



GOVERNMENT OF KERALA

Abstract

CHIEF MINISTER'S PUBLIC GRIEVANCE REDRESSAL CELL- EFFECTIVE
IMPLEMENTATION OF SUTHARYA KERALAM PROGRAMME –
INSTRUCTIONS – ORDER ISSUED

GENERAL ADMINISTRATION (CMPGRC) DEPARTMENT

G.O (Rt) No.4377/2005/GAD.

Dated, Thiruvananthapuram 2nd June 2005

Read:- 1. G.O (Ms) No.11/A2/04/I&PRD dated 23-12-2004
2. Note dated 19-5-2005 from the Hon'ble Chief Minister of Kerala.

ORDER

As per the Government order read above, the Government have launched the "Sutharya Keralam Programme" with the objectives of expeditious redressal of public grievances, protecting the right for information and also ushering in a transparent and effective governance system.

A lot of queries / complaints are being received from the public through the Sutharya Keralam Programme. The success of the programme depends on how expeditiously and meaningfully these are attended to and redressed. Any delay in getting replies/reports from the officials concerned on the complaints received would hamper the successful implementation of the programme.

In order to ensure prompt redressal of grievances/complaints of the public received through Sutharya Keralam Programme, it is essential that such cases are attended to at all levels on top priority with a sense of importance. With the above objective in view, the Government issue the following orders for strict compliance by the Principal Secretaries/Secretaries/Heads of Departments/Chief Executive Officers of Public Sector Undertakings and any other Heads of Officers concerned.

1. Communication relating to Sutharya Keralam Programme will be attended to on top priority with a sense of importance.
2. The Principal Secretaries/Secretaries/Heads of Departments/Chief Executive Officer of Public Sector Undertakings and other concerned to whom the queries/complaints under the programme are sent from the Chief Minister's Public Grievance Redressal Cell, will see that replies there to/reports thereon, are sent within 15 days of receipt of such communication. In order to adhere to this time

limit, they may resort to special steps that they deem appropriate for gathering the details required.

3. With regard to cases where specific instruction/direction is given by the Chief Minister on the basis of the outcome of interaction with the petitioner through the phone in programme telecast by Doordarsan, the Principal Secretary/Secretary/Heads of Departments/Chief Executive Officers of Public Sector Undertakings concerned will see that the instruction/direction is complied with immediately and report thereon sent to the Chief Minister's Public Grievance Redressal Cell within 7 days, so that the Cell can apprise the Chief Minister of the position early.
4. In respect of cases which require detailed examination and processing by concerned departments in the Secretariat, the Chief Minister's Public Grievance Redressal Cell will transfer the case to such departments immediately on receipt of the reports and it shall be the responsibility of the concerned department to see that the matter is processed further on top priority and the Chief Minister apprised of the action taken at the earliest. The Chief Minister's Public Grievance Redressal Cell will also be kept informed of the position.

The Principal Secretary/Secretary/Heads of Departments/Chief Executive Officer of Public Sector Underakings etc., will ensure that the above instructions are strictly followed while attending to communications under Sutharya Keralam Programme. They will take personal responsibility in this regard and see that the matter is not held up unduly at any level.

By order of the Governor,

PALAT MOHANDAS,
Chief Secretary to Government

To

All Principal Secretaries to Government.
Secretaries to Government
All Heads of Departments
Managing Director of all Public Sector Undertakings
Heads of all Government Agencies
Chairman, KSEB
Chairman, Kerala Water Authority
Accountant General, Kerala
All Commissions.
Heads of all Autonomous Bodies
All Departments/Sections of Secretariat
Additional Secretary to Chief Secretary
C.A to Additional Chief Secretary
Stock File
File