

No. B. 16013/5/2022-23/A2/ARW
GOVERNMENT OF PUDUCHERRY
ADMINISTRATIVE REFORMS WING
CHIEF SECRETARIAT

Puducherry, dt. 31 JAN 2023

ORDER

Sub: ARW- Observance of "Public Grievance Redressal Day"-
Creation of "Help Desk"-Reg.

Ref.: This Departments order of even no. dt. 24.01.2023

As per the order cited above, all the Departments in the Government of Puducherry has been directed to conduct "Public Grievance Redressal Day", on 15th of every month or the next working day (in case of 15th being holiday) shall be observed as "**PUBLIC GRIEVANCE REDRESSAL DAY**".

2. In order to facilitate the public, all Departments shall constitute sufficient nos. of "Help Desks" consisting of Computer with internet connection, Printer and Scanner to receive the complaints of the Public and to provide acknowledgement to them. The "Help Desks" may be placed at a prominent location in the Departments along with the display "**PUBLIC GRIEVANCE REDRESSAL DAY**" to facilitate the Public.

3. In this regard, an official from your department may be nominated to attend the training on the grievance portal scheduled to be conducted by the NIC, Puducherry on 09.02.2023, 10.00 AM at the ARW Training Hall, Block 'C', Chief Secretariat, Puducherry.

/By Order /

(M.V. HIRAN)

UNDER SECRETARY TO GOVT. (ARW)

To

1. All Administrative Secretaries to Govt., Government of Puducherry
2. All Heads of Departments, Government of Puducherry-With an instruction to communicate the order to all the subordinate organisations under the control of your Department.
3. The District Collector, Puducherry/Karaikal
4. The Regional Administrator, Mahe/Yanam
5. The Deputy Secretary to Govt. (Estt.), Chief Secretariat, Puducherry- For necessary arrangements please.
6. The National Informatics Centre, Puducherry- For necessary action please.

Copy to

The P.S. to Chief Secretary to Government.