

URGENT

**Government of Odisha
General Administration & Public Grievance Department**

No.GAD- PG-PG2- 0100-2020 2087 / GA & PG Date. 22.07.2020

OFFICE MEMORANDUM

Sub:- Addressing Public Grievances during Covid-19 Pandemic

In view of the spread of Covid positive cases in the State, the grievance cells have not been functioning since late March, 2020. Redressal of public grievances is a major plank of good governance. Considering the fact that the spread of COVID pandemic has not yet been arrested, the following modalities are put in place for grievance redressal.

1.Ban on entry of visitors to govt offices:

In order to control the rise in COVID infections in the state, entry of the outsiders to Government Offices (State/Central)/ PSU offices) will be barred until August 31st (except Police Stations). Government Offices should display the restrictions of entry of common public to the offices at a prominent place. Only the Office staff and the persons authorized by the Head of the Office shall be allowed to enter the Office premises.

2.Addressing the Public grievances during the ban period:

Following Centralized and Decentralised mechanism shall be used in tandem to redress public grievances effectively and expeditiously.

Decentralised Mechanism:

Near the entry gate of every government office in the districts, the phone numbers of the concerned officials who can be contacted in case of any public-service related issue are to be prominently displayed for information of the public

A directory of phone numbers/email IDs of all the related officials of the District is to be prepared and widely circulated for information of the general public.

A Grievance box shall be kept near the gate of the office for dropping of grievance petitions by the general public. A standard format (**Annexure-1**) for lodging grievance is attached herewith for reference in order to bring uniformity. The petitioner may be requested to provide the mobile phone details. The Office is to ensure that the petitioner is informed of the action taken on his petition.

Centralized Mechanism:

A. General public is encouraged to use **eAbhijoga** platform for lodging their grievances. eAbhijoga is an integrated application system, based on web technology which primarily aims at submission of grievances by the aggrieved citizens on an anywhere and anytime (24x7) basis for speedy redressal of their grievances.

The citizen can address his/her grievance to the offices viz. Chief Minister, Chief Secretary, Departments, DGP, RDCs, Collectors by choosing the appropriate authority. After lodging the grievance, the same can be tracked by the petitioner to know its status. The citizen needs to visit <https://cmgcodisha.gov.in> select the office to which he/she wants to lodge the grievance and fill up basic details.

For citizens who do not have access to internet facility, the Common Service Centers (CSCs) can be utilized to file the grievance applications and track the status.

B. For citizens who are unable to lodge the grievance on eAbhijoga, the following approaches can be adopted:-

a) Dedicated email ids for each Department/State Police Headquarter/District can be used to receive the grievances. The citizens, who are unable to lodge the grievance through eAbhijoga, can send the grievance over mail. The same will be downloaded and uploaded to eAbhijoga for processing. This can be done using the eAbhijoga feature "Lodge Postal/Manually Received Grievance".

b) A dedicated mobile number can be registered on Whatsapp through which each Department/State Police Headquarter/District can invite grievances from citizens. After receiving the grievance, the same may be uploaded to eAbhijoga for online processing.

eAbhijoga must be the central repository of all public grievances and hence petitions received through alternate means must also be captured on eAbhijoga.

Disposal Mechanism

a) In order to redress the grievance speedily and effectively, a **District level Grievance Cell** shall be constituted under the Chairmanship of Collector and DM. The Cell shall have an Administrative Officer not below the rank of Deputy Collector in the office of Collector designated as Nodal Officer.

Technical Staff of District NIC will help grievance cells to resolve technical issues, if any.

b) Similar Grievance Cell shall also be constituted in all the subordinate offices including Block and Tehsils under the chairmanship of Head of office and one senior officer as Nodal Officer. A data entry operator may be designated exclusively to look after the grievance petitions.

c) The Nodal Officer shall monitor the new and pending grievances on daily basis. All new case should be forwarded to the action taking authorities with dateline for disposal. The grievances relating to Covid / Health care issues/ Livelihood Support must be given top priority and should be disposed within 48 hours.

On every Monday, a meeting of the Cell may be convened in which the pending grievances shall be reviewed by Collector through VC with the concerned officers.

3. Grievance monitoring from State Headquarters.

Each Department have already designated an officer as Nodal Officer to look after Grievances- received both online and offline. During this period of pandemic, thrust should be given by each department for early disposal to obviate the need for citizens to approach govt offices personally.

The Secretary of the concerned Department may review pending grievances on every Monday and shall pass suitable instructions wherever necessary to subordinate offices for early disposal of pending grievances.

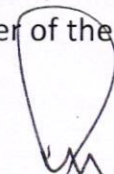
A State level Grievance Monitoring Committee under the Chairmanship of Chief Secretary shall review the disposal of grievances on every Monday. The State level Grievance monitoring Committee shall have the Director; PG&PA as the Nodal Officer and concerned Secretaries may join over VC.

4. Police Stations:

As general public may visit different Police stations and other subordinate police offices for issues which may not be possible to be addressed online, the DG Police shall prepare a Standard protocol to deal with the public so that physical distancing norms are followed. The police personnel need to be adequately trained and safety equipment/gear shall be made available to them to ensure their personal safety.

This Circular will come into effect from the date of issue and shall remain in vogue till 31st August 2020.

By Order of the Governor



(Sanjeev Chopra, IAS)

Principal Secretary to Government

Memo No. 2088 / GA & PG

Date. 22.07.2020

Copy forwarded to all the Departments of Government/ all the Heads of the Departments/ D.G. , Police Odisha, Cuttack/ all RDCs/ all Collectors & District Magistrate/ all SPs/ Commissioner of Police, Bhubaneswar for information and necessary action.

22/7/20
Director, P.G. & Ex-Officio

Special Secretary to Government.

Memo No. 2089 / GA & PG

Date. 22.07.2020

Copy forwarded to the Chief Advisor to Hon'ble Chief Minister, Odisha/ Sr. P.S. to Chief Secretary, Odisha/ P.S. to D.C. -cum- A.C.S., Odisha / Grievance Cell of the Hon'ble Chief Minister, Odisha/ P.S. to Principal Secretary to Government, GA & PG Department/ P.S. to Director, P.G. and Ex- Officio Special Secretary to Government, GA & PG Department for information and necessary action.

22/7/20
Director, P.G. & Ex-Officio

Special Secretary to Government

Memo No. 2090 / GA & PG

Date. 22.07.2020

Copy forwarded to I & P.R. Department for information and necessary action with a request to generate awareness among public at your level accordingly.

22/7/20
Director, P.G. & Ex-Officio

Special Secretary to Government.

Memo No. 2091 / GA & PG

Date. 22.07.2020

Copy forwarded to all Officers/all Branches of GA & PG Department/ Guard File(20 Copies) for kind information.

22/7/20
Director, P.G. & Ex-Officio

Special Secretary to Government

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ବି:ଦ୍ର.: ଆବଶ୍ୟକ ପଡିଲେ ଅଧିକ ସବିଶେଷ ବିବରଣୀ ଅଭିଯୋଗ ଦରଖାସ୍ତ ସହ ସଂଯୋଗ କରି ପାରିବେ ।