

GOVERNMENT OF TRIPURA
GENERAL AD MINISTRATION (AR) DEPARTMENT
SECRETARIAT: AGARTALA

No.F.3(16)-GA(AR)/14(Part-II)/ 6177


Dated, Agartala, 10th Nov, 2021

MEMORANDUM

Subject:- Redress of pending Public Grievances on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Tripura-reg.

The undersigned is hereby directed to forward herewith a copy of system generated statement for the period from **01-09-2021 to 30-10-2021** indicating pendency against each department. There are 2(two) public grievances pending for more than 1(one) year and **340 (three hundred forty) cases are pending** as on **30-10-2021** including **2(two) COVID-19 related** grievances. The departments against which total pending cases are more than 20 are requested to review the pending cases and disposed them of early, preferably within next 7(seven) days.

Encl:- As stated above.


9/11/2021

(D. Choudhury)

Under Secretary to the
Government of Tripura

To

All Nodal Officers.

Copy also to:

1. The Principal Secretaries/Secretaries/Special Secretaries/Addl. Secretaries, Govt. of Tripura.
2. The District Magistrate & Collector, West/ Sepahijala/ Gomati/ South/ Khowai/ Dhalai/ North/ Unakoti District.
3. The Director IT, IT Bhawan, ITI Road, Indranagar, Agartala with request to upload the same in the State Portal as well as GA(AR) Department's Webpage.



(D. Choudhury)

Under Secretary to the
Government of Tripura

Government of Tripura
Subordinate Wise Pendency Report
Period of Report: 01/09/2021 to 30/10/2021
Date: 30/10/2021

Name	Brought Forward	Received During	Disposed During	Average Disposal Days	Total Pending As On ToDate	Between 0 to 15Days	Between 16 to 30Days	Between 31 to 45Days	Between 46 to 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	More Than 1 Year
Chief Minister's Office	48	36	21	92	63	10	1	10	9	15	14	4	0
Department of Agriculture	0	9	9	7	0	0	0	0	0	0	0	0	0
Department of Animal Resource Development	1	1	1	59	1	1	0	0	0	0	0	0	0
Department of Cooperation	0	1	1	25	0	0	0	0	0	0	0	0	0
Department of Election	0	0	0		0	0	0	0	0	0	0	0	0
Department of Finance	4	21	18	9	7	3	2	1	0	1	0	0	0
Department of Fisheries	0	0	0		0	0	0	0	0	0	0	0	0
Department of Forest	0	3	2	10	1	1	0	0	0	0	0	0	0
Department of GA Confidential and Cabinet	0	0	0		0	0	0	0	0	0	0	0	0
Department of GA Political	0	2	1	4	1	0	0	1	0	0	0	0	0
Department of	3	0	2	32	1	0	0	0	0	1	0	0	0

Name	Brought Forward	Received During	Disposed During	Average Disposal Days	Total Pending As On ToDate	Between 0 to 15Days	Between 16 to 30Days	Between 31 to 45Days	Between 46 to 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	More Than 1 Year
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General

Administration
Administrative Reforms

Department of General Administration	1	4	1	21	4	0	2	1	1	0	0	0	0
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Personnel and Training.

Department of General Administration	0	0	0		0	0	0	0	0	0	0	0	0
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Printing and Stationery.

Department of General Administration	0	1	1	8	0	0	0	0	0	0	0	0	0
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Secretariat Administration.

Department of Health and Family Welfare	5	20	5	14	20	16	1	0	1	0	0	0	2
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Higher Education

Department of Higher Education	2	15	16	2	1	1	0	0	0	0	0	0	0
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Home Fire Service

Department of Home Fire Service	0	1	1	17	0	0	0	0	0	0	0	0	0
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Home Jail

Department of Home Jail	0	1	0		1	0	1	0	0	0	0	0	0
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Home Police

Department of Home Police	3	13	12	36	4	4	0	0	0	0	0	0	0
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Department of

Department of	0	4	2	10	2	2	0	0	0	0	0	0	0
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Welfare of Other Backward Classes													
Department of Welfare of Scheduled Caste	0	2	0		2	1	1	0	0	0	0	0	0
Department of Youth Affairs and Sports	0	0	0		0	0	0	0	0	0	0	0	0
District Administration Dhalai District	18	4	1	33	21	3	0	0	1	12	4	1	0
District Administration Gomati District	2	5	4	24	3	2	0	0	0	1	0	0	0
District Administration Khowai District	7	9	2	121	14	5	0	0	4	0	5	0	0
District Administration North Tripura District	13	9	6	46	16	3	0	3	3	4	2	1	0
District Administration Sepahijala District	5	7	1	37	11	2	1	0	3	4	1	0	0
District Administration South Tripura District	7	4	8	63	3	2	0	0	1	0	0	0	0
District Administration Unakoti District	1	1	1	1	1	0	0	0	1	0	0	0	0

Name	Brought Forward	Received During	Disposed During	Average Disposal Days	Total Pending As On ToDate	Between 0 to 15Days	Between 16 to 30Days	Between 31 to 45Days	Between 46 to 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	More Than 1 Year
District Administration West Tripura District	46	22	34	55	34	3	1	3	3	9	10	5	0
Food Civil Supplies and Consumer Affairs	0	6	6	8	0	0	0	0	0	0	0	0	0
Superintendent of Police Dhalai	0	1	0		1	0	0	1	0	0	0	0	0
Superintendent of Police Gomati	0	1	1	25	0	0	0	0	0	0	0	0	0
Superintendent of Police Khowai	0	0	0		0	0	0	0	0	0	0	0	0
Superintendent of Police North Tripura	0	0	0		0	0	0	0	0	0	0	0	0
Superintendent of Police Sepahijala	0	1	0		1	0	1	0	0	0	0	0	0
Superintendent of Police South Tripura	1	0	1	55	0	0	0	0	0	0	0	0	0
Superintendent of Police Unakoti	0	1	1	19	0	0	0	0	0	0	0	0	0
Superintendent of Police West Tripura	2	3	5	25	0	0	0	0	0	0	0	0	0
Total	275	380	315		340	113	25	32	31	65	60	12	2