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Dr. S. Kameswar Rao, is Associate Professor of Human Resource Management and heading the Training and Placement department at Centurion University of Technology and Management, India. His main interests emphasize on local governance and human resource management. He is a Certified HR Manager by VSkills, a JV of Govt. of India. Dr. S. Kameswar Rao has experience of working as Specialist (HSUI) with the Ministry of Housing & Urban

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Chapter - IV deals with the profile of Greater Visakhapatnam Municipal Corporation with reference to select services. Chapter - V presents the analysis of consumers' opinion on physical infrastructure facilities provided by GVMC. Chapter - VI presents the opinion of consumers on services provided by the Greater Visakhapatnam Municipal Corporation. Chapter - VII presents the opinion of consumers on the overall performance of GVMC in providing services to the public. Chapter - VIII presents summary, major findings and suggestions for improving the organization and working of Greater Visakhapatnam Municipal Corporation.



