

No.F.3(16)-GA(AR)/14(P)/ 804  
Government of Tripura  
General Administration(AR) Department

Dated, Agartala, the 11<sup>th</sup> April, 2018.

**MEMORANDUM**

**Subject : Public Grievances**

Hon'ble Chief Minister, Tripura is holding Janatar Darbar for meeting with the general people and hearing their grievances. Accordingly, general peoples come from all over the state to meet with the Hon'ble Chief Minister in the Secretariat on Friday and lodge their grievances.

But, aggrieved citizens can also lodge their grievances online on the PG Portal from anywhere and anytime (24x7) basis to the Hon'ble Chief Minister or any Department/ Organisation of the State Government. Equal attention is given to such filed online.

**Following Issues can not be taken up for redress through PG Portal.**

- Subjudice cases or any matter concerning judgment given by any court.
- Personal and family disputes.
- RTI matters.
- Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
- Suggestions.

In this respect, it is necessary to register first on the PG Portal (<https://pgportal.gov.in>) and then login to CPGRAMS by providing Username and Password in User Login section of the home page. If anybody is unable to lodge grievances in the said portal, then he/she can take necessary assistance from the nearest DM, SDM and BDO's office or from the Community Service Centre(CSC) in the state.

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All the DM,SDM and BDOs are requested to extend necessary assistance to the member of the public in lodging their grievances online on PG Portal .These offices may arrange facility for scanning and uploading of relevant documents immediately.

Director of IT ,Tripura is requested to take necessary effort for providing such facilities through the Community Service Centre in the state.

Most priority should be given on the issue.



( B . Paul )  
Joint Secretary to the  
Govt. of Tripura

To

1. The Principal Secretary/Secretary/Addl. Secretary, Govt. of Tripura.
2. The all DM& Collectors of the concerned district , Govt. of Tripura.
3. The Director of IT,Govt. of Tripura with request to upload the same on the State Portal.
4. The SDM/BDOs of the concerned Sub-Division/R.D.Blocks.

Copy to:

1. The Principal Secretary to the Ho'ble Chief Minister, Tripura for kind information.
2. The PS to the Hon'ble Chief Secretary, Tripura for kind information.



Dated, Agartala, the 20<sup>th</sup> March, 2018

MEMORANDUM

Subject :- Public suggestion / grievance through online portal and installation of suggestion / complaint boxes in State Govt. offices

The Government desires to obtain suggestions / grievances from the General Public so as improve day to day functioning of various Departments. A link to file online grievances has been created in the State Portal. Similar links should be created in all website of State Govt. Email address of every office / department should be clearly displayed on all websites & public invited to send suggestions by mail. These designated mails should be checked every day & suitable action taken.

- 2] For the benefit of those members of the public not having internet facility, suggestion boxes may be installed at certain conspicuous locations, such as in all the DM Offices, SDM offices, Police Stations, BDO Offices, all the district level offices and office of Heads of the Departments. The said suggestion boxes may be opened every day and action may be taken by the concerned officers on various suggestions / complaints. Also wide publicity may be given to this initiative for the knowledge of general public.
- 3] Complaints against the Gazetted Officers in Cadre Services after preliminary enquiry, if found to be prima facie substantiated, should be forwarded to the GA(AR) Department for further action.
- 4] All Departments / Head of offices are requested to take necessary effort in this regard.

(T. Majumdar)

Additional Secretary to the  
Govt. of Tripura

Copy to:

- 1] All Principal Secretaries / Commissioner and Secretaries / Secretaries, Govt. of Tripura.
- 2] The Secretary, ICA for dissemination of this message through Mass Media.
- 3] All Departments / Head of Department, Govt. of Tripura.
- 4] All DM & Collectors / SPs / SDMs / BDOs.
- 5] The Director, IT, to immediately provide for link to online grievance portal in all website of all State Departments/Organizations.