

# MAHARASHTRA INDUSTRIAL DEVELOPMENT CORPORATION

(A Government of Maharashtra Undertaking)

NO/MIDC / GM(Land) **B40967** /2017

Date **20/04/2017**

## CIRCULAR

### Sub:- About starting Grievance Redressal Cell in MIDC


MIDC provides plots with infrastructure like roads, water supply etc to entrepreneurs. Permissions to develop the plots are also given by MIDC as a Special Planning Authority. The entrepreneur has at times faces certain difficulties in carrying out the development desired. At present there is lack of any mechanism to resolve the grievances of entrepreneurs at MIDC level.

To facilitate entrepreneurs in resolving their problems and guiding them for investment at State Government level, MAITRI (Maharashtra Industry, Trade and Investment Cell) is formed. As such mechanism is not available at MIDC level, it is directed to form Grievance Redressal Cell.

To address grievances of entrepreneurs it is decided to form a **Grievance Redressal Cell** as follows-

- |                           |                   |
|---------------------------|-------------------|
| 1) C.E.O./Jt C.E.O        | -Chairman         |
| 2) Chief Engineer         | -Member           |
| 3) Chief Planner          | -Member           |
| 4) Concerned Dy.C.E.O.    | -Member           |
| 5) Chief Fire Officer     | -Member           |
| 6) General Manager (Land) | -Member Secretary |

Above formed committee meeting will be held on Second Tuesday at 11.00 A.M. once in a month. Grievances will be accepted and answered online on MIDC's website and in exceptional case the entrepreneur will be called personally or called on Video Conference as per the convenience of the entrepreneur. A special online system has been developed where the entrepreneurs will be able to track, record his grievances.

  
(Vikram Kumar)  
Jt. Chief Executive Officer  
MIDC, Mumbai-93