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Government of Tripura  
General Administration (AR) Department  
Secretariat : Agartala



No.F.3(16)-GA(AR)/14(Part-1)/ 1212

Dated, 29<sup>th</sup> June, 2020

**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.

(M. Rema) 29/6/2020

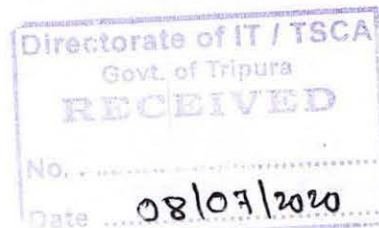
Under Secretary to the  
Government of Tripura

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.





| 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.  |                 |                 |                 |                            |                     |                      |                      |                      |                       |                        |                  |
| 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 Technology     | 0               | 25              | 20              | 5                          | 0                   | 0                    | 0                    | 2                    | 3                     | 0                      | 0                |
| 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                |

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|---|-----------------|-----------------|-----------------|----------------------------|---------------------|----------------------|----------------------|----------------------|-----------------------|------------------------|------------------|
| 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                             | <u>23</u>       | <u>43</u>       | <u>64</u>       | <u>2</u>                   | 0                   | 0                    | 0                    | 0                    | 0                     | <u>2</u>               | 0                |
| Department of Rural Development                   | 78              | 55              | 131             | 2                          | 0                   | 1                    | 0                    | 1                    | 0                     | 0                      | 0                |
| Department of Rural Development Panchayat         | 0               | 17              | 14              | 3                          | 1                   | 1                    | 1                    | 0                    | 0                     | 0                      | 0                |
| Department of School Education                    | 77              | 138             | 154             | <u>61</u>                  | 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                |



| 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 |
|--|-----------------|-----------------|-----------------|----------------------------|---------------------|----------------------|----------------------|----------------------|-----------------------|------------------------|------------------|
| Superintendent of Police North Tripura | 0               | 67              | 57              | 10                         | 6                   | 4                    | 0                    | 0                    | 0                     | 0                      | 0                |
| Superintendent of Police Sepahijala    | 0               | 13              | 13              | 0                          | 0                   | 0                    | 0                    | 0                    | 0                     | 0                      | 0                |
| Superintendent of Police South Tripura | 0               | 15              | 15              | 0                          | 0                   | 0                    | 0                    | 0                    | 0                     | 0                      | 0                |
| Superintendent of Pplice Unakoti       | 0               | 32              | 32              | 0                          | 0                   | 0                    | 0                    | 0                    | 0                     | 0                      | 0                |
| Superintendent of Police West Tripura  | 0               | 119             | 117             | 2                          | 2                   | 0                    | 0                    | 0                    | 0                     | 0                      | 0                |
| <b>Total</b>                           | <b>1056</b>     | <b>2799</b>     | <b>3215</b>     | <b>640</b>                 | <b>53</b>           | <b>42</b>            | <b>37</b>            | <b>43</b>            | <b>67</b>             | <b>140</b>             | <b>258</b>       |