examine the representation with reference to the document submitted and the building regulations call for additional information / documents, further clarifications and gives an opportunity for a personal hearing within 15 days. After hearing, he/she will take necessary action to address the grievance and communicate his decision within 7 days.

- 2. 1st appeal by the applicant:** If the applicant is not satisfied with the response the applicant may appeal along with the decision communicated by the IALA Commissioner before the Zonal Manager within 30 days. ZM will review depending on the nature of the case and conduct a hearing in the presence of IALA Commissioner by giving a 7 days notice to the applicant and dispose based on the merits of the issue.

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3. **2nd appeal by the applicant:** If the applicant is not satisfied by the decision in 1st appeal, he shall submit an appeal with Chief Engineer. The CE shall give a hearing to the applicant with a 7 days notice. After hearing the Chief Engineer may confirm the decision of ZM or issue instructions to IALA Commissioner based on its merits.
4. **3rd appeal by the applicant:** If the applicant is still not satisfied, the decision of VC & MD is final and binding on the applicant / IALA Commissioner.

All the Zonal Managers / IALA Commissioners / Executive Officers are directed to follow the instructions in respect of Grievance Redressal for Building permissions.


Vice Chairman & Managing Director

To
The Zonal Managers /DZMs/ Managers / IALA Commissioners / Executive Officers,
TSIIC Ltd., in the state.