



GOVERNMENT OF KERALA

Abstract

Local Self Government Department – Public Grievance Redressal System for Local Self Government Department – Training to Support Engineers and Stakeholding Departments – release of fund – Sanctioned - Orders issued.

LOCAL SELF GOVERNMENT (EPA) DEPARTMENT

G.O.(Rt)No. 3034/2016/LSGD

Dated, Thiruvananthapuram, 27.10.2016

Read:- Letter No. e-District/34/2016/1699, dated 13.10.2016 from the Director, Kerala State Information Technology Mission, Thiruvananthapuram.

ORDER

Government is planning to implement Public Grievance Redressal System for Local Self Government Institutions with the objective to monitor and redress / reply to all grievances received in the department at any level in a transparent way. As part of launching of the said System for facilitating citizens to post their complaints related to various services from the LSGD and its line departments / agencies, a public grievance module is being developed by the National Informatic Centre which is scheduled to be rolled out on 02.11.2016. In this connection, Kerala State IT Mission has submitted a proposal for the release of fund for an amount of ₹ 1,69,000/- (Rupees One Lakh Sixty Nine Thousand Only) for providing training to the Support Engineers in each e-District and to the Master Trainers. The estimated expenditure for the above training is as shown below:

Sl. No.	Item	Amount (₹)
(i)	Travel & allied expenses to Support Engineers. (for 30 persons) (2x14 + 2)	15,000/-
(ii)	Expenses for food. (for 70 staff)	14,000/-
(iii)	Training at each District at District Collectorate (14 x Rs. 5000 x 2 days)	1,40,000/-
TOTAL		1,69,000/-

(P.T.O)

Government have examined the matter in detail and are pleased to accord sanction to the Director of Panchayats, Thiruvananthapuram for the release of ₹ 1,69,000/- (Rupees One Lakh Sixty Nine Thousand Only) from the Head of Account 2515-00-001-99-supervision-05-4-other items for meeting the expenses in connection with the training programme for the Public Grievance Redressal System for Local Self Government Institutions.

(By order of the Governor)

Dr. V.K. BABY
SPECIAL SECRETARY

To

The Director of Panchayats, Thiruvananthapuram.

The Director, IT Mission, Thiruvananthapuram.

The State Informatic Officer, NIC, Thiruvananthapuram.

All District Collectors.

The Principal A.G(A&E/Audit), Kerala, Thiruvananthapuram.

The AG(LB&A), Kerala Thiruvananthapuram.

The Director, Information Kerala Mission for publishing in the website.

SF/OC.

Forwarded/By Order



Section Officer