

**BRUHAT BANGALORE MAHANAGARAPALIKE**  
PUBLIC RELATIONS DIVISION, N.R.SQUARE  
BANGALORE 560002

**OBEJECTIVES OF THE PRO DIVISION**

- The Public Relations Division of the BBMP works as an important part of BBMP. It reaches out to the citizens providing information on the importance and significance of every service and project taken up by the Palike and works towards building a good rapport with the citizens to ensure that citizens look upon the Palike as a respectable institution.
- With a view to improve the quality of life of the citizens, the PR division, apart from introducing to the citizens the various infrastructure facilities provided by the palike , it also collects any grievances faced by general public and works as a coordinator between the citizens and higher officials of the organization for analyzing and bringing in necessary changes.
- The Palike strives to serve the citizens through various means. In the palike's effort to reach out to citizens, the PRD involves itself in awareness programmes to communicate with citizens and find a solution faced by citizens. During rainy season, the palike takes up several initiatives to mitigate emergency situations. In this initiative, the PR division works actively in connecting with the people, provides them information about steps to be taken during emergencies and makes preparations for remedial measures to be implemented.
- With a view to find a solution to Solid waste management, which has become a herculean task nowadays, the PR division gives ample publicity regarding segregation of waste at source. It also take necessary steps to create awareness regarding precautions to be taken during an epidemic outbreak, etc.
- For a project to be implemented successfully, consolidation of resources is a basic necessity. The PR division helps the organization in consolidating its treasury by giving wide publicity regarding payment of various taxes like property tax, advertisement tax, Trade license fees in time.
- The PR division creates a congenial atmosphere in providing basic infrastructure facilities to citizens in a speedy and qualitative manner. It actively involves in building a rapport among citizens, RWAs and NGOs and strengthens the democratic system.
- The BBMP whose administration encompasses about 800 Sq. Kms. has been in the forefront in providing basic infrastructure and managing the city's needs. If basic infrastructures are not provided timely, many problems crop up.

**PUBLIC GRIEVENCE REDRESSAL SYSTEM**

In order to manage the grievances of the citizens, the palike has established a control room equipped with state of the Art technology equipments, where citizens can interact on real time basis.

1. The control room works 24x7.
2. Citizens can register their complaints regarding waste disposal, pot holes, street lights, Unauthorized construction, dangerous trees, cleaning roadside drains etc by calling 22660000

3. As soon citizens register their complaint they will provided a complaint number immediately.
4. Concerned officials are informed through wireless means and necessary action will be taken.
5. A system has been established to provide information to citizens regarding the status of their complaints.
6. Complaints published in newspapers are also recorded in the control room and the newspapers will be requested to publish action taken regarding such complaints
7. Once the Action taken report is recieved, the same will be published through newspapers for the information of public.
8. If any citizens happens to see anybody throwing waste on roadsides or vacant lands instead of giving them to the push cart coming daily, public can take photographs of such incidents on their Mobile phones and WHATSAPP it to 9480685577. Persons indulging in such violations shall be identified and punished

**PUBLIC RELATION OFFICER**