



GOVERNMENT OF KERALA

Abstract

Revenue Department – e-District Project- Implementation of Online Public Grievance Redressal System under e-district project - Orders issued.

REVENUE [E] DEPARTMENT

G.O. (P) No. 166/2015/RD

Dated, Thiruvananthapuram, 29/04/2015.

Read: 1) GO(P) No 24/2010/ITD dated 04/08/2010
2) GO(P) No 14/2011/ITD dated 15/03/2011
3) GO (MS) No 31/2013/ITD dated 17/10/2013

ORDER

As per the Government order read as 1st and 2nd above, the e-district project has been launched in Kerala under the national e-Governance Plan (NeGP). 24 certificates coming the Revenue Department are presently being delivered successfully under the e-district project.

As per the Government order read as 3rd above, the Government had notified the online Public Grievance Redressal services also as e-service to be delivered under e-district .

In order to ensure smooth, uninterrupted, error-free, fast and transparent redressal of grievances to the citizens, the following guidelines are issued:

1. The District Collector shall be the nodal officer for the implementation of online Public Grievance Redressal System under e-district. The District Collector shall ensure that all Government offices coming under the purview of the District Collector, including the offices coming under the Revenue Department, shall implement the online public grievance redressal for an efficient online transfer of files between the offices/Departments.
2. For an efficient public grievance redressal mechanism and for the purposes of avoiding duplication, all the offices coming under the purview of the District Collector shall use the e-district application for the back-end processing of the public grievances received.

The online mode of service delivery as well as the service charges shall be as per the prevailing rules/orders/notifications as applicable under e-district project, or as amended from time to time.

(By Order of the Governor)


Dr. VISHWAS MEHTA

Principal Secretary to Government

To

- The Commissioner of Land Revenue, Thiruvananthapuram.
- The Director of Survey and Land Records, Thiruvananthapuram.
- The Director, Kerala State IT Mission, Thiruvananthapuram.
- All District Collectors
- The Accountant General [A & E] , Kerala, Thiruvananthapuram
- The Principal Accountant General (Audit), Kerala, Thiruvananthapuram
- Stock File / Office Copy.

Forwarded/ By Order


Section Officer