



**IN THE HIGH COURT OF JUDICATURE AT BOMBAY
BENCH AT AURANGABAD**

**901 PUBLIC INTEREST LITIGATION NO.96 OF 2013
WITH CA/1040/2014 IN PIL/96/2013**

**RUPESH ANIL JAISWAL
VERSUS
THE STATE OF MAHARASHTRA**

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Advocate for Petitioner : Mr. Rupesh A. Jaiswal (party In Person)
Addl.GP for Respondent-State: Mr.S. B. Yawalkar
Advocate for Respondent No.2 : Mr. Rajendra S. Deshmukh
Advocate for Respondent No.4 : Mr. B. B. Kulkarni
Advocate for Respondent No.7 : Mr. D. S. Manorkar
Advocate for Respondent No.5 : Mr. S. V. Adwant
Advocate for Respondent No.9 : Mr. M. N. Navandar
Advocate for Applicant : Mr. A. S. Gandhi (in CA No.1040 of 2014)

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**CORAM : Z.A. HAQ AND
S. M. GAVHANE, JJ.**

DATE : 28.02.2020

PER COURT :-

Heard.

2. Affidavit sworn by Shri Sumant Ganpatrao More, Deputy Commissioner, Aurangabad Municipal Corporation, Aurangabad on 28.02.2020 is placed on record pointing out that an Information Portal i.e. a Grievance Redressal Management Process (C.E.C. i.e. e-suvidha) is already established since 2010,

on which the citizens can lodge complaints. It is further pointed out that citizens can lodge complaints regarding pot holes etc., on Municipal Commissioner's Helpline No. 9607933541, which is in the Commissioner's Control Room.

3. Affidavit sworn by Dr. Dineshkumar s/o Madhavrao Kolhe, Assistant Commissioner of Police, Traffic Branch, Aurangabad Police Commissionerate, Aurangabad on 28.02.2020 is also placed on record stating that police department will provide the E-mail I.D. of Aurangabad City i.e. cp.aurangabad@mahapolice.gov.in and acptraff.abad@mahapolice.gov.in and wide publicity of it would be given through local news papers. It is further stated that the police department will provide facility of lodging complaints on WhatsApp on the Nos. 8396022222 and 7030342222 and the complaints can also be lodged on Twitter Account Number i.e. <http://twitter.com/abadcitypolice>.

4. Affidavit sworn by Shri Suresh Vitthal Abhang, authorized signatory of the Maharashtra State Road Development Corporation Ltd. on 27.02.2020 is placed on record stating that

in respect of complaints relating to the flyovers and roads under control of Maharashtra State Road Development Corporation Ltd., facility of lodging complaints on e-Mail, WhatsApp and Twitter would also be provided for facilitating the lodging of complaints by the citizens. It is submitted that affidavit to that effect would be filed during the course of day. It is further submitted that wide publicity would be given about availability of this facility through the newspapers.

5. Affidavit sworn by Shri Sundardas Sukhdevrao Bhagat, Executive Engineer, Public Works Division, Aurangabad on 28.02.2020 is placed on record stating that the citizens can lodge complaints regarding pot holes on road, on E-mail ID No. aurangabad.ee@mahapwd.com.

6. The gesture of the respondents is appreciated.

7. The respondents shall give wide publicity to the facilities provided by them for lodging of complaints.

8. Order passed by Division Bench of this Court at Nagpur in Criminal Writ Petition No. 838 of 2019 is pointed out by the petitioner, who appears in person. As the respondents have positively undertaken to redress the grievance of the citizens at the earliest possible, we adopt the order passed in Criminal Writ Petition No. 838 of 2019 and issue following directions :

- a) On receipt of any complaint by email or on social media, Respondent No.2-Municipal Corporation, Aurangabad, the officers of respondent No.3 (Executive Engineer, Public Works Division Aurangabad) and / or respondent No.5 (Maharashtra State Road Development Corporation Ltd.) shall redress the grievance within 10 days from the receipt of the complaint.
- b) On receipt of the complaint directly by the police department, the same shall be forwarded immediately to the respondent No.2 - Municipal Corporation, Aurangabad.
- c) If the grievance of the citizen/citizens is not redressed within 10 days, the police department shall start investigation in the matter, and if it is found that

crime is to be registered, the same shall be done within 03 days of starting the investigation.

9. Place the matter for further consideration / hearing on 3rd March, 2020.

(S. M. Gavhane, J.)

(Z. A. Haq, J.)

vsm/-