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7/11/12 (O&M) OE

Sangram Keshari Mishra, I.A.S.
Principal Secretary to Government

Government of Odisha

Public Grievances and Pension
Administration Department,
Government of Odisha
Bhubaneswar - 751001

No. 1166 Dt. 10.02.2015

PG(I) - 05/2015 (P)



**All Collectors /
All Superintendents of Police.**

Sub:- Speedy and efficacious disposal of Public Grievances.

Sir/Madam,

I am to say that PG & PA Department is committed to the cause of redress of public grievances at the earliest. For achieving good governance through speedy, proper & efficacious redress of public grievances, the following instructions may please be followed. Some innovative suggestions are also enlisted below. Those suggestions should be tried to make grievance- redress system more effective.

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1. Adequate publicity through DIPROs / SDIPROs etc. should be given in the entire area where Joint Hearing of Public Grievances Camps, Maha Samadhan Sibirs, Samadhan Sibirs and/or Krushi Samadhan Sibirs are going to be held. This publicity should be given preferably before one week so as to invite people in large numbers to air their grievances in time before appropriate authorities.
 2. Grievance Boxes should be kept in the Blocks and/or Gram Panchayat Headquarters for the people to put their grievance petitions in the Boxes and those should be Collected and put up before the Collector of the district concerned preferably 2 or 3 days before the actual date of holding grievance Sibir.
 3. Collectors with the help of other District Level Officers should try to solve those problems and action taken reports should be handed over to the petitioners on the spot on the day of grievances hearing camp. In case those petitioners are absent on the spot, then steps should be taken to send the action-taken-reports to them. In case of new petitioners, the old system of collecting grievance petitions on the spot should be followed.
 4. **It may be thought of plying Grievance Vans with Grievance Boxes under the control an Officer / Staff of the Collectorate and those vans should move through the interior areas and collect grievance petitions from the doorsteps of the people especially from those people who cannot come or are incapable of attending Grievances Camps.**
 5. In any Grievance Hearing Camp, Collector concerned and other District Level Officers should dispose of maximum number of grievance petitions on the spot and the other petitions which cannot be disposed on the spot should be sent or/given to the District Level Officers concerned for needful action.



Angram Keshari Mishra, I.A.S.
Principal Secretary to Government

Government of Odisha

**Public Grievances and Pension
Administration Department,
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Bhubaneswar - 751001**

Zerox copies of the grievance petitions should be retained by the Collector's Office. The copies of the letters sent by Collector to the concerned District Level Authorities should be given to the petitioners for their information / reference.

The District Level Officers including Superintendents of Police should try to dispose of the grievance petitions within three days from date of receipt of the petitions. In case longer time is required for solving the grievances then the same may be intimated to the Collector and petitioner concerned. The time limit should be stuck to at any cost.

In case the grievances of the petitioner cannot be redressed because of legal impediments or other reasons then the same may be clearly intimated to the Collector concerned and the petitioner with reasoned decisions/orders.

Grievance petitions received can be classified into three categories-

- (a) Individual Grievances relating to individual problems.**
- (b) Grievances relating to villages / communities.**
- (c) Grievances relating to public interest at large.**

Weightage may be given for disposal of grievance petition depending on seriousness of the grievances.

Not only the grievances, the underlying causes should be addressed and solved so that no further grievance can spurt out from the same causes.

Minimum facilities should be provided for the petitioners as stated in this Department Letter No. 147/PRS/PG&PA, dated 13.10.2014.

It should be ensured that the Sibirs are held away from the District Headquarters as far as practicable, as discussed in the last Collectors Conference, so as to deliver services at the doorsteps or to take governance to the people.

The mission of Public Grievances & Pension Administration Department is to redress grievances of people as quickly as possible so as to bring smiles to their faces. I request all of you to help Public Grievances & Pension Administration Department to make this mission successful.

Yours faithfully,


Principal Secretary to Government.



Manigram Keshari Mishra, I.A.S.
Principal Secretary to Government

Government of Odisha

**Public Grievances and Pension
Administration Department
Government of Odisha
Bhubaneswar - 751001**

Memo. No. 1167 /PG&PA.,

Dated. 10.02.2015

Copy forwarded to Chief Secretary, Odisha / D.C-cum-Additional Chief Secretary, Odisha / Additional Chief Secretary to Hon'ble Chief Minister, Odisha / Additional Chief Secretary, Finance Department / Additional Chief Secretary, Revenue & Disaster Management Department / D.G of Police, Odisha for information and necessary action.

Memo. No. 1168 /PG&PA.,

Principal Secretary to Government.
Dated. 10.02.2015

Copy to all Revenue Divisional Commissioners for information and necessary action. They should also visit some of the grievances camps within their jurisdiction so as to ensure successful implementation of these instructions.

Memo. No. 1169 /PG&PA.,

Principal Secretary to Government.
Dated. 10.02.2015

Copy forwarded to All Departments of Government for information and necessary action.

~~Under Secretary~~ to Government.

**GOVERNMENT OF ODISHA
FINANCE DEPARTMENT**

Memo No. 4048 (6) /F.
FIN-OM-MTN-03/2013

Dated 19/2/2015

Copy forwarded to all Heads of Departments of Finance Department for information and necessary action.

Under Secretary to Government