

GOVERNMENT OF ANDHRA PRADESH

Office of the Engineer-in-Chief
Public Health, 'Kashana',
A.C. Guards, Hyderabad – 4.

Office Order No.E1-DC3/14461/2015

Dated:11-03-2015.

Sub :- Estt – P.H. & M.E. Department – Office of Engineer-in-Chief (PH) Hyderabad –
Review on Water Supply Complaints - Reg.

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In view of ensuing necessity and as directed by the Hon'ble Minister for MA & UD a '**Water Supply Compliant Cell (WSCC)**' is established at State level in the office of the Engineer-in-Chief (PH), Hyderabad for online monitoring of Water Supply Complaints (WSC).

The following officers are drafted to the above '**WSC Cell**'.

- 1) Sri I.V.S. Reddy, Deputy Executive Engineer (PH)
- 2) Sri S. Prashant, Assistant Engineer (PH)

The Water Supply Compliant Cell (WSCC) shall closely coordinate all the complaints received through mail as well as SMS and forward the same to the Commissioners of concerned ULBs. The complaints duly redressed by the respective ULBs and the Commissioners shall reply by mail/SMS as the case may be to the WSC Cell.

The **Water Supply Compliant Cell (WSCC)** shall maintain a register and log all the complaints received as above and submit returns fortnightly.

The mail id and SMS for the purpose of lodging complaints is created and placed on the www.appublichealth.gov.in PH & ME website as below:

Mail id : apwatersupplycomplaintcell@gmail.com
SMS : 9849906123
Contact : Sri S. Prashanth, Assistant Engineer (PH)
O/o Engineer-in-Chief (PH), Hyderabad.

Sri S. Prashant, Assistant Engineer (PH) shall receive the Water Supply Complaints on SMS in phone and through e-mail, take the complaints and give feed back to the complainant after due redressal and compliance of complaints received from the ULB Commissioner. Sri I.V.S.Reddy, Deputy Executive Engineer (PH) (Cell No.9849906134) shall monitor all the complaints received as above and he is overall responsible for WSC Cell.

The above work is in addition to the distribution of work already done in previous office orders. The above orders come into force with immediate effect.

Sd/-
ENGINEER-IN-CHIEF (PH)

To

- 1) Sri I.V.S. Reddy, Deputy Executive Engineer (PH),
- 2) Sri S. Prashant, Assistant Engineer (PH),
O/o Engineer-in-Chief (PH), Hyderabad.