



प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
**ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES**

75
Azadi Ka
Amrit Mahotsav



NATIONAL GOOD GOVERNANCE WEBINAR SERIES 2022-23

**"PM's Award Winning Initiatives under
Redressal of Public Grievances"**

---JULY 29th 2022---

"PRAJAVANI-JANAHIITHA"

Government of Telangana

"SARKAR AAPKE DWAR"

Government of Arunachal Pradesh

---ORGANIZED BY---

**National Centre for Good Governance (NCGG)
Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions
Government of India**

“In the Amrit Period of Independence, we are marching ahead rapidly to create a transparent system, efficient process and smooth governance to make development all-round and all-inclusive. The Government is committed to strengthening good governance, that is pro-people, and proactive governance. Guided by the ‘citizen-first’ approach, we remain untiring in our efforts to further deepen the outreach of our service delivery mechanisms and make them more effective.”

– Prime Minister Narendra Modi¹

¹ Message of Hon’ble Prime Minister Narendra Modi Ji at the Sushasan Saptah dated December 20, 2021

BACKGROUND

To realize the vision of the **Hon’ble Prime Minister of India Shri Narendra Modi** of a self-reliant India, the NCGG under the aegis of the Department of Administrative Reforms and Public Grievances, Government of India is organizing the National Good Governance webinar series for the year 2022-2023. These webinars covering Award Winning Initiatives which will help different stakeholders to broaden their skills, as well as to attain new knowledge that can supplement or complement their work areas.

The thirteen webinars would be on different themes and sectors under the good governance initiative that have been felicitated with the Prime Minister’s Award for Excellence in Public Administration. Award winning nominations under the PM Awards since the inception of the scheme which have proved replicable and sustainable will present their experiences.

The purpose of conducting the webinars is to highlight the best practices and award-winning achievements to create a precedence for other states to follow. Doing so would also infuse a new spirit and enthusiasm among administrators and other stakeholders involved in the implementation of different government governance schemes.

As a part of the National Good Governance Webinar Series (NGGWS), NCGG has convened the 04th Webinar on “PM’s Award Winning Initiatives under Redressal of Public Grievances” on July 29th 2022.

THEME – “REDRESSAL OF PUBLIC GRIEVANCES”

“Redressal of Public Grievances” aims to bring about significant improvements in service delivery and further empowerment of the citizens by ensuring that timely services are delivered in a transparent and fast manner, which is beneficial to the citizens. It has been the objective of the Government of India to bring to citizens, a multi-channel single window delivery structure for channelizing all types of government services at the local level in the most efficient manner possible using modern IT technology so that the citizens can access the services easily and conveniently at their doorstep. An effective, efficient and prompt service delivery system derives its moral and ethical basis.

INITIATIVE – “PRAJAVANI/JANAHITHA- GOVERNMENT OF TELANGANA”

“Prajavani-Janahitha” Telangana Citizen Relationship & Grievance Management System” is the program Launched at Rajanna Sircilla District to ensure that notified services shall be delivered within the prescribed stipulated time in default of which the applicant shall be share their complaints and once it resolved they will also share their feedback on it by different feedback channels. It has been an example of success in improving public services delivery with multiple channels to the citizens. Administered by the, Rajanna Sircilla District the program is started with a basic system that kept on evolving taking into consideration the different challenges faced and incorporating solutions over the grievances across from the district.

The objectives of the mission were, therefore, to reform the administrative set-up and service delivery mechanism for ensuring good governance, create a single and easy-to-access complaint and resolve system for service delivery, fix various easy channels for provisioning of services, fix accountability, reduce human interface by the use of information technology, prevent corrupt practices and empower citizens to avail services as a right.

INITIATIVE – “SARKAR AAPKE DWAR”

“SARKAR AAPKE DWAR” is a good governance initiative that incorporates the vision of National e-Gov plan “Public Services Closer to Home” and facilities single entry place for an entire range of G2C (Government to Citizens) and G2B (Government to Business) services.

The objective of “SARKAR AAPKE DWAR” is to provide smart, citizen-centric, ethical, efficient, and effective governance facilitated to provide all the Govt. Services to the people living in the villages at their doorstep and to resolve their grievances on the spot with the Motto “One Stop Solution to Multiple Problems”. The initiative involves universal and non-discriminatory delivery of all government services to citizens & Businessmen of allstrata and improved efficiency, transparency, and accountability for the government. The initiative features transformed government-citizen interface at all levels of administration along with a shared governance model.

“SARKAR AAPKE DWAR” adopts the concept of governance at door step to provide all the basic services by the State Govt, along with all the district officers/ officials have been conducting “SARKAR AAPKE DWAR” Camps in the villages of the district by providing basic services by issuing certificates of the authorized officers at village level.

PROCEEDINGS – Webinar on “Redressal of Public Grievances”

WELCOME AND INAUGURAL ADDRESS BY **SHRI, AMAR NATH (IAS)**
ADDITIONAL SECRETARY, DEPARTMENT OF ADMINISTRATIVE
REFORMS & PUBLIC GRIEVANCES, GOVERNMENT OF INDIA

Shri Amar Nath (IAS) Additional Secretary, Department of Administrative Reforms & Public Grievances, Government of India commenced the inaugural session by extending his warm and hearty welcome to the distinguished lead speakers, State AR Secretaries, District Collectors etc.

He mentioned that the Hon’ble Prime Minister of India Shri Narendra Modi on the auspicious occasion of Civil Services Day held on April 21st 2022 mandated DARPG to conduct virtual conferences with State Governments and District Collectors over the next twelve months, to disseminate award-winning initiatives which have been conferred the Prime Minister’s Award for Excellence in Public Administration in the past years since its inception in 2006. Hence The Central Government through DARPG we are making lot of efforts and comprehensively revamping the whole system of public grievance disposal. Various states also taking various initiatives and some of the states have done outstanding job in this regard. Now today we have to outstanding Civil servants who had done excellent work in their own districts and this gives an opportunity for us to listen to them how they went about, what are the challenges they faced and what are the issues which other districts can basically tackle. Through this platform They can get in touch with officers directly also and they can devise how experience from these two districts and from these two officers can be replicated in other states and districts.

[More info at - https://www.youtube.com/watch?v=6HE0edDJaW8](https://www.youtube.com/watch?v=6HE0edDJaW8)

“PRAJAVANI-JANAHITHA – GOVERNMENT OF TELANGANA

LEAD SPEAKER - **SHRI D. KRISHNA BHASKAR (IAS)** DIRECTOR COMMISSIONERATE OF INDUSTRIES GOVERNMENT OF TELANGANA

The speaker started by briefing how “Prajavani-Janahitha” is one of the most coveted and prestigious programs of Government of Telangana. The tag line being “Grievances Can Be Building Blocks”. he told that through the “Prajavani-Janahitha what kind of redresses were resolved for the period of October - 2016 to August-2021.

The Significance of the Prajavani-Janahitha program is the public grievances redressal program people can register their complaints any time on all working days online by sending a WhatsApp message, SMS, e-mail or by making a telephone call

Standardize and Simplify Citizen Service delivery systems and make the District administration more accountable to its citizens by resolving these issues. Vision is to The complaint lodged through Janahitha would be responded to in a time-bound manner -The highlight is Sustainability of the project for cover in all the districts of the state which reflects its acceptance by all stakeholders.

The speaker also acquainted the participants with the Prajavani-Janahitha Service Delivery Process. he told that how the citizens can apply for services Online. Citizens can create login or a WhatsApp or walk in to the control center and register their issue to the TS Janahitha number for adding and tracking grievances. The entire grievance process was tracked using a unique Id with SMS alerts.

The speaker detailed some important provisions of how TS Janahitha functions:

TS JANAHITHA FLOW CHART OF FUNCTIONS:

- Receive Grievances
- Dashboard to view the total grievances received, complete/ resolved, pending, escalated
- Capability to forward the Grievances to higher authorities
- Customizable MIS Reports & Dashboards
- Search capability & SLA Tracking
- Data Analytics – Mandal Wise/Department Wise

TS- JANAHITHA THE ACCESSIBILITY IN SERVICES:

Accessibility has been an important feature of the grievance redressal process. Many steps were taken to increase the convenience of accessibility.

- Facility for doorstep delivery in E-Services like caste and income certificate, Aadhar and T-App Folio for doorstep delivery
- Availability of internet connectivity and E-Service centers even in most backward areas (“Thandas”/Reserved Forest)

- Occasional visits of a group of officers to one hamlet regularly to sort out the issues (Special drives in remote Rudgrangi mandal)
- Saturation of Aadhar (99.6%) for easier access of beneficiaries through biometric Ids
- Revived Dial Your Collector to sort specific agenda services with mission mode action plans like- water, sanitation, municipal, passbooks, floods etc.
- Every Monday is designated as Grievance day to improve citizen services

SOME OTHER KEY PRACTICES FOLLOWED IN THE DISTRICT ARE AS FOLLOWS:

- Action Agenda days like 30 days’ sanitation mission mode to reach out to the people’s issues directly
- Field mobilization of District Heads of various departments as special officers and nodal officers for review of services at each mandal
- Citizen centric governance with volunteers, SHGs and Rythu Samitis etc. used for doorstep delivery of services

FEEDBACK:

There has been a system in place to glean feedback from beneficiaries:

- There have been multiple instances wherein certain individuals have not agreed with the nature of their closure and have requested re-examination, which was done. A proposal of rating system is in progress
- On social media, there is instant, public, actionable feedback. This has been particularly popular in our district
- There is a regular district level grievance review meeting with a dedicated section in Collectorate to track the follow-up actions and reminders to concerned officers apart from special nodal officers scrutinizing for each mandal.

RESULTS:

In terms of grievances as well, the number of grievances in the fields of Weaver welfare, drinking water, ground water, electricity, waste management have seen improvement. The overall closure has been high, often going above 99%.

“SARKAR AAPKE DWAR” DELIVERING “ONE STOP SOLUTION TO MULTIPLE PROBLEMS” – GOVERNMENT OF ARUNACHAL PRADESH

LEAD SPEAKER – SRI. SANG PHUNTSOK SECRETARY, DEPARTMENT OF HYDROPOWER, GOVERNMENT OF ARUNACHAL PRADESH

The speaker started by briefing about the Tawang district it is one out of the 25 districts of Arunachal Pradesh, situated in the North Western part of Arunachal Pradesh flanked by China in the North and Bhutan in the West and South.

The Government of Arunachal Pradesh with an objective of proving “One Stop Solution to Multiple Problems” of the Public at their doorsteps, has announced in the budget of 2018-19 that all the Deputy Commissioners of the Districts shall conduct “Jan Sunvai Samelan” in all the villages. The programme has been re-named as “Sarkar Aapke Dwar” (SAKD), to be in sync with “Sankalp Se Siddhi Tak” started as a public outreach programme. It is primarily aimed at creating awareness amongst the stakeholders about the various ongoing Government schemes. The District Administration, Tawang in co-operation with all the State Govt. Departments, Public Sector and Private Sector Banks, District Legal Services Authority has conducted “Sarkar Aapke Dwar” (SAKD) in the villages. During the year 2018-19, total of 26 SAKD camps were held in the district and as many as 29,565 people were benefited. In the year 2019-20, 23 camps were organized and 14,113 numbers of people benefitted from the camps. The SAKD camps has been held even in the remotest village of the district, known as Luguthang village on 28/11/2019 by traversing 24 kms on foot.

Sarkar Apke Dwar (SAD) as “Revolution in governance and super convenience to the people”. As per reports, he personally visited all the rooms allotted to various departments and while interacting with the officers, the officers have to take the benefits of government schemes to the unprivileged people in the society, making them part of the developmental process. Many eligible persons were not even aware of the government schemes which were meant for their benefits were being sponsored by the Central and State governments. Now the government has started several programmes to address public grievances and brought reforms to make lives of the citizens better, but often we falter at the implementation level because the challenge was to touch every section of the society the officers to make public governance systems more people-centric, inclusive development should be a sacred goal.

Sarkar Apke Dwar (SAD) works as a single window to resolve the grievances regards to All major government services, including caste and income certificates, power saving electrical items by Agricultural and Processed Food Products Export Development Authority (APEDA), driving license and registration and transfer of ownership of vehicles, Chief Minister Arogya Arunachal Yojana (CMAAY), enrollment of Aadhaar and ration cards, old age pension scheme and opening of bank accounts, new LPG, water and electricity connections, demonstration of EVMs with VVPAT, awareness on food and civil supply, agriculture, horticulture and veterinary beneficial schemes, sensitization on activities of rural, social welfare, education and health and family welfare beneficial schemes and also other various Jansubidha/digital delivery services ,etc were provided at the doorstep of the people of Mebo sub-divisional headquarter in the camp to minimize public suffering on Monday. It needs to be mentioned that, this program had been launched by the state government to end the role of middlemen and prevent the exploitation of the common people. This unique initiative won many awards and become a role model for others districts in the state.

Prof. Poonam Singh from the National Centre for Good Governance (NCGG) proposed the Vote of Thanks at the Webinar. She threw light on how these innovative initiatives led to become an example and serve as an opportunity for the officers to connect with and serve the poor people.

Before concluding she expressed her heartfelt gratitude to the eminent speakers who presented their views on “Prajavani-Janahitha & Sarkar Aapke Dwar” at the webinar. On behalf of NCGG, she thanked all the participants of the webinar comprising of Chief Secretaries/Administrators of All States and UTs of India, District Collectors, AR Secretaries, Heads of Administrative Training Institute of All States and UTs of India, Sr. Administrators, Eminent Academicians, Sr. Officials from DARPG and NCGG Team.

ANNEXURE – I – PRESENTATION – PRAJAVANI/JANAHIITHA

PROBLEMS CAN BE BUILDING BLOCKS

Public Grievance Redressal Rajanna
Sircilla District



INTRODUCTION

- About Our District
- Tailormade system over iterations
- USP –dynamic system.
- Grievances must be *dispose* They are building blocks.



ABOUT OUR DISTRICT

- Formed in October 2016
- Context
- Then and now.
- Punched above our weight
- **Building blocks**

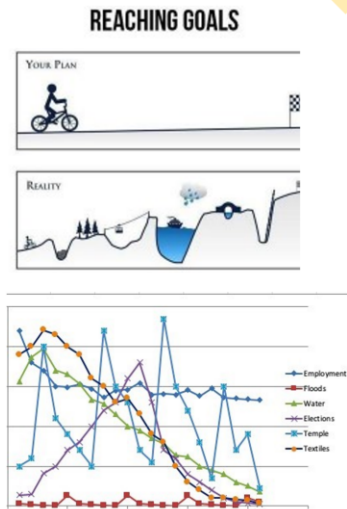


SOME RECOGNITIONS IN THE PAST YEARS

- Deendayal Gram Swashakti Karan: Gopalraopalli GP (2017)
- Deendayal Gram Swashakti Karan: Kasbekatkur GP (2017)
- Deendayal Gram Swashakti Karan: Mustipalli GP (2017)
- Veernapalli GP - SAGY village in Telangana State(2016)
- Veernapalli GP -Award for Best Literacy in the National level (2016)
- Swachhata Darpan National level 1st Rank (2017)
- Cheppelapalli, Hamlet of Musthabad -‘Haritha Mitra’(2018)
- Best Swachha Grahi (2018)
- Telangana Excellence Award(2018)
- National Award for Excellence in MGNREGA – 2019
- Appreciation for Covid-19 management- GOI(2020)
- Kayakalp for Health Services(2020)
- Prime Minister’s Awards for Excellence in Public Administration 2020

EVOLUTION OF OUR REDRESSAL MECHANISM

- First failures.
- Inflection points
- **Subtraction, not addition**
- Trend of main grievances
- Closure vs redressal
- What is the process? .



9 INFLECTION POINTS

- Employment
 - Original status
 - Now
- Water quality
 - Unique IDs
 - Saturation
 - Stakeholders
 - Fidelity
- Validation



9 INFLECTION POINTS (CONTINUED...)

- Vemulawada Maha Shivaratri
- Most visited?
- Application
- Specific learnings
- But bigger learning



9 INFLECTION POINTS

- Textiles
- Then
- Now
- Separate system
- Case studies



9 INFLECTION POINTS(CONTD...)

- **Waste Management**
- Without the quantum?
- Early trail of complaints.
- FSTP
 - Tie Up
 - Earnings
 - NGT Visit
- **Telangana Excellence Award**

NGT chairman takes stock of cleanliness in Sircilla

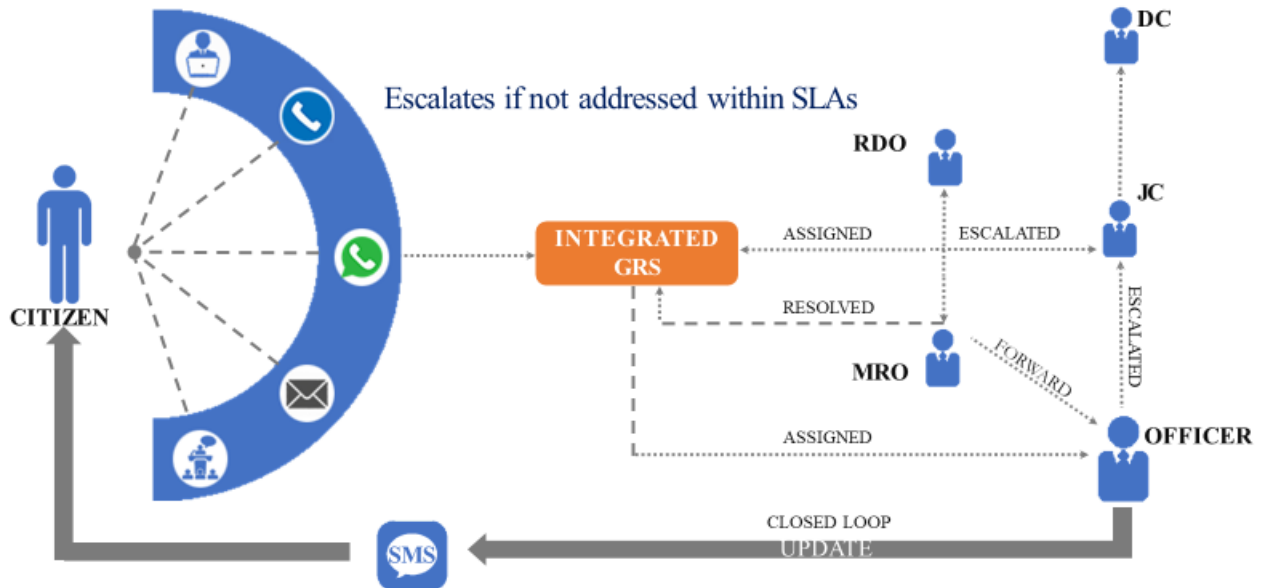


9 INFLECTION POINTS(CONTD...)

- **Elections**
 - Platform **Janahita**
 - Interoperability - ECI.
- **Covid-19 management**
 - Coordination with other States.
 - Powerlooms
 - DARPG - Workshop



GRIEVANCE REDRESSAL PROCESS



SOME SAMPLE SCREENSHOTS OF ONLINE REVIEW/SERVICES/ PROCESSES/DOORSTEP DELIVERY

Sl No.	Service Name
1	DGST Authentication
2	Bill Payments & Recharges
3	Current Address/Passport
4	RCR-18
5	Matrimonial & Affidavit Passbook
6	IT & CGR
7	Issue of Occupancy Right Certificate for Isam Lands
8	Certified copy of Registration Document
9	Certified copy issued by ARI or Dy. Tahsildar
10	Insurance certificate
11	Flora Petitions sub-division
12	Income Certificate
13	Agriculture Income Certificate
14	Community & DOB certificate-37/5u/3C
15	Issue of caste certificate to Brahmin Community
16	Residence certificate
17	DOB Certificate
18	IBC Certificate
19	Family Membership Certificate
20	Birth Certificate
21	Death Certificate
22	Police NOK for Transfer of Vehicle
23	Issue of NOK for Storing of Petroleum Products
24	NPOCL
25	Bookings & Donations
26	Pensioner Life Authentication
27	Registration & Visam
28	RTI
29	Aadhaar Slot Booking
30	Police
31	IT Market
32	Tax
33	Informational Services
34	Others
35	Weather

CHALLENGES THAT REMAIN

- **Policy issues**
 - Not possible.
 - Court orders
- **Fake complaints/ fake complainants**
 - More common than desirable
 - But cannot be denied
- **Passing the Parcel**
 - Round till it comes back



WHAT CONSTITUTES “CLOSED”?

- What you see – is not what you get
- Specific reasons:
 - Unsolvable/Very challenging(10%)
 - Policy issues(5%-10%)
 - Fake complaints + Fake complainants(5%-15%)
 - Long Gestation + Commitment(5%-10%)
 - Passing the buck(5%-10%)
- The Temptations of numbers



LAST THOUGHTS

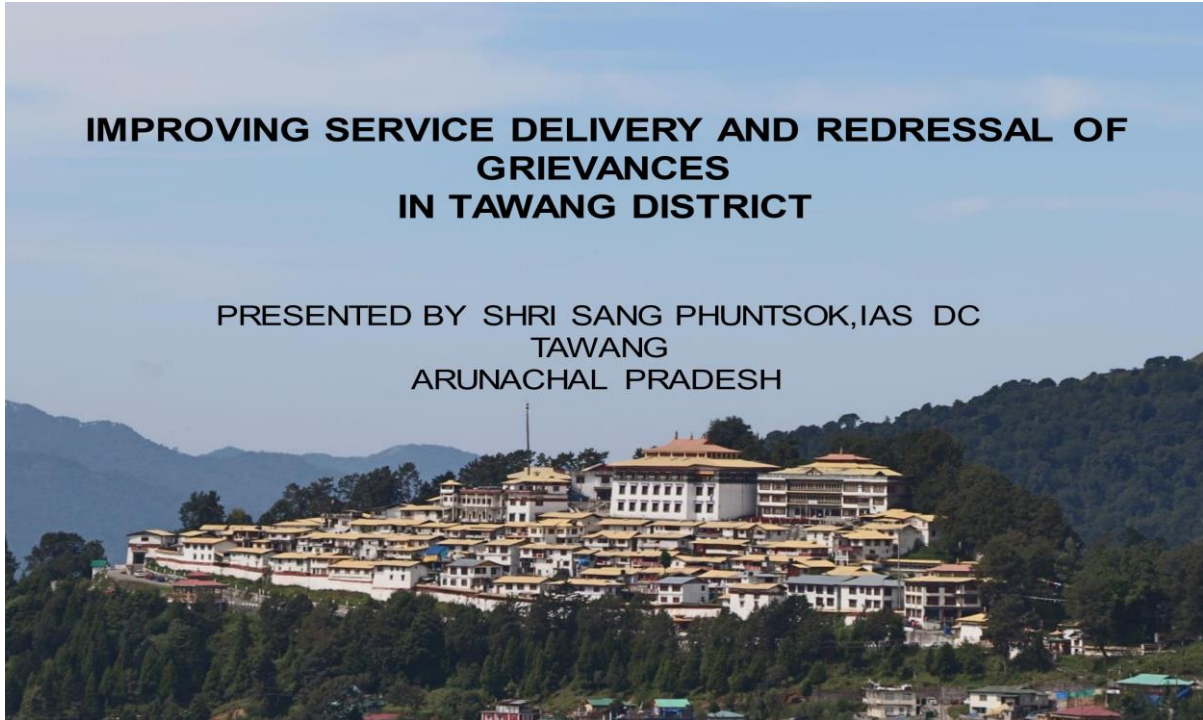


- Thank you!

ANNEXURE – II – PRESENTATION – “SARKAR AAPKE DWAR”

**IMPROVING SERVICE DELIVERY AND REDRESSAL OF
GRIEVANCES
IN TAWANG DISTRICT**

PRESENTED BY SHRI SANG PHUNTSOK, IAS DC
TAWANG
ARUNACHAL PRADESH



INTRODUCTION

- Total geographical area of Tawang district is 2172 Sq.km.
- Average altitude of the district varies from 3500 ft to 22500 ft.
- The altitude of Tawang Town is 9850 ft.
- Total Population of the district is 49977 (as per census 2011).
- Male : 29151 and Female : 20826.
- Tawang district is bounded by China (Tibet) in the North, Bhutan in the West & South, West Kameng District in the South.
- Main Occupation : Agriculture and Animal husbandry.
- Tawang is one of the most popular tourists destination in the north east.
- Tawang is also one of the main Buddhist pilgrimage centre as it has the famous Tawang Monastery which was established in 1681.
- Administrative Sub-Divisions : 3 nos.
- Villages : 218 nos.

SARKAR AAPKE DWAR

In pursuance to the direction of the State Govt, the Deputy Commissioner along with all the district officers/ officials have been conducting **SARKAR AAPKE DWAR** Camps in the villages of the district.

The purpose of the SAKD Camps are to provide all the Govt. Services to the people living in the villages **at their doorstep** and to **resolve their grievances on the spot** with the Motto **“One Stop Solution to Multiple Problems”**.

A total of **140 Nos (approx)** of officers and officials from **41 departments** have been participating in the SAKD camps.22



Year	No. of Camps	Total Beneficiaries
2018-19	26	29,565
2019-20	23	14,130
TOTAL	49	43,695

MAJOR SERVICES PROVIDED AND GRIEVANCES REDRESSED IN THE SARKAR AAPKE DWAR CAMPS

Issue of ST/ PRC Certificates	Birth & Death Certificates	Aadhar Enrollment	Free Medical Services
Registration for Old age/ Widow/ Disability pensions	Issue of Ration Cards	New Power and water Service Connection	Registration for New Job Cards under MGNREGA
Registration of marriages	Collection of outstanding payments of Power Deptt.	Issue and renewal of Driving License	New Registration & Renewal of Vehicles
New account opening by banks (including Jan Dhan)	Enrollment under PMJJBY and PMSBY	Creating awareness on various schemes of the Govt.	And other services.



- During the last two years **49 SAKD camps** were conducted and all the 218 villages have been covered.

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FEW OF THE ACHIEVEMENTS OF SAKD CAMPS ARE:

Sl.No	Documents issued	2018-19	2019-20
01.	ST Certificates	1884	1023
02.	PRC	1671	1117
03.	Marriage Registration	197	150
04.	Birth certificates	1848	1203
05.	Aadhar Enrolment	1000	713
06.	Free Seed distribution to farmers by District Admn.	899	394
07	And many other services like Driving license, Old Age Pension, Awareness on various Schemes of Govt., new job card under MGNREGA etc are provided		



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SERVICES PROVIDED TO SENIOR CITIZENS

Some of the services provided to the senior citizens who are not able to come to the offices are:

- Issuance of ST certificate
- Permanent Resident Certificate
- Registration for Old age pension
- Aadhar enrolment
- Other benefits.



Senior citizens being registered for old age/widow pension



Issuing ST Certificate to a senior citizen by DC during SAKD camp

SERVICES PROVIDED AT LUGUTHANG DURING SAKD CAMP

SAKD Camp was held at remotest village of the district, Luguthang on **28th Nov.2019** which is situated at an altitude of **13,500 feet**, and took **two days on foot** to reach there.



Officials on Two Days Foot March

- Household - 11 nos.
- Main Occupation – Yak Husbandry
- ST Certificate Issued – 06 Nos
- PRC Issued -13 Nos
- Birth/Death Certificate -03
- Patient Attended - 63 Nos



Villagers of Luguthang Attending SAKD camp

SERVICES UNDER AGRI-HORTI SECTOR



Villagers Receiving free seeds from Dist. Magistrate



Farmers receiving subsidized Power tillers under CM's Agril. Mechanization Program



Registration of farmers during SAKD camp



A farmer receiving subsidized Agriculture equipment

SERVICES PROVIDED UNDER HEALTH SECTOR



Free Health camps in interior village (Sazo village) of Tawang district



Registration under CM Arogya Arunachal Yojana at SAKD camp at Muktur village near Bhutan border



Health worker on a mission to immunize the children of last border village Luguthang



MLA Tawang monitoring the Health Camp during SAKD Camp.

SERVICE PROVIDED UNDER EDUCATION SECTOR

➤ *All the officers in the district were made to adopt one school each to improve the quality of education and to redress grievances if any in the adopted school.*

➤ On receipt of request from Headmasters/ Headmistress, Computers were provided by District Administration to Govt. Schools located in remote Rural Areas.

➤ District Administration Felicitates toppers of schools during SAKD camps to encourage competition among the students.



DC Tawang interacting with students



Felicitation of School toppers during SAKD

DISTRICT INITIATIVE UNDER SWACH BHARAT MISSION

- Segregation of Waste at source
- Daily door to door collection of waste in Bio-degradable Garbage bags
- The bio-degradable bags are sold from DUDA @ Rs.5, Rs.6, & Rs.10.
- The collection of wastes are based on **POLLUTER PAYS PRINCIPLE**
- Blue for Dry waste and Green for Wet Waste
- The public are also encouraged to use **COMPOST PIT** for disposal of Wet/Kitchen Waste.
- **Plastics are sorted out** from the dumping yard and handed over to PWD for use in black topping of roads.
- **Mass social services** are carried out on 1st and 3rd Saturday of every month



GRIEVANCE REDRESSED IN POWER SECTOR

- Non-availability of the regular power supply was a major grievance of the people of the district till 2016-17.
- The only source of power of the district are from 16 Nos of small & micro Hydel Stations.
- One of the reason for shortage of power supply was due to lack of co-ordination between Generation department (DHDP) and Distribution department (DoP).
- Due to the regular visit & monitoring of the Hydel Stations and by conducting regular co-ordination meetings with both the deptts, now 24x7 power supply



Shaikangchu SHEP(3x2) M.W.

SERVICES UNDER E-GOVERNANCE

1. **e-Service /Service plus**
 - ST Certificate- 805 Nos
 - PRC – 750 Nos
 - Income Certificate- 431 Nos
 - Govt ID Card- 57 Nos
 - Dependent Certificate- 12 Nos
 - Character Certificate- 35 Nos
2. **e-Inner line permit- 3705 Nos**
3. **CM Dash Board- Monthly department wise performance report are evaluated**
4. **CPGRAMS- 5 complaints received & resolved**
5. **Jeevan Pramaan**
6. **Wi-Fi project**
7. **GeM**
8. **SWAN Version 2.0**



e-Certificate (STC) under Service Plus



Jeevan Pramaan Registration for pensioners

PUBLIC GRIEVANCE REDRESSAL

Grievances can be redressed in the following ways:-

1. *Face to face interface in office.*
 2. *Sarkar Aapke Dwar Camps.*
 3. *Through Telephone.*
 4. *Through WhatsApp.*
 5. *Complaint & Suggestion Box.*
 6. *CPGRAMS.*
- As per Citizen Charter, most of the services are to be provided within 7 days duration. However, **services are provided within 3 days.**
 - DC and all the officers are easily accessible to everyone to place their grievances anytime even at residences on holidays. **Therefore grievances are few or virtually non-existent.**
 - To remove psychological/ physical barrier between the DC and the common public, the system of keeping PSOs by the DC was done away with.



Citizen Charter at Tawang DC office



Grievance Redressal at village

ACHIEVEMENTS AND AWARDS TO THE DISTRICT

- Tawang District has been awarded Gold medal for Best Performance in organizing SAKD Camps in the year 2018-19.
- Tawang District achieved first ODF district in the state on 10th September, 2017.
- Tawang has been adjudged as cleanest District of North East under Swachh Survekshan Gramin by Ministry of Drinking Water and Sanitation in the year 2018.
- Tawang has been adjudged as best tourist destination by Govt of Arunachal Pradesh in 2017.
- District Hospital Tawang received Kaya Kalp award in 2017 & again in 2018.



ANNEXURE – III – LIST OF PARTICIPANTS

S.NO.	NAME	ATTENDEE EMAIL
1.	Collector Tirupathur	collrtp@gmail.com
2.	NCGG, GOVERNMENT OF INDIA	akashsikdar3@gmail.com
3.	Shillong-Meghalaya	
4.	UPAAM	upaamlko@gmail.com
5.	Perambalur - Tamil Nadu	droperambalur2021@gmail.com
6.	DM NORTH TRIPURA	dmnorthtripura@gmail.com
7.	DISTRICT COLLECTOR TRICHY	nictrytn@gmail.com
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