



COVID-19

OFFICE OF THE DISTRICT MAGISTRAT, COLLECTOR-CUM-CHAIRMAN
DISTRICT DISASTER MANAGEMENT AUTHORITY BHADRAK

No. 9873 /Emg

Date: 23 .07.2020

To

The Superintendent of Police, Bhadrak/
The Project Director, DRDA, Bhadrak/
The CDM & PHO, Bhadrak/
The Sub-Collector, Bhadrak/
All Tahasildars/
All Block Development Officers/
All Executive Officers of ULBs/
All District Level Officers/
All Line Department Offices

Sub: - Addressing Public Grievances during Covid-19 Pandemic -reg.

Sir,

We are to inform you that Principal Secretary to Govt. in General Administration & Public Grievance Department has communicated an Office Memorandum vide Order No.2087 dt.22.7.2020 regarding addressing Public Grievance during COVID-19 Pandemic as mentioned here under;

1. There shall be ban on entry of visitors to Govt Offices except Police Station till August 31st.

The Office should display the restrictions of entry of common public to the offices at a prominent place. Only the Office staff and the persons authorized by the Head of the Office shall be allowed to enter the Office premises.

2. Addressing the Public grievances during the ban period:

Following Centralized and Decentralised mechanism shall be used to redress public grievances effectively and expeditiously.

Decentralised Mechanism:

- 1- The phone numbers of the concerned officials who can be contacted in case of any public-service related issue shall be prominently displayed for information of the public near the entry gate of every Government Office.
- 2- A directory of phone numbers/email IDs of all the related officials of the District shall be prepared and widely circulated for information of the general public.
- 3- A Grievance box shall be kept near the gate of the office for dropping of grievance petitions by the general public. The petitioner shall apply in a standard format (enclosed) to lodge his grievance and give his mobile phone details for informing him the action taken on his petition by the concerned Office.

Centralized Mechanism:

1. Further general public shall be encouraged to use **eAbhijoga** platform for lodging their grievances. They shall also be made aware about the efficacy of this grievance portal. They shall be requested to visit <https://cmgcodisha.gov.in> to select the office to which they want to lodge the grievance and fill up basic details.
 2. For citizens who do not have access to internet facility, the Common Service Centers (CSCs) can be utilized to file the grievance applications and track the status.
 3. For citizens who are unable to lodge the grievance on eAbhijoga, the following approaches shall be adopted:-
 - a) Dedicated email ids for each Office shall be used to receive the grievances. The citizens, who are unable to lodge the grievance through eAbhijoga, can send the grievance over mail. The same will be downloaded and uploaded to eAbhijoga for processing. This can be done using the eAbhijoga feature "Lodge Postal/Manually Received Grievance".
 - b) A dedicated mobile number shall be registered on Whatsapp through which each Office shall invite grievances from citizens. After receiving the grievance, the same may be uploaded to eAbhijoga for online processing.



Disposal Mechanism

- a) In order to redress the grievance speedily and effect ively, a **District level Grievance Cell** has been constituted under the Chairmanship of Collector and DM. and the Addl. District Magistrate(Gen), Bhadrak is the Supervising Officer and **Smt. Manorama Jali, Dy. Collector Mob.9438045687** and **Sri Pradosh Subhadrashan Mohanty, Dy. Collector Mob.9437297983. DIO, NIC, Bhadrak** alongwith his technical staff will rendor necessary assistance to grievance cells to resolve technical issues, if any.
- b) Similar Grievance Cells shall also be constituted in all the District Level / Subordinate Offices under the chairmanship of Head of office and one senior officer as Nodal Officer. A data entry operator may be designated exclusively to look after the grievance petitions. They shall intimate the names & contact number of such grievance cell Official/ staff to District Office (Grivance Cell) for necessary reference.
- c) The Nodal Officer shall monitor the new and pending grievances on daily basis. All new case should be forwa rded to the action taking authorities with dateline for disposal. The grievances relating to Covid / Health care issues/ Livelihood Support must be given top priority and should be disposed within 48 hours. On every Monday, a meeting of the Cell shall be convened in which the pending grievances shall be reviewed by District Office through VC w ith the concerned officers.

This Order shall come into immediate effect.

Yours faithfully,


Collector and District Magistrate,
Bhadrak

Copy to

- 1- DIO, NIC, Bhadrak
- 2- DI & P R O, Bhadrak

for information & necessary action.