

GOVERNMENT OF TRIPURA  
GENERAL ADMINISTRATION (AR) DEPARTMENT  
SECRETARIAT: AGARTALA

No.F.3(16)-GA(AR)/14(Part-II)/1061

Dated, Agartala, 20<sup>th</sup> April, 2021

MEMORANDUM

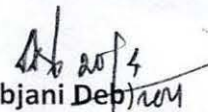
Subject:- Redress of pending Public Grievances on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Tripura-reg.

The undersigned is directed to enclose herewith a system generated statement as on 16<sup>th</sup> April, 2021 indicating pendency against each department, and it is observed, there are 4(four) public grievance are pending more than 1(one) year, and 66(sixty-six) cases are pending as on 16-04-2021.

2] I am also directed to dispose of all the public grievances within 30<sup>th</sup> April, 2021. COVID-19 grievances shall be dispose of within 3(three) days other-then 60(sixty) days. If it is not possible to completely redress the grievance/respond to suggestion in 3(three) days then a suitable interim reply may please be given to the petitioner.

3] This may be treated as **MOST URGENT**.

Encl:- As stated above.

  
(Debjani Deb)  
Deputy Secretary to the  
Government of Tripura

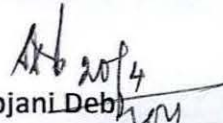
To

All Head of Departments

Copy to:

1. The PS to the Chief Secretary, Tripura for kind information to the Chief Secretary.
2. The Principal Secretaries/Secretaries/Special Secretaries/Addl. Secretaries, Govt. of Tripura.
3. The Nodal Officer, Public Grievance Portal (CPGRAMS) Departments/ Organizations, Govt. of Tripura.
4. The District Magistrate & Collector, West/ Sepahijala/ Gomati/ South/ Khowai/ Dhalai/ North/ Unakoti District.
5. 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.



  
(Debjani Deb)  
Deputy Secretary to the  
Government of Tripura

S10(S.D.)



Government of Tripura  
Subordinate Wise Pendency Report  
Period of Report: 01/01/2020 to 16/04/2021  
Date: 16/04/2021

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 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	More Than 1 Year
Chief Minister's Office	152	103	246	336	9	2	0	3	0	1	1	2
Department of Agriculture	8	24	31	194	1	0	0	0	0	0	0	1
Department of Animal Resource Development	1	11	12	87	0	0	0	0	0	0	0	0
Department of Cooperation	0	4	4	21	0	0	0	0	0	0	0	0
Department of Election	0	7	7	3	0	0	0	0	0	0	0	0
Department of Finance	11	43	49	127	5	2	2	1	0	0	0	0
Department of Fisheries	1	7	8	48	0	0	0	0	0	0	0	0
Department of Forest	0	10	5	22	5	2	0	3	0	0	0	0
Department of GA Confidential and Cabinet	0	2	2	4	0	0	0	0	0	0	0	0
Department of GA Political	2	5	7	41	0	0	0	0	0	0	0	0
Department of General	4	14	18	65	0	0	0	0	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 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	More Than 1 Year
Administration Administrative Reforms												
Department of General Administration Personnel and Training.	3	9	12	284	0	0	0	0	0	0	0	0
Department of General Administration Printing and Stationery.	0	2	2	6	0	0	0	0	0	0	0	0
Department of General Administration Secretariat Administration.	0	6	6	14	0	0	0	0	0	0	0	0
Department of Health and Family Welfare	54	90	140	363	4	1	2	0	0	0	0	1
Department of Higher Education	1	49	50	25	0	0	0	0	0	0	0	0
Department of Home Fire Service	0	6	6	126	0	0	0	0	0	0	0	0
Department of Home Jail	0	5	3	90	2	0	0	0	0	0	2	0
Department of Home Police	3	77	77	31	3	2	1	0	0	0	0	0
Department of Industries and	24	24	46	578	2	2	0	0	0	0	0	0



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Development Panchayat												
Department of School Education	41	83	124	340	0	0	0	0	0	0	0	0
Department of Science Technology and Environment	0	1	1	16	0	0	0	0	0	0	0	0
Department of Social Welfare and Social Education	0	20	20	34	0	0	0	0	0	0	0	0
Department of Tourism	0	2	2	41	0	0	0	0	0	0	0	0
Department of Transport	3	40	42	46	1	0	1	0	0	0	0	0
Department of Tribal Welfare	0	27	26	23	1	0	0	0	0	1	0	0
Department of Urban Development	16	52	67	152	1	1	0	0	0	0	0	0
Department of Welfare of Minorities	0	20	20	35	0	0	0	0	0	0	0	0
Department of Welfare of Other Backward Classes	0	12	12	25	0	0	0	0	0	0	0	0
Department of Welfare of Scheduled Caste	0	22	22	79	0	0	0	0	0	0	0	0
Department of Youth Affairs and Sports	1	14	15	76	0	0	0	0	0	0	0	0
District Administration	8	24	32	151	0	0	0	0	0	0	0	0



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Commerce												
Department of Industries and Commerce	0	11	11	66	0	0	0	0	0	0	0	0
Information Technology												
Department of Information and Cultural Affairs	1	8	8	224	1	0	0	1	0	0	0	0
Department of Labour	0	18	18	36	0	0	0	0	0	0	0	0
Department of Law	1	19	20	38	0	0	0	0	0	0	0	0
Department of Planning	0	2	2	11	0	0	0	0	0	0	0	0
Department of Power	2	26	26	45	2	1	1	0	0	0	0	0
Department of Public Works Drinking Water and Sanitation	4	11	15	190	0	0	0	0	0	0	0	0
Department of Public Works Roads and Buildings	15	18	32	235	1	0	0	1	0	0	0	0
Department of Public Works Water Resource	0	3	1	4	2	0	0	0	0	2	0	0
Department of Revenue	3	17	20	89	0	0	0	0	0	0	0	0
Department of Rural Development	3	30	31	47	2	2	0	0	0	0	0	0
Department of Rural	1	10	11	23	0	0	0	0	0	0	0	0



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Dhalai District												
District Administration Gomati District	40	12	52	815	0	0	0	0	0	0	0	0
District Administration Khowai District	2	17	17	145	2	1	1	0	0	0	0	0
District Administration North Tripura District	50	104	150	319	4	1	1	1	1	0	0	0
District Administration Sepahijala District	7	11	15	309	3	2	1	0	0	0	0	0
District Administration South Tripura District	1	15	15	44	1	0	0	0	1	0	0	0
District Administration Unakoti District	75	33	105	545	3	3	0	0	0	0	0	0
District Administration West Tripura District	9	72	73	105	8	5	0	2	1	0	0	0
Food Civil Supplies and Consumer Affairs	0	20	20	10	0	0	0	0	0	0	0	0
Superintendent of Police Dhalai	3	8	11	94	0	0	0	0	0	0	0	0
Superintendent of Police Gomati	0	11	11	28	0	0	0	0	0	0	0	0
Superintendent of	0	3	3	59	0	0	0	0	0	0	0	0



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Police Khowai												
Superintendent of Police North Tripura	1	62	63	33	0	0	0	0	0	0	0	0
Superintendent of Police Sepahijala	0	1	1	4	0	0	0	0	0	0	0	0
Superintendent of Police South Tripura	0	4	4	21	0	0	0	0	0	0	0	0
Superintendent of Police Unakoti	1	6	7	3	0	0	0	0	0	0	0	0
Superintendent of Police West Tripura	3	43	43	30	3	1	2	0	0	0	0	0
<b>Total</b>	<b>555</b>	<b>1410</b>	<b>1899</b>		<b>66</b>	<b>28</b>	<b>12</b>	<b>12</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>