General Administration(AR) Department
Secretariat: Agartala

No.F.3(16)-GA(AR)/14(Part-1)/ | 2 | 2

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## **MEMORENDUM**

Sub:- Redressal 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 24-06-2020 indicating pendency against each departments. In this connection this department's letter of even number dated 6<sup>th</sup> December, 2019 and 13<sup>th</sup> January, 2020 may please be referred to.

- 2. Issues have already been sent to the Nodal Officer of the department for taking appropriate action for timely disposal of the grievances.
- 3. All Heads of Departments and Nodal Officers of concerned department / organizations are requested to take necessary action for disposal of the pending public grievances by 15/07/2020 positively.
- 4. This may be treated as MOST URGENT.

29 6 2020 (M. Rema)

Under Secretary to the Government of Tripura

To

All Head of Departments

Copy to:

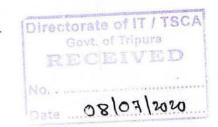
1. The PS to the Chief Secretary, Tripura for kind information to the Chief Secretary.

2. The PS to the Addl. Chief Secretary, Tripura for kind information of the Addl. Chief Secretary.

3. The Principal Secretaries/Secretaries/Special Secretaries/Addl. Secretaries, Govt. of Tripura.

4. The Nodal Officer, Public Grievance Portal (CPGRAMS)
Departments/ Organizations, Govt. of Tripura.

5. The Nodal Officer, Public Grievance Portal (CPGRAMS), O/o - District Magistrate & Collector, West/ Sepahijala/ Gomati/South/Khowai/Dhalai/North/Unakoti District.



## Government of Tripura

Subordinate Wise Pendency Report

Period of Report: 01/04/2018 to 24/06/2020

Date: 24/06/2020

Name	Brought Forward	Received During	Disposed During	Total Pending As On ToDate	Between 0 to 15Days	以 然在思想对 的	Between 31 to 60Days	Between 61 to 90Days	91 to	Between 181 to 365Days	
Chief Minister's Office	16	395	244	167	1	5	5	8	17	74	57
Department of Agriculture	13	35	36	12	0	0	1	1	2	4	4
Department of Animal Resource Development	1 .	9	7	3	0	1	1	0	0	1	0
Department of Cooperation	1	2	3	0	0	0	0	0	0	0	0
Department of Election	0	17	17	0	0	0	0	0	0	0	0
Department of Finance	23	58	73	8	(4)	0	(1)	(1)	0	0	2
Department of Fisheries	7.5	4	3	1	1	0	0	0	0 .	0	0
Department of Forest	13	16	29	0	0	0	0	0	0	0	0
Department of GA Confidential and Cabinet	18	2	20	0	0	0	0	0	0	0	0
Department of GA Political	16	7	23	0	0	0	0	0	0	0	0
Department of General Administration Administrative Reforms	3	33	34	2	0	0	0	0	1	0	1
Department of General Administration Personnel and Training.	10	31	37	4	0	0	2	0	0	0	2
Department of General Administration Printing	0	1	1	0	0	0	0	0	0	0	0

Name	Brought Forward	Received During	Disposed During	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
and Stationery.		8									
Department of General Administration Secretariat Administration.	10	9	19	0	0	0	0	0	0	0	0
Department of Health and Family Welfare	77	194	212	59	3	0	1	4	6	9	36
Department of Higher Education	20	88	108	0	0	0	0	0	0	0	0
Department of Home Fire Service	0	7	4	3	0	1	1	1	0	0	0
Department of Home Jail	0	3	2	1	0	0	0	0	1	0	0
Department of Home Police	120	149	264	5	2	1 -	2	0	0	0	0
Department of Industries and Commerce	13	45	27	31	1	2	0	1	4	3	20
Department of Industries and Commerce Information	0	25	20	5	0	0	0	2	3	0 4	0
Technology											
Department of Information and Cultural Affairs	5	6	10	1	1	0	0	0	0	0	0
Department of Labour	46	43	88	1	0	0	1	0	0	0	0
Department of Law	4	21	23	2	2	0	0	0	0	0	0
Department of Planning	0	1	1	0	0	0	0	0	0	0	0
Department of Power	18	67	79	6	5	0	1	0	0	0	0
Department of Public	0	29	24	5	0	0	0	1	1	0	3

						ver move from the					
Name	Brought Forward	Received During	Disposed During	Total Pending As On ToDate	Between 0 to 15Days		Between 31 to 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	Than 1
Works Drinking Water and Sanitation											
Department of Public Works Roads and Buildings	32	43	73	2	0	0	0	0	0	0	2
Department of Public Works Water Resource	0	4	4	0	0	0	0	0	0	0	0
Department of Revenue	23	43	64_	2	0	0	0	0	0	(2)	6
Department of Rural Development	. 78	55	131	2	0	1	0	1	0	0	Õ
Department of Rural Development Panchayat	0	17	14	3	1	1	1	0	0	0	0
Department of School Education	77	138	154	61)	0	3	11	13	5	5	24
Department of Science Technology and Environment	3	23	26	0	0	0	0	0	0	0	0
Department of Social Welfare and Social Education	13	60	71	2	1	0	0	0	1	0	0
Department of Tourism	0	6	6	0	0	0	0	0	0	0	0
Department of Transport	29	63	89	3	3	0	0	0	0	0	0
Department of Tribal Welfare	6	19	22	3	3	0	0	0	0	0	0
Department of Urban Development	19	103	114	8	1	1	0	0	2	2	2
Department of Welfare of Minorities	4	13	16	1	0	0	0	0	1	0	0
Department of Welfare	4	18	21	1	0	0	1	0	0	0	0

····ie	Brought Forward	Received During	Disposed During	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
of Other Backward Classes											
Department of Welfare of Scheduled Caste	0	19	10	9	4	0	0	2	3	0	0
Department of Youth  Affairs and Sports	0	19	11	8	1	7	0	0	0	0	0
District Administration Dhalai District	31	51	75	7	0	1	0	0	0	4	2
District Administration Gomati District	36	40	40	36	0	2	2	1	1	2	28
District Administration Khowai District	29	26	49	6	0	2	2	0	0	1	1
District Administration North Trimma District	87	102	128	61	6	6 .	3	3	8	9	26
District Administration Sepahijala District	10	14	18	6	0	0	1	0	0	2	3
District Administration South Tripura District	4	36	39	1	1	0	0	0	0 .	0	0
District Administration Unakoti District	52	105	92	65	0	1	0	0	4	17	43
District Administration West Tripura District	91	151	220	22	2	2	0	4	7	5	2
Food Civil Supplies and Consumer Affairs	1	39	40	0	0	0	0	0	0	0	0
Superintendent of Police Dhalai	0	17	16	1	1	0	0	0	0	0	0
Superintendent of Police Gomati	0	18	16	2	1	1	0	0	0	0	0
Superintendent of Police Khowai	0	14	14	0	0	0	0	0	0	0	0

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Name	Brou Forv	ight Receivand Duri	A TOTAL PORT OF THE PARTY OF TH	THE RESIDENCE OF THE PARTY OF T	Between 0 to 15Days	Between 16 to 30Days	Between 31 to 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	i Timme
Superintendent o North Tripura	of Police 0	67	57	10	6	4	0	0	0	0	0
Superintendent o Sepahijala	of Police 0	. 13	13	0	0	0	0	0	0 2.	0	0
Superintendent of South Tripura	of Police 0	15	15	0	0	0	0	0	0	0	0
Superintendent o Unakoti	of Police 0	32	32	0	0	0	0	0	0	0	0
Superintendent o West Tripura	of Police 0	119	117	2	2	0	0	0	O v. Jánasa	0	0
Total	1056	2799	3215	640	453	42	37	43	67	140	-25: