By e-Mail/FAX

GOVERNMENT OF ODISHA
REVENUE AND DISASTER MANAGEMENT DEPARTMENT
******

No. RDM-GRC-PGOT-0002-2024- 35086 /R&DM Dated 09 OCT 2024

From

Shri Deoranjan Kumar Singh, I.A.S.
Additional Chief Secretary to Government

To

All Collectors

Sub: Prompt, proper and effective redressal of grievances.

Madam/Sir,

I am to say that prompt, proper and effective resolution of public grievance is the prime duty and most important attribute of an accountable, responsive and citizen centric Government. During my review of pending grievances, it has come to notice that a large number of grievances in Janasunani portal and other forums also remain unaddressed for many days and even months without being properly addressed and resolved in time at the field level. Those grievances are mostly filed for non-availing of various public deliverables arising out of delay caused in disposal of mutation, conversions, Misc. Certificates, demarcation and encroachments, though there has been prescribed timeline for such disposal under Odisha Right to Public service Act, 2012 with daily fine of Rs.250/- Rupees in case of violation. This is also leading to large number of people coming to the state capital to meet higher authorities for their grievance redressal enduring extreme hardships and financial burden.

With a view to ensure time bound, proper, and effective redressal of public grievances, the following instructions are hereby issued which should be strictly adhered to;

1. Each district shall have a designated nodal officer not below the rank of ADM who will be accountable for timely collection of ATR from ground offices. Likewise, all sub-ordinate offices shall have a dedicated grievance cell manned by a suitable official to handle the grievance petitions. Upon receipt of any grievance, an acknowledgement should be given to the petitioner. A Help desk functioning in the office may be used for this purpose.
2. The matter coming under the fold of ORTPS Act, 2012 should be examined and disposed of on merit in accordance with the relevant Rules within prescribed period. The outcome of such disposal shall be intimated to the petitioner immediately.
3. Areas/services of very high public interface which is susceptible to grievance generation should be studied by the senior most officers to find out the attributing factors and simultaneously to bring out remedial measures for improving the processes and systems.

(Contd..2)

4. The nature and cause of grievance where maximum number of petitions are being filed, should be analyzed to find out the root cause and systemic deficiency in laws / Rules and the same may be intimated to the department for bringing out suitable changes with a view to improve processes and delivery.
5. Review of grievance disposal should be taken up in the monthly district revenue meeting where the responsibility in each delayed case should be fixed upon defaulting officer for the dereliction of Govt. duties and failure in delivery of public service to avoid reoccurrence.
6. Assessment of grievance disposal as generated from Janasunani portal and other forums shall be taken up in monthly meeting of all Revenue Officers at the Department level to be chaired by me.

You are, therefore, requested to undertake weekly review of public grievance redressal and to impress upon all the field level functionaries to attach high priority to timely disposal of grievance petitions. Any laxity noticed at any level will be viewed very seriously and exemplary disciplinary action will be taken against officer concerned.

Yours faithfully,

09/10/2024

Additional Chief Secretary to Govt.

Memo No. 35087 /R&DM Dated 09 OCT 2024

Copy forwarded to P.S to Hon'ble Minister, Revenue & DM for kind information of Hon'ble Minister, Revenue & DM.

9-10-2024

Joint Secretary to Govt.

Memo No. 35088 /R&DM Dated 09 OCT 2024

Copy forwarded to OSD to Chief Secretary for kind information of Chief Secretary.

9-10-2024

Joint Secretary to Govt.

Memo No. 35089 /R&DM Dated 09 OCT 2024

Copy forwarded to All RDCs for information. They are requested to review and monitor redressal of public grievances in every monthly review meeting and to ensure maximum resolution at District level without causing the petitioner to move higher forums. An assessment index of all offices under the division should be drawn up and the officers below the benchmark of 80% of disposal be taken to task.

9-10-2024

Joint Secretary to Govt.