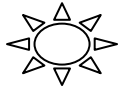
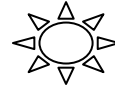


CITIZEN CHARTER



INTRODUCTION



The Governance is a continuing process. It does not automatically improve overtime. It needs constant tending. Citizen's need demand good governance with their enhanced ability. Government needs to prove its responsiveness to these demands. The test of good governance lies in the constant increasing demands from Citizen and the remodeling and revision of the governance to meet these demands. The good governance shall aim at improving the quality of the public services to the satisfaction of the citizen and result into empowerment of Citizens in a democratic set up.

The Government of Goa strives to make the administration more responsive, accountable, transparent and Citizen friendly. Hence as a step towards that direction have setup an separate Public Grievance Department consisting of Directorate of Public Grievances at St. Inez, Panaji and Public Grievance Cell at Secretariat to ensure that the citizen can give vent to their grievances when the same goes unheeded by the concerned Organization/Department.

The need for an efficient Public Grievance Redress Forum is a sine qua non of a good, transparent, responsive and accountable administration. With the above view in mind Government have establish a separate Public Grievances Department and has taken steps to restructure and streamline the Public Grievance Redress Machinery (PGRM) of various Departments, Corporations, Autonomous Bodies, Local Self Government Bodies and other Government Undertakings.

Definition of Public Grievance

For all purposes any communication from a Member of public including a retired Government Official who has either approached the Government offices for a service and finding himself aggrieved at the response and has drawn attention to the issue or who has been affected by the action or inaction of a Government Office/Officer in the delivering of services and has raised the matter for redress.

Our Vision:

Pursuit of Excellence in governance for the benefit of all citizens and to ensure that the Citizens get the responsive, accountable and transparent administration.

Our Mission:

1. To provide an additional platform to the individual citizen to raise his grievance against the poor service or no service given to him from the Government Department/Organization and to obtain quick re-dress of his grievance.
2. To assist the citizen to approach the appropriate forum according to his need or the nature and type of services he desires.
3. To provide specific information to the citizen regarding the various Government Organization and the services provided by them to the citizen.
4. To co-ordinate with the various Government Organizations with whom the citizen has the grievance.

5. To invite suggestions from the citizens regarding the improvement in the quality and efficiency of Government services and accordingly to recommend the appropriate measures to the concerned Government Organizations.
6. To monitor the quick disposal of public grievance by the various Government Organizations.
7. Promoting citizen-friendly and citizen-centric Governance.
8. To attend to the public Grievances meetings/Darbars called by the Hon'ble Chief Minister and to process the petitions received by the Chief Minister.
9. To attend the tours/field visits conducted by Hon'ble Chief Minister at taluka level.
10. To process and pursue the letters/references send by office of Hon'ble Chief Minister pertaining to any Public Grievances.
11. To scan newspaper and electronic media reports regarding any complaints/mal-functioning of any public office/departments and to call for clarifactory reports from concern department for perusal of Hon'ble Chief Minister. Such clippings shall be put up to the Chief Ministers Office for necessary directions/instructions.
12. To pursue any reference regarding Public Grievance received from Hon'ble Governor, Government of Goa, Ministers, V.I.P's or any constitutional authority in State or any Central Ministers or any Central Organization.
13. To pursue any petition of public grievances received from any resident of Goa concerning to any departments of Central Government and to pursue the matter with concerned Departments.

OUR ORGANIZATION

The Public Grievances Department has the jurisdiction over the entire State of Goa, for the purpose of receipt, co-ordination and monitoring of the public grievances arising out of the functioning of the various government organizations. It will also co-ordinate with Central Government Departments in cases in which any resident of Goa is having any grievances against Central Government Departments/organizations.

The Department of Public Grievance is the Chief Coordinating agency for re-dress of Public Grievances arising from any department and other organizations of Government of Goa. The role of Co-ordination consists mainly in laying down broad policy guidelines for the institutionalization of grievance redress system in each organization. The Department is thus not engaged in the substantive redress of grievances, which arises out of the working of innumerable agencies of the Government organizations throughout the State. Since most of the Grievances arise at field level, their actual redress has necessarily to come from agencies functioning at the local level which are fully conversant with the subject matter of the grievances related to their respective field of activity.

The grievances received in the department of public Grievances are therefore, forwarded after the scrutiny to the concerned departments/organizations of the Government for appropriate action. However, considering nature of grievances the same are taken up by this department for close monitoring until their final disposal by the department concerned.

The present organizational set up for redress of public grievances in Government of Goa is as follows:

(i) INTERNAL GRIEVANCES REDRESSAL MACHINERY WITHIN EACH DEPARTMENT/CORPORATIONS/AUTONOMOUS BODIES/ PUBLIC SECTOR UNDERTAKINGS.

The internal grievances redress machinery is now in existence in every department/Corporation/Autonomous Bodies of Government of Goa. The Department has in order to facilitate speedy disposal of Public Grievances and for convenience of the general public have designated the Heads of each Department as “ Public Grievance Officer” (PGO) for that Department. The Head of Department (PGO) are also observing every Tuesday as meeting less day when he is available from 10.00hrs. to 13.00hrs. in their rooms to hear and receive grievances of the citizens.

(ii) EXTERNAL GRIVANCES REDRESSAL MACHINERY IN THE DEPARTMENT OF PUBLIC GRIEVANCES.

The Department of Public Grievances in its capacity as the nodal agency for matters relating to public grievances, acts as an external monitoring agency and reviews periodically the performance of all the departments /Corporations/autonomous bodies with respect to redress of public grievances. The grievances received in the department are gone through and are sent to the concern department/corporation for appropriate action. The complainant is also informed about the name and address of the officer and the name of department where the complaint has been forwarded for action. Even in cases

where the petition does not contain a grievance and no action is warranted by this department, a reply is sent to the petitioner. Regular meetings are held with the Heads of Department (PGOs) in which actions taken by the Departments for strengthening of the Grievance Redressal Machinery is discussed. The volume of grievances received in the Departments /Corporations and their disposal thereof is also monitored through the fortnightly reports submitted by each Departments/Corporations to the Public Grievance Department. In the process of dealing with public grievances, the department also identifies systemic deficiencies and take up studies of grievances prone areas with a view to recommend measures to eliminate causes of grievances.

The Department of Public Grievances also deals with the petitions of public grievances received by His Excellency the Governor of Goa, Hon'ble Chief Minister of Goa, other Ministers, MLA's and MP's and forwarded to this Department.

EXTERNAL GRIVANCES REDRESSAL MACHINARY

1. **Secretary (Public Grievances):-** is the over all in charge and Administrative Head of the Public Grievance Department of the Government of Goa.
2. **Director of Public Grievance:-** The Director of Public Grievances with his office at Directorate of Public Grievances, D-5, Government Quarters, St.Inez - Panaji is the Chief Nodal Officer primarily concerned with the monitoring of the redress of public grievances, and for that matter to co-ordinate between the concerned Government Department and the aggrieved public.
3. **Under Secretary(Public Grievances):-** is the Nodal Officer primarily concerned with the monitoring of the redressal of public grievances, and for that matter to co-ordinate between the concerned Government Department and the aggrieved public.

INTERNAL GRIEVANCES REDRESSAL MACHINERY

4. **Public Grievance Officer:** - Every Government organization has an Officer designated as Public Grievance Officer, who is primarily responsible to receive, address and strive to redress the grievances of the public at the cutting edge level arising out of the functioning of subordinate and field offices/organizations of the Department concerned. Whenever any Public Grievance is received the Public Grievances Department shall co-ordinate with the concerned Public Grievance Officer of the Department concerned and will act in solving the Grievance.

At present, the Authorities of this Department who can be contacted for relevant information are as follows:

1. Secretary (Public Grievances), Secretariat, Porvorim-Goa,
Office Phone No. 2419423, 2419651
Fax No. 2419649. Email- ryaduvanshi@nic.in

2. Director of Public Grievance & Ex-Officio Joint Secretary (Public Grievances)

Govt. Qtrs. No. D-5-C, Type 'D', St. Inez, Panaji Goa,

Office Phone No.2421898, 2421895.

Email.-dpg@goa.nic.in

3. Under Secretary (Public Grievances)

Public Grievance Cell,

Government of Goa,

Secretariat, Porvorim – Goa

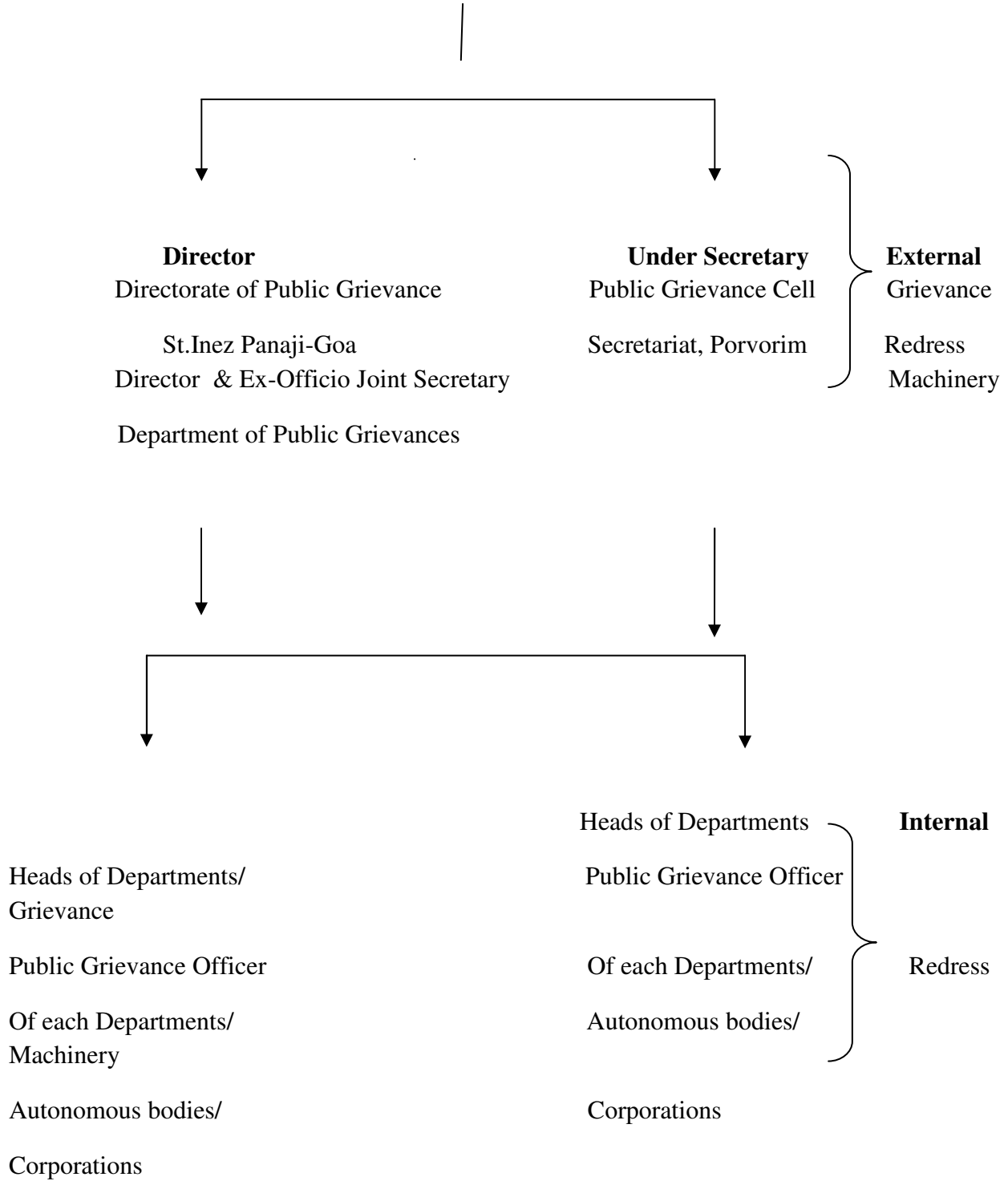
Office Phone No.2419864, 2419766

Email.us-pgc.goa@nic.in

Department of Public Grievance

Secretary (Public Grievances)

Administrative Head of Department



How the Public Grievances are dealt with:-

- (i) The Public should register their grievances arising out of the functioning of an officer of a particular Department, in the first instance with the designated Public Grievance Officer of the Department at the District Level.

The Members of public may directly approach the Head of Department/ Public Grievance Officer of the relevant department/office on every Tuesday between 10.00 hrs to 13.00 hrs which period has been fixed for grievance redress, when Heads of Department/Head of office including Public Grievance Officer will remain in their respective office to receive and hear public grievances, during which time no internal departmental meetings shall be fixed.

- (ii) In case there is lukewarm or no response from the said Public Grievance Officer of their concerned Department, then only the aggrieved person may approach the Department of Public Grievances with the written grievance in detail. The grievance shall be immediately taken up with the respective Head of the Department against whose Officers the grievance has been basically raised.
- (iii) In case if it is found that redress of public grievance shall take time an interim reply shall be given to the aggrieved party and thereafter a final reply should be given once the grievance is disposed that to in minimum possible time. For that purpose the timings prescribed are under:-

For interim replies - 30 days

For final replies - 60 days

(Which shall include Sunday, Holiday etc.)

- (iv) In case the person aggrieved due to the action/in action of the Officer of an organization, does not know as to who is the Public Grievance Officer before whom he should raise the grievance, then the people may send the same to the Public Grievance Department so that the same can be forwarded to the concerned Public Grievance Officer of the concerned Department.

Hearing of the petitioner in Person

For disposal of the petition received in the Public Grievance Department; at our discretion we may call for a report from the concerned Department/Undertakings/Local Bodies against whom the petition has been made and also call the complainant to hear him in person and ascertain the exact nature and extent of the grievance. However, to seek assistance of an advocate or a legal practitioner by the petitioner is not permitted.

Besides, taking cognizance of, and making scrutiny of petition made by the public to this Department in writing, the Department may take suo-moto cognizance of matters coming to its notice through the newspapers, magazines and other media channels. It may also summon the concerned official of the Department/Undertakings/Local Body/Organization along with relevant documents to appear before the Director/Secretary (PG) and explain the case in detail. Moreover, if there is sufficient material to believe that there involves corrupt practice or inaction in redress of public grievances, this Department may also refer the case/matter for disciplinary proceedings against the concerned officials/or may refer the matter for appropriate inquiry/action to the Vigilance Department.

However, in respect of the following, the complaints are not entertained by the Public Grievances Department.

- (I) Where the complaint made is anonymous and contains vague and superfluous allegations.
- (II) Where the matter is already sub-judice in any court of law, tribunal or a judicial or quasi-judicial authority.
- (III) Where the complainant has not exhausted the channels of remedies available to him in the concerned Department/Organization.
- (IV) Where the complaints pertain to service matter. However, the complaints relating to the grant of terminal benefits like GPF/Gratuity to retired Govt. employees may be entertained by the Department in exceptional cases of hardship.
- (V) The Department does not concern itself with policy matters or where a grievance has already been disposed of at the level of ministers.

The main responsibility in the sphere of redress of public grievances continues to be with the internal machinery set up in each department/organization. The Department of Public Grievances continues to function as the nodal agency for monitoring and issue of policy guidelines and instructions for strengthening internal machinery in each Government Department.

OUR JURISDICTION

Authorities that come under the purview of Public Grievance Redress Machinery (PGRM)

- (1) All Heads of Department and their Subordinate Officers.
- (2) Managing Directors of Government Corporation and their Subordinate Officers.
- (3) Chief Executive Officers of Autonomous Bodies, Local Self Government Bodies and other Government Undertakings and their Subordinate Officers.

Guidelines issued to all Departments/Corporations

The Department of Public Grievances is the nodal agency for policy making on public grievances. The Department has issued the following important guidelines to all Organizations/Departments of the State Government for handling grievance redress and to strengthen the grievance redress machinery in order to make the administration more responsive to the needs of the people. In order to achieve this, all Organizations and Departments are required to:

- Designate Head of Department/ a senior officer as Public Grievance Officer for redress of grievances pertaining to that department.
- Observe every Tuesday as a meeting less day by each Department/Corporation/Autonomous bodies when the Public Grievance Officer should be available at their desks from 10.00 hrs. to 13.00 hrs. to receive and hear public grievances. Field level officers having contact with the public have also to observe the meeting less day.

- Displaying name, designation, room number, telephone number etc. of Public Grievance Officer at the reception and other convenient places. The receptionists, security personnel and peons should be given suitable instructions about the meeting less day so as to allow the members of the public to meet officers without prior appointment.
- Deal with every grievance in a fair, objective and just manner.
- To analyze periodically public grievances received to help identification of the grievance prone areas in which modification of policies and procedures could be undertaken with a view to making the delivery of services easier and more expeditious and to adopt systemic changes to eliminate the causes of grievances, simplification of rules, procedure and improvements in organizational structures.
- To publish Citizen Charter, issue booklets/pamphlets about the schemes/services available to the public indicating the procedure and manner in which these can be availed and the right authority to be contacted for service as also the grievance redress authority.
- Pick up grievances appearing in newspaper columns which relate to them and take remedial action on them in a time bound manner.
- A grievance should be acknowledged immediately and at the most within three days of the receipt of the grievance. A grievance should be redressed within a maximum period of two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent.

- Constitute Lok Adalat's if not already constituted by Departments exercising quasi-judicial powers and to hold them every quarter for quicker disposal of the matters.
- Issue a reasoned and a speaking reply for every grievance rejected.
- Fortnightly Progress Reports regarding the receipt and disposal of grievances in the Departments and Organizations under it to be submitted to the Department of Public Grievances in prescribed format.
- Grievances received and disposed of in the Department/ Organizations under it should be monitored by Head of Department (Public Grievance Officer) every month.
- To give wide publicity to "Citizens Charters" and to have a websites for each department.
- "Citizens" level of satisfaction should be measured on a regular basis.
- Every grievance from the Citizen should be compulsorily registered and acknowledged within three days of receipts.
- A locked complaint box should be placed at the reception and daily verification of its contents.
- The grievance column of the newspapers should be regularly examined by each Organization/Department/agency of Government for picking up cases which relate to it and quick action should be taken for their redress on a time-bound basis.
- Wide publicity should be given about the grievance redress machinery in the departments/public sector undertakings/autonomous organizations.

- Holding of periodical Open Darbars for hearing of Public Grievances so as to ensure improved public interface and greater accountability. The scope for regular dialogue with user and Citizen groups on grievances and procedures should be pursued.

- Setting up of a special team to be headed by a Women to attend the grievances of “Female Employees”

- In case it is not feasible to accede to the request made in the petition, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit.

Do's and Don'ts for the Public:

- (1) They should preferably, put up their grievances in writings, giving therein all necessary details in brief and enclosing all required documents if any.
- (2) Should desist from making any baseless allegations on any officer/offices without any substance.
- (3) Should not try to approach the P.G.R.M. for settling personal enmity and private grievances.
- (4) No grievances should be raised against the order of Courts, quasi-judicial authorities, wherever there is a provision for preferring an appeal against such orders/judgments etc.
- (5) Should enclose only relevant enclosures and documents and avoid unnecessary bulky correspondence.
- (6) They should not raise grievances which are purely to be settled in courts of law; so also no grievance against the policy decision of the Government can be raised.

To take P.G.R.M. to the Door steps.

The Public Grievances Department shall always endeavor and strives hard to redress the Public Grievances in the shortest possible time. The Department in order to bring about awareness among member of public may publicized the gist of this charter on local news papers periodically and may hold awareness camps at the various taluka levels.

Note: - (1) The service of Public Grievance Redress Machinery in the state of Goa to the member of public shall be free of any charge and any person may raise a grievance, in respect of any such grievance arising out in the State of Goa.

(2) This Department or any of its officers shall not be subjected to any of the judicial/quasi - judicial proceedings in respect of its functioning in the process of redress of public grievances.

Our Commitment to Citizens with Grievances:

The citizens seeking redress of their grievances with organizations of State Governments can expect that:

- Their grievances shall be forwarded to the relevant public authority within seven days and they will be intimated accordingly.

- Visitors to our office will be treated with courtesy and heard patiently to facilitate the early redress of their grievances.

We request the citizens with grievances to:

- Approach first the Department/Organizations concerned directly for redress.
- Provide a clear statement of grievance, indicating the background and official/channels previously approached for redress.
- To observe the Do's and Dont's pacified by this Department in this Charter.

