

GOVERNMENT OF TELANGANA
MUNICIPAL ADMINISTRATION DEPARTMENT

O/o. Commissioner and Director of
Municipal Administration, Telangana, Hyderabad.

CIRCULAR

Roc.No.251817/2020/H2,

Dt. 09/12/2020

Sub: PS - MA Department - Safaimitra Suraksha Challenge - Unsafe practices being adopted for cleaning and Maintenance of Septic tanks and sewers - Certain instructions issued - Establishing a dedicated BSNL helpline (14420) in participating ULBs of Telangana - Forwarded to take necessary action as per rules in vogue - Reg.

Ref: 1. This office Lr.Roc.No.261126-2020-H2-2, Dt.25.11.2020 addressed to the Commissioners of Karimnagar Municipal Corporation, Khammam Municipal Corporation, Nizamabad Municipal Corporation, Greater Warangal Municipal Corporation, Nizampet Municipal Corporation & Ramagundam Municipal Corporation.

2. Letter Dt.08.12.2020 of Prof V.Srinivas Chary, Administrative Staff College of India, Hyderabad along with D.O.No.15/19/2020-SBM-1, Dt.24.11.2020 of Sri Naveen Kumar Agarwal, Additional Mission Director, Swachh Bharat Mission, MoHUA, Gol.

The attention of the Commissioners of Karimnagar Municipal Corporation, Khammam Municipal Corporation, Nizamabad Municipal Corporation, Greater Warangal Municipal Corporation, Nizampet Municipal Corporation & Ramagundam Municipal Corporation are invited to the subject, references cited wherein the Government of India has launched Safai Mitra Suraksha challenge and the same was accepted by the participating cities.

2. In the reference 2nd cited Prof V.Srinivas Chary, Administrative Staff College of India, Hyderabad while enclosing a copy of DO Letter Dt.24.11.2020 has informed that one of the requirements under this challenge is to establish a dedicated helpline no 14420 with BSNL Service provider, Government of India has made arrangements with BSNL to assign this number to participating cities, a communication in this regard (enclosed).

3. While informing above Prof V.Srinivas Chary, Administrative Staff College of India, Hyderabad has kindly requested to direct commissioners from participating cities (Hyderabad, Karimnagar, Khammam, Nizamabad, Warangal, Nizampet) to make arrangements to open up helpline No.14420 within one week in consultation with the local BSNL office.

4. Further it is to inform that Additional Mission Director, Swachh Bharat Mission, MoHUA, Gol vide Lr Dt.24.11.2020 has kindly requested to instruct all participating cities in the state to contact the BSNL offices at local level in order to set up the call centre for the helpline no at the participating cities.

5. Therefore while enclosing a copy of reference 2nd cited, the Commissioners noted in the address entry are hereby directed to look into the matter for allotment of short code "14420" as Helpline number to register complaints regarding unsafe practices being adopted for cleaning and Maintenance of Septic tanks and sewers and set up a call center for receiving and monitoring the complaints received and submit compliance report immediately. If any toll free number is already existing action may be taken to integrate

the above number to the existing number and report compliance.

6. This may be treated as " Most Urgent"

Encl:-as above.

**DR N SATYANARAYANA IAS
COMMISSIONER AND DIRECTOR OF
MUNICIPAL ADMINISTRATION**

To

The Commissioners of Karimnagar Municipal Corporation, Khammam Municipal Corporation, Nizamabad Municipal Corporation, Greater Warangal Municipal Corporation, Nizampet Municipal Corporation & Ramagundam Municipal Corporation.

Copy to the Additional Collectors, LB of Karimnagar, Khammam, Nizamabad, Warangal, Medchal Malkajgiri & Peddapalli for information.

Copy to RDMA Hyderabad, Warangal for information.

Copy to the Collectors and District Magistrates of Karimnagar, Khammam, Nizamabad, Warangal, Medchal Malkajgiri, Peddapalli for information.

Copy submitted to the Principal Secretary to Government, MA&UD Department, Telangana, Hyderabad for kind information.

Signature valid

Digitally signed by Dr N
Satyanarayana IAS
Date: 2020.12.09 15:39:35 IST
Reason: Approved

