

GOVERNMENT OF TRIPURA
GENERAL ADMINISTRATION (AR) DEPARTMENT
SECRETARIAT: AGARTALA

No.F.3(16)-GA(AR)/14(Part-II)/1061

Dated, Agartala, 20th April, 2021

MEMORANDUM

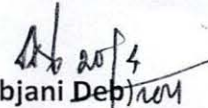
Subject:- Redress of pending Public Grievances on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Tripura-reg.

The undersigned is directed to enclose herewith a system generated statement as on 16th April, 2021 indicating pendency against each department, and it is observed, there are 4(four) public grievance are pending more than 1(one) year, and 66(sixty-six) cases are pending as on 16-04-2021.

2] I am also directed to dispose of all the public grievances within 30th April, 2021. COVID-19 grievances shall be dispose of within 3(three) days other-then 60(sixty) days. If it is not possible to completely redress the grievance/respond to suggestion in 3(three) days then a suitable interim reply may please be given to the petitioner.

3] This may be treated as **MOST URGENT**.

Encl:- As stated above.


(Debjani Deb)
Deputy Secretary to the
Government of Tripura

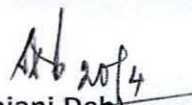
To

All Head of Departments

Copy to:

1. The PS to the Chief Secretary, Tripura for kind information to the Chief Secretary.
2. The Principal Secretaries/Secretaries/Special Secretaries/Addl. Secretaries, Govt. of Tripura.
3. The Nodal Officer, Public Grievance Portal (CPGRAMS) Departments/ Organizations, Govt. of Tripura.
4. The District Magistrate & Collector, West/ Sepahijala/ Gomati/ South/ Khowai/ Dhalai/ North/ Unakoti District.
5. The Director IT, IT Bhawan, ITI Road, Indranagar, Agartala with request to upload the same in the State Portal as well as GA(AR) Department's Webpage.




(Debjani Deb)
Deputy Secretary to the
Government of Tripura

SIO(S.D.)

Name	Brought Forward	Received During	Disposed During	Average Disposal Days	Total Pending As On ToDate	Between 0 to 15Days	Between 16 to 30Days	Between 31 to 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	More Than 1 Year
Administration Administrative Reforms												
Department of General Administration Personnel and Training.	3	9	12	284	0	0	0	0	0	0	0	0
Department of General Administration Printing and Stationery.	0	2	2	6	0	0	0	0	0	0	0	0
Department of General Administration Secretariat Administration.	0	6	6	14	0	0	0	0	0	0	0	0
Department of Health and Family Welfare	54	90	140	363	4	1	2	0	0	0	0	1
Department of Higher Education	1	49	50	25	0	0	0	0	0	0	0	0
Department of Home Fire Service	0	6	6	126	0	0	0	0	0	0	0	0
Department of Home Jail	0	5	3	90	2	0	0	0	0	0	2	0
Department of Home Police	3	77	77	31	3	2	1	0	0	0	0	0
Department of Industries and	24	24	46	578	2	2	0	0	0	0	0	0

Name	Brought Forward	Received During	Disposed During	Average Disposal Days	Total Pending As On ToDate	Between 0 to 15Days	Between 16 to 30Days	Between 31 to 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	More Than 1 Year
Police Khowai												
Superintendent of Police North Tripura	1	62	63	33	0	0	0	0	0	0	0	0
Superintendent of Police Sepahijala	0	1	1	4	0	0	0	0	0	0	0	0
Superintendent of Police South Tripura	0	4	4	21	0	0	0	0	0	0	0	0
Superintendent of Police Unakoti	1	6	7	3	0	0	0	0	0	0	0	0
Superintendent of Police West Tripura	3	43	43	30	3	1	2	0	0	0	0	0
Total	555	1410	1899		66	28	12	12	3	4	3	4