

NOTIFICATION

The Government of Assam has been laying emphasis on Good Governance. Good governance requires a responsive, responsible, transparent and accountable administration. It has been observed that a lot of complaints/memorandums/grievances pertaining to various departments/offices/public services are received in this office. A lot of complainants also visit this office for redressal of their grievances. It is to be noted that many of these complaints pertain to different departments which cannot be solved on spot and for which communication have to be made with the concerned departments. It is also observed that the public has to wait for long hours to meet the Government Officers who are sometimes busy in other important works or are on some field visit.

It is therefore, decided to devise an institutional mechanism for redressal of public grievances/complaints in a systematic and time bound manner.

The following shall be the mechanism:

(i) A Public Grievances Redressal (PGR) Day named as **"Raijar Chora"** shall be organized in **Conference Hall of DC Office, Bongaigaon** on every **2nd and 4th Tuesday of every month from 10.30 AM onwards**. In case Tuesday is a holiday, the PGR day shall be held on the next working day.

(ii) All the officers of the District Administration and Sub-divisional Administration (DDC/ADCs/SDO(C)/COs/CO (A)/AC's & CEO, ZP) and all the Heads of Departments of the district will remain present in the above mentioned venue on PGR days. If the concerned officer is unable to attend due to unavoidable circumstances, then his next senior most officer will attend. Any willful absence will be viewed seriously.

(iii) The PG cell of this Office will be the Nodal Branch to coordinate the whole exercise.

The composition of the PG cell will be as follows:

1. Smt Chandra Devi, ACS, DDC, Bongaigaon- Officer- in charge
2. Sri Partha Pratim Khanikar, ACS, AC, Bongaigaon, Assisting Officer
3. Smt Bashabi Thakuria, ACS, Election Officer, Bongaigaon, Assisting Officer
4. Smt Munmi Saikia, ACS, AC, Bongaigaon , Assisting Officer
5. Masum Yusuf Ahmed, ACS, AC, Bongaigaon , Assisting Officer
6. Sri Dimbeswar Das, Revenue Sheristadar i/c D.C's Office Bongaigaon
7. Sri Akhan Ch Rabha, Sr. Asstt, D.C's Office Bongaigaon
8. Sri Prabin Kumar Rabha, Jr. Asstt, D.C's Office Bongaigaon
9. Sri Pranjal Das, Jr. Asstt, D.C's Office Bongaigaon
10. Sri Bhaskar Jyoti Deka, Jr. Asstt. D.C's Office Bongaigaon
11. Sri Rebaty Ray, P/S



The staff of the PG cell will register the complaints from **9.30 AM to 10.30 AM**. Then these complaints will be placed in the **PGR camp** from **10.30 AM onwards**. If possible, on the spot remedy /redressel / reply will be given. Otherwise, the concerned departments/office/officer will look into the matter and inform the complainants on the action taken within fixed time and submit action taken report in the next PGR day. The PG cell will maintain a proper record of complaints/petitions/ grievances received and its disposal.

(IV) **This initiative will not only ensure good governance, responsive & accountable administration, but will also be a continuous and real time review of the working of all Departments/Officers of the District.**

(V) The PGR Day will begin from **10/09/2019**

Deputy Commissioner,
Bongaigaon
Date: 03/09/2019

Memo No. BPE.16/2014/174-175

Copy for information and necessary action etc. to:

1. The Chief Secretary to the Govt. of Assam, Dispur, Guwahati-6
2. The Principal Secretary to the Hon'ble Chief Minister, Assam, CM's Secretariat, Dispur, Guwahati-6
3. Hon'ble Minister i/c Bongaigaon District
4. Hon'ble MP 6 Barpeta HPC
5. Hon'ble MLA 32-Bongaigaon LAC, 34- Abhayapuri North LAC, 35- Abhayapuri South (SC) LAC, 33-Bijni LAC
6. The Commissioner, Lower Assam Division, Guwahati-1
7. The DDC, Bongaigaon/ CEO Zilla Parishad Bongaigaon/ President Zilla Parishad Bongaigaon
8. The Superintendent of Police Bongaigaon
9. The Addl. Deputy Commissioner (All) Bongaigaon
10. The SDO(C) North Salmara Abhayapuri
11. The Chairman BMB
12. ZPM/APM/GP Presidents (all)
13. The Circle Officer, Bongaigaon/Bijni/Srijangram/Boitamari/Dangtal
14. The Assistant Commissioner (all)
15. The DIO NIC Bongaigaon for uploading the order in District web site.
16. All District Head of Department Bongaigaon District
17. The DIPRO, Bongaigaon for information. She is requested for giving wide publicity to the initiative so that maximum people may be benefited.

Deputy Commissioner,
Bongaigaon