ABSTRACT

Establishment – Rural Development and Panchayat Raj Department – Integrated and Inclusive Public Grievance CM Helpline Management System(IIPGCMS) – Nomination of Public Grievance Redressal Nodal Officer(PGRNO) – Tmt.B.Varalakshmi, Deputy Secretary to Government – Appointed as Public Grievance Redressal Nodal Officer(PGRNO) – Orders – Issued..

Rural Development and Panchayat Raj(OP.I) Department

G.O.(Rt) No.329 **Dated: 09.11.2020**
திருவள்ளுவர் ஆண்டு 2051
சார்வரி வருடம், ஐப்பசி 24

Read:

From the Chief Secretary to Government, Information Technology Department's D.O. Letter No.739230/ IT(C1)/2020, dated 31.10.2020.

ORDER:

Hon'ble Chief Minister has made the announcement under Rule 110 of the Tamil Nadu Legislative Assembly on the floor of the Tamil Nadu Legislative Assembly for setting up of "Integrated and Inclusive Public Grievance CM Helpline Management System(IIPGCMS)" for Tamil Nadu. Accordingly, sanction has been given for setting up of "Integrated and Inclusive Public Grievance CM Helpline Management System (IIPGCMS)" vide G.O.(Ms). No.27, Information Technology(C1) Department, dated 22.09.2020.

2. In the Demi-Official letter read above, the Chief Secretary to Government has requested to appoint a Nodal Officer and designate her/him as Public Grievance Redressal Nodal Officer(PGRNO) for Integrated and Inclusive Public Grievance CM Helpline Management System(IIPGCMS) in respect of each department.

3. In pursuance of the instructions in the D.O. letter read above, Tmt.B.Varalakshmi, Deputy Secretary to Government, Rural Development and Panchayat Raj Department, Secretariat, Chennai-9 is appointed as Public Grievance Redressal Nodal Officer(PGRNO) for Integrated and Inclusive Public Grievance CM Helpline Management System(IIPGCMS) for this department. Duties of the PGRNO is as follows:-

i. Help TNeGA to design the grievance workflow for our Department. She should also help in testing the IIPGCMS software in respect of her department. She would need to share the Department Field Office Formation details to TNeGA for incorporating it in the software.

ii. The Nodal Officer shall act as Single Point of Contact of the department during the Project Implementation and Operation Phase.

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iii. The PGRNO shall coordinate to the assigned State Public Grievance Redressal Officers(SPGROs) & CPGRO and represent the departments in review meetings and liaison within as well as with other Departments also.

iv. PGRNO is expected to prepare training plan for the department on the new IIPGCMS software.

v. She should login atleast twice a day on the IIPGCMS portal and assign all the grievances related to the department to the appropriate field Offices for resolving. The Nodal Officer would also prescribe the time limits for resolution of grievances and monitor the progress of resolution.

vi. Monitor all the field offices for Grievance Redressal Performance.

vii. Monitor the timely response from the field office and escalate any delays to the respective HoDs.

4. There would be a bi-weekly review of Department wise pending grievances by the Hon'ble Chief Minister. The Chief Secretary to Government will also review the pending grievances with all Secretaries on bi-weekly basis. PGRNO would need to guide TNeGA to develop the workflow on IIPGCMS for the department and to coordinate with TNeGA for testing the software and training them for use of software.

5. The Public Grievance Redressal Nodal Officer's(PGRNO) name and contact details are as follows:-

Department	Rural Development and Panchayat Raj
Name of Nodal Officer for Public Grievance Redressal Nodal Officer	Tmt.B.Varalakshmi, M.A.,
Designation	Deputy Secretary to Government (V)
Mobile No.	9444471577
Email	varalakshmidsrd@gmail.com

(BY ORDER OF THE GOVERNOR)

HANS RAJ VERMA,
ADDITIONAL CHIEF SECRETARY TO GOVERNMENT

To
Tmt.B.Varalakshmi,
Deputy Secretary to Government,
Rural Development and
Panchayat Raj Department, Chennai–9.

Copy to :
The Chief Secretary to Government, Information Technology Department, Chennai-9.

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The Chief Executive Officer, Tamil Nadu
e-Governance Agency, Chennai-2.
To all Head of Departments of Rural Development and
Panchayat Raj Department.
The Principal Private Secretary to
Additional Chief Secretary to Government,
Rural Development and
Panchayat Raj Department, Chennai-9.
All Officers/Sections of Rural Development and
Panchayat Raj Department, Chennai-9.
Stock File/Spare Copy.

//FORWARDED BY ORDER//

09/11/2020

SECTION OFFICER

HOD
09/11/2020

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Rural Development and
Panchayat Raj(OP-I) Department,
Secretariat, Chennai – 600 009.
Telephone No: 044-25670769
Fax No. 044-25675849
Website : www.tnrd.gov.in

Letter No.16095/OP-I/2020-1, dated 09.11.2020

From
Thiru.Hans Raj Verma, I.A.S.
Additional Chief Secretary to Government.

To
The Additional Chief Secretary / Director General,
Rural Development and Panchayat Raj (Training),
Chennai-600 015.(w.e)

The Director,
Directorate of Rural Development and Panchayat Raj,
Chennai-600 015.(w.e)

The Managing Director,
Tamil Nadu Corporation for Development of Women Limited,
Annai Teresa Mahalir Valagam, Numgambakkam High Road,
Chennai-600 034. (w.e)

The Chief Executive Officer,
Tamil Nadu Rural Transformation Project,
Annai Teresa MahalirValagam, Numgambakkam High Road,
Chennai-600 034. (w.e)

The Secretary,
Tamil Nadu State Election Commission,
No.208/2, Jawaharlal Nehru Salai, Arumbakkam
(Opposite to CMBT), Chennai-600 106. (w.e)

The Director, State Institute of Rural Development,
Maraimalai Nagar, Kancheepuram District- 603 209. (w.e)

The Project Director, IFAD assisted PTSLP,
100, Anna Salai, Guindy, Chennai-600 032. (w.e)

The Director, Social Audit Society of Tamil Nadu,
Chennai-600 015. (w.e)

Sir / Madam,

Sub: Establishment – Rural Development and Panchayat Raj Department – "Integrated and Inclusive Public Grievance CM Helpline Management System(IIPGCMS)" - Request to nominate Nodal Officers - Regarding.

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Ref: 1. From the Chief Secretary to Government, Information Technology Department's D.O. Letter No.739230/ IT(C1)/2020, dated 31.10.2020.

2. G.O.(Rt). No.329, Rural Development and Panchayat Raj(OP.I) Department, dated 09.11.2020.

I am directed to enclose herewith the copies of the references cited and to request you to nominate a Nodal Officer as Public Grievance Redressal Nodal Officer(PGRNO) for Integrated and Inclusive Public Grievance CM Helpline Management System (IIPGCMS) before 10.11.2020 and send a copy of the Proceedings appointing the Nodal Officer alongwith the name and contact details to Government before 10.11.2020 so as to send the same to Tamil Nadu e-Governance Agency(TNeGA).

Yours faithfully,

09/11/2020

for Additional Chief Secretary to Government

09/11/2020

Copy to
The Chief Secretary to Government, Chennai-9.
The Rural Development and Panchayat Raj(B&C) Department, Chennai-9 (for follow up action)

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