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GOVERNMENT OF ARUNACHAL PRADESH
DEPARTMENT OF ADMINISTRATIVE REFORMS
CIVIL SECRETARIAT, BLOCK NO. 4, 4TH FLOOR
ITANAGAR

OFFICE MEMORANDUM

The 3rd May, 2017

Subject : Redress of Grievances/Issues

No. AR-70/2016.—The Department of Administrative Reforms is in receipt of various grievances from the office bearers/well wishers of various Non-Government Organizations/Associations functioning within and outside the State of Arunachal Pradesh highlighting important issues through Memorandums/representations brought to this departments is generally forwarded to the concerned Departments for examination at their level with a request to submit "Action Taken Report" (ATR).

However, it is observed from time to time that the concerned Departments are not taking action on the grievances which affects the quality of good governance.

The Government of Arunachal Pradesh has already implemented Centralized Public Grievances Redress and Monitoring System (CPGRAMS), a online Grievance Redress Mechanism.

Therefore, it has been decided to request all Head of Departments/Head of Offices including Deputy Commissioners to examine the grivance petition promptly and submit Action Taken Report to the Department of Administrative Reforms as indicated below :-

1. To dispose of Public Grievance promptly.
2. To submit Action Taken Report to the Department of Administrative Reforms (ARD).
3. To upload the Action Taken Report in the CPGRAMS portal of www.pgportal.gov.in.
4. To submit statement with upto date report of the Public Grievances received, disposed off and pending immediately.

Shakuntala D. Gamlin
Chief Secretary to the
Government of Arunachal Pradesh,
Itanagar.