

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

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No. 10511 /GA & PG  
GAD-PG-PG2-0015-2025

Dated- 24.03.2025

From

Nihar Ranjan Dash,  
Director, Public Grievance &  
Ex-Officio Special Secretary to Government

To

All Collectors

Sub: - Conducting Joint grievance during summer season.

Madam/Sir,

I am directed to intimate that in view of the prevailing heat wave condition the following steps are required to be taken forthwith to conduct Joint Hearing of Public grievances by Collectors and Superintendents of Police in presence of other District level officers.

1. The period of grievance hearing on each Monday must be limited from 7AM to 10AM from 1<sup>st</sup> Monday of April 2025 onwards.
2. The number of receipt of grievance application should be reduced giving priority to senior citizens, ailing and infirm applicants, disabled persons and applicants seeking assistance from Chief Minister's Relief Fund.
3. Adequate sitting arrangement with sheds and drinking water facilities be arranged for the applicants and accompanist of infirm and disabled persons.
4. A dedicated team be formed to register and assign each of the grievance application in Janasunani Portal and to collect the Action Taken Reports to review and dispose them in online mode. Pending offline applications should also be brought to the Janasunani Portal and be disposed in online mode during this period.
5. The petitioner who desires to submit his grievance petition in the Joint Hearing to be conducted on every Monday has to register for slot booking through Janasunani Web Portal/ Mobile application. The Director, Public Grievance and Ex-Officio Special Secretary to Government, GA & PG Department will inform the CEO, OCAC regarding Date and Time for registration by petitioners in the Janasunani Web Portal/ Mobile application.

**This is URGENT.**

Yours faithfully,

  
Director, Public Grievance  
and Ex-Officio Special Secretary to Government

Memo No.- 10512 /GA & PG

Dated- 24.03.2025

Copy forwarded to the CEO, OCAC with a request to incorporate registration (Slot Booking) facilities for grievance petitioners for Joint Hearing of Grievances in district level conducted every Monday.

  
Director, Public Grievance  
and Ex-Officio Special Secretary to Government

Memo No.- 10513 /GA & PG

Dated- 24.03.2025

Copy forwarded to all Revenue Divisional Commissioners / all Superintendents of Police for information and necessary action.

  
Director, Public Grievance  
and Ex-Officio Special Secretary to Government

Memo No.- 10514 /GA & PG

Dated- 24.03.2025

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

  
Director, Public Grievance  
and Ex-Officio Special Secretary to Government