

No. B. 16013/5/2022-23/A2/ARW (2)
GOVERNMENT OF PUDUCHERRY
ADMINISTRATIVE REFORMS WING
CHIEF SECRETARIAT

Puducherry, dt. 24 JAN 2023

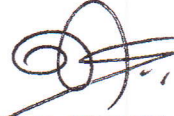
ORDER

Sub: ARW- Observance of "Public Grievance Redressal Day"-Reg.

The Lt. Governor is pleased to order that 15th of every month or the next working day (in case of 15th being holiday) shall be observed as "**PUBLIC GRIEVANCE REDRESSAL DAY**". All the Officers shall be present in their chamber to receive and hear the public grievances throughout the day. Arrangements shall be made by the departments to process the grievances the same day and the applicant shall be informed of the tentative timeline of response of Departments. No official meetings shall be scheduled on that day except for emergent circumstances.

2. A separate record preferably in digital shall be maintained in the office for the grievances received and the action taken for redressal. In each case, the final response shall be sent not later than the time limit prescribed in the citizen charter or 30 days if not prescribed.

/By Order /



(M.V. HIRAN)

3/11 UNDER SECRETARY TO GOVT. (ARW)

To

1. All Administrative Secretaries to Govt., Government of Puducherry
2. All Heads of Departments, Government of Puducherry-With an instruction to communicate the order to all the PSUs under the control of your Department.
3. The District Collector, Puducherry/Karaikal
4. The Regional Administrator, Mahe/Yanam
5. National Informatics Centre - for developing a digital portal for grievance redressal.
6. The Director, Department of Information and Publicity- for wide publicity of the "Public Grievance Redressal Day"

Copy to

1. The P.S. to Chief Secretary to Govt.
2. CRB