

SEVOTTAM

PERSPECTIVE VISION



MAHATMA GANDHI

“A customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not interruption on our work; he is the purpose of it. He is not an outsider on our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us the opportunity to do so.”

MEANING OF SEVOTTAM

- **EXCELLENCE IN PUBLIC SERVICES DELIVERY**
- **SEVOTTAM IS A FRAMEWORK FOR ACHIEVING EXCELLENCE IN SERVICE DELIVERY THROUGH IMPROVEMENTS ON A CONTINUOUS BASIS**
- **UTTAM + SEVA = SEVOTTAM**

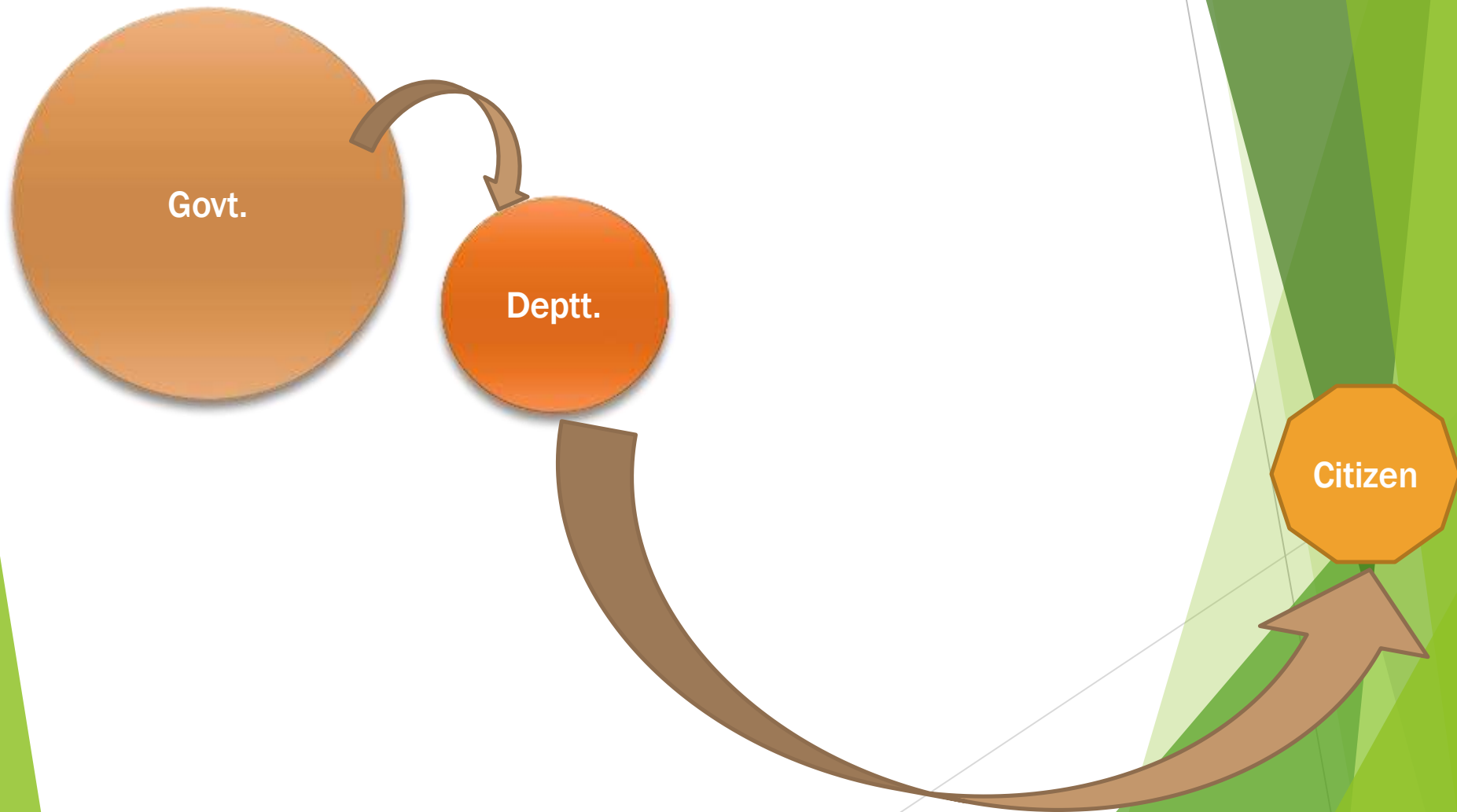
The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

**SEVOTTAM PROVIDES A FRAMEWORK FOR DEPARTMENTS
TO ASSESS & IMPROVE THE QUALITY OF SERVICE
DELIVERY TO CITIZENS**

Sevottam Model

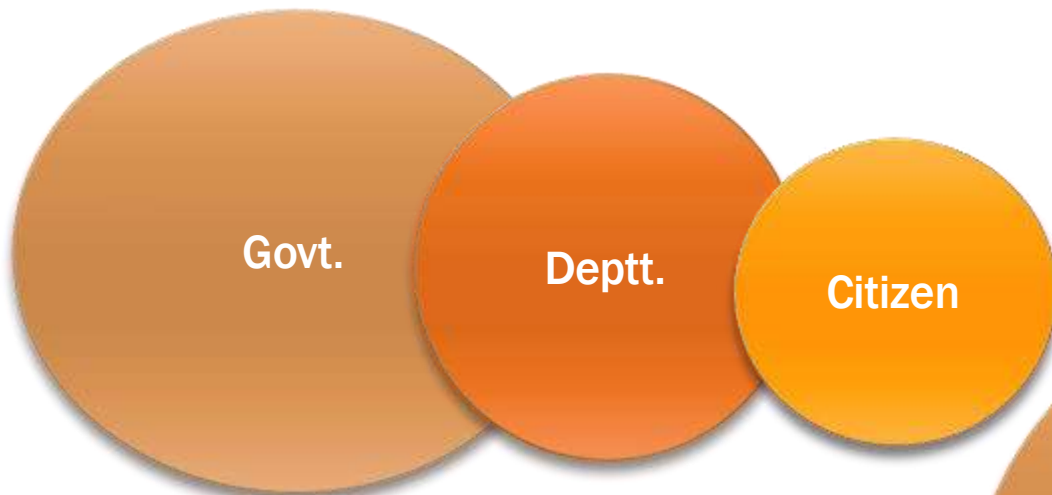


EXISTING GOVERNANCE SCENE



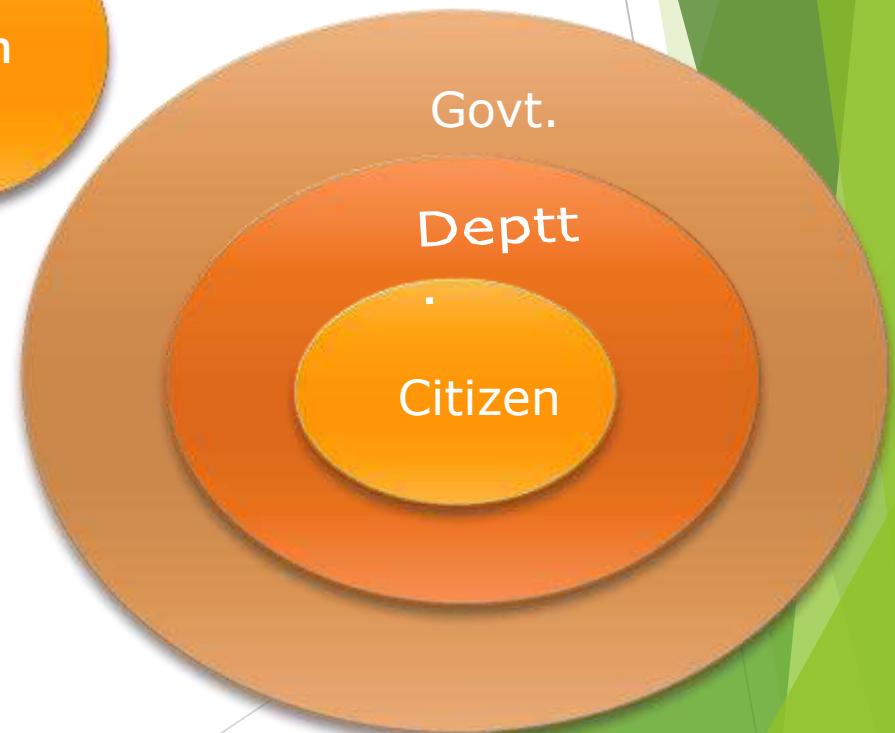
NEED TO ESTABLISH CONVERGENCE

1st STEP



2nd STEP

CITIZEN CENTRIC GOVERNANCE



NEED FOR PUBLIC SERVICE DELIVERY

- ▮ **“THE MEASURE OF A COUNTRY’S GREATNESS SHOULD BE BASED ON HOW WELL IT CARES FOR ITS MOST VULNERABLE POPULATIONS”**

MAHATMA GANDHI

S-M-A-R-T GOVERNANCE

- ▮ **SIMPLE AND SPECIFIC**
- ▮ **MORAL AND MEASUREABLE**
- ▮ **ACCOUNTABLE AND ACHIEVEABLE**
- ▮ **RESPONSIVE AND REALISTIC**
- ▮ **TRANSPARENT AND TIME BOUND**

CHARACTERISTICS OF CITIZENS CENTRICITY AND GOOD GOVERNANCE INCLUDES

- **CONSENSUS ORIENTATION**
- **PARTICIPATORY GOVERNMENT**
- **RULE OF LAW**
- **ACCOUNTABILITY**
- **TRANSPARENCY**
- **RESPONSIVENESS**
- **EQUITABLE AND INCLUSIVE**
- **EFFECTIVE AND EFFICIENT**
- **EXCELLENCE IN PUBLIC SERVICE DELIVERY**
- **TOWARDS CITIZEN FRIENDLY GOVERNMENT**

FOCUS AREA

☐ **SERVICE DELIVERY STANDARD**

☐ **GRIEVANCE REDRESSAL SYSTEM**

☐ **CAPACITY BUILDING FOR SERVICE DELIVERY.**

SERVICE QUALITY MANAGEMENT

- ❖ DOCUMENTATION
- ❖ MANAGEMENT RESPONSIBILITY.
- ❖ RESOURCE MANAGEMENT.
- ❖ IMPLEMENTATION/MONITORING.
- ❖ MEASUREMENT AND IMPROVEMENT.





Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

The endeavour of the Government is that the individual citizen's voice must be heard

FIVE ESSENTIAL PILLARS OF PUBLIC SERVICE DELIVERY

- 1. Timelines.**
- 2. Quality disposal.**
- 3. Grievance redressal.**
- 4. Empowering Citizen.**
- 5. Citizen gets justice.**

ABOUT CPGRAMS

- **Centralized Public Grievance Redress and Monitoring System** (CPGRAMS) is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG).
- CPGRAMS primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) related to Departments/Organisations who scrutinize and take action(s) for speedy and favourable redress of these grievances.
- Tracking grievances is also facilitated on this portal through the system-generated unique registration number.

To make the system effective, the following decisions have been taken

Grievance Redressal Timelines:

- The grievances received on CPGRAMS shall be resolved promptly as soon as they are received but within a maximum period of 30 days. In case redressal is not possible within the prescribed timeframe due to the circumstances such as sub-judice matters/policy issues etc., an interim/appropriate reply shall be given to the citizen.
- The grievances of urgent nature have been mapped on the CPGRAMS with system specifications and flagged to all the Nodal Officers/ Grievance Resolution Officers on the CPGRAMS platform. It shall be incumbent on Grievance Resolution Officers to address urgent grievances on priority basis.

Closure of Grievances:

- The disposed grievance will be treated as closed unless the citizen has filed the appeal. If the appeal is received from the citizen against the disposed grievance, the grievance will be treated as closed only after disposal of appeal.
- After closure of a grievance, citizens have the option to submit their feedback and file appeal. To obtain the feedback on the quality of grievance disposed, an outbound Call Centre has been started. All the citizens, will be contacted by the Call Centre to obtain feedback. Citizens will be provided the option to file appeal if they are not satisfied with the grievance disposed.
- The feedback received from Citizens by the Feedback Call Centre will be shared with Ministries/Departments who would be responsible to devise internal mechanism to deal with the feedback thus received and to make systemic improvements.

Root Cause Analysis:

- Ministry/Department should regularly analyze the trend of grievances and conduct a root cause analysis. Based on the analysis of the grievances, the Ministry/ Department may take remedial measures related to policy, procedures and people to reduce the grievances. Necessary steps to deploy adequate resources and build capacity may be taken for timely and effective resolution of grievances. Under the Sevottam Scheme, DARPG will organize training programs in collaboration with the Institute of Secretarial Training and Management (ISTM). The Nodal Grievance Officers would be responsible for capacity building of other Grievance Resolution Officers.

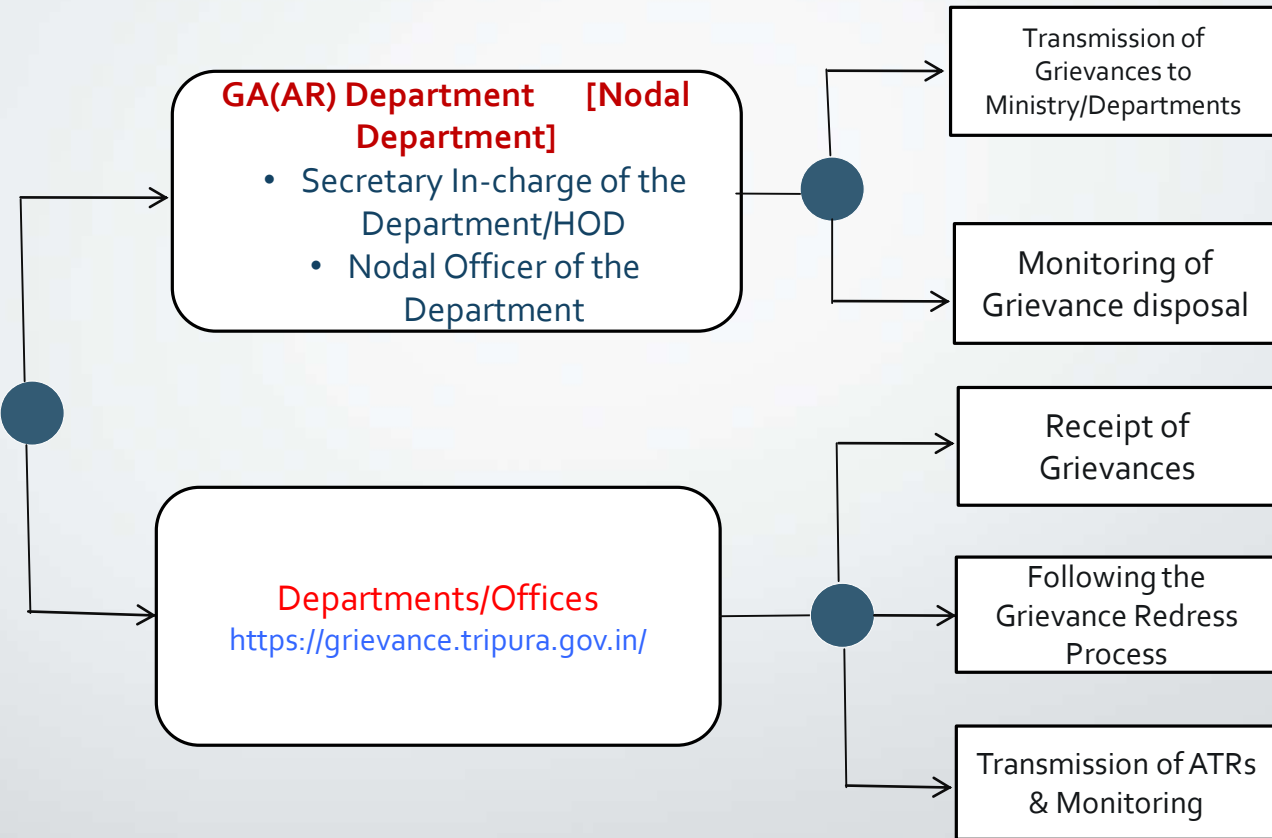
STAKEHOLDERS IN CPGRAMS



Citizen

<http://pgportal.gov.in/>

Lodge Grievance, View
Status and Send a
Reminder



THE OBJECTIVES

CPGRAMS reforms are three fold:

- ❖ Bottom up Approach
- ❖ Minimizing the detailed description of grievance so that specific issue is highlighted and understood clearly.
- ❖ Seeking minimum required input parameters for a selected grievance type from citizens at the time of raising grievances so that grievance is objectively addressed quickly. (For example: PAN Number, PIN Code etc.)

ISSUES OUTSIDE THE AMBIT OF CPGRAMS

- Subjudice cases or any matter concerning judgment given by any court.
- Personal and family disputes.
- RTI matters.
- Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
- Suggestions.

DEFINITION

- **Subjudice :-** A legal case which is being studied or decided in a law court at the present time.
- **Personal :-** A single or particular person rather than to a group or an organization.
- **Family dispute:-** Family conflict refers to active opposition between family members Conflicts may involve different combinations of family members: it can be conflict within the couple or between parents and children or, again , between siblings.

- **RTI matters:-** The right to information (RTI) act that came into force on October 2, 2005 , is a landmark law which nay Indian citizen can get information except exempted category.
- **Suggestions:-** An idea, plan, or action that is suggested or the act of suggesting it.

QUALITY DISPOSAL ISSUES:

1. A reasoned reply is a reply, which contains reason in its support.
2. A reply should be reasoned and speaking.
3. CPGRAMS portal are not being monitored regularly.
4. Non-acknowledgement/delayed acknowledgement (cases are required to be acknowledged by selecting the option "Examined at our level within 3 days of its receipt), in spite of repeated requests, often telephonically.

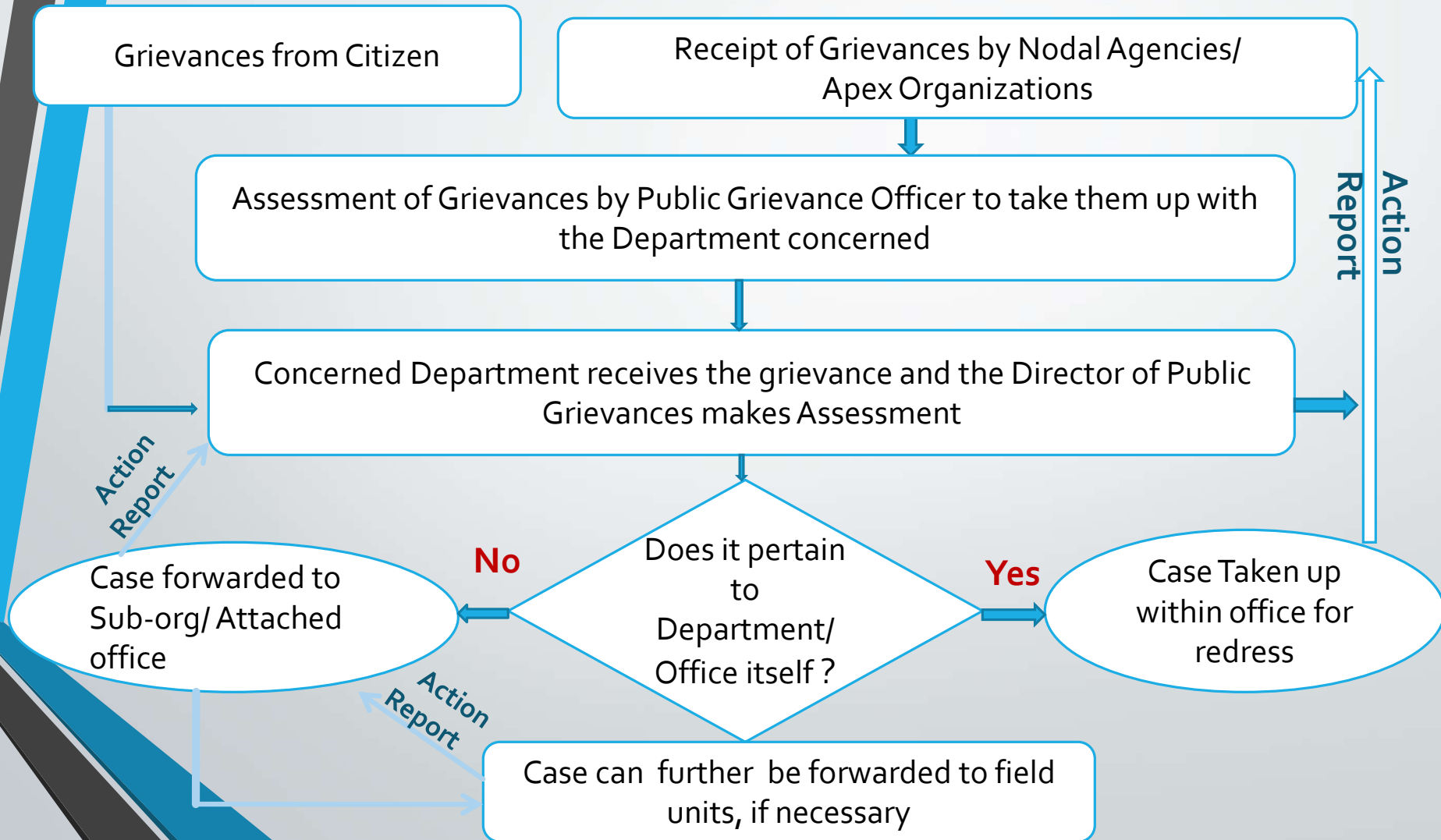
5. Non-uploading of PDF copies at final disposal stage as proof of redressal/action taken by them.
6. Not informing the aggrieved individual (a primary requirement for his satisfaction) regarding action taken to dispose off the grievance adequately.
7. Casual approach while dealing with the cases which is against the spirit of CPGRAMS thereby defeating the very purpose of timely and effective redressal of the same.
8. As these grievances are being monitored at the highest level in the Government hierarchy, the quality and timely disposal (in most cases a time frame of 30 days) is much required.

COVID-19

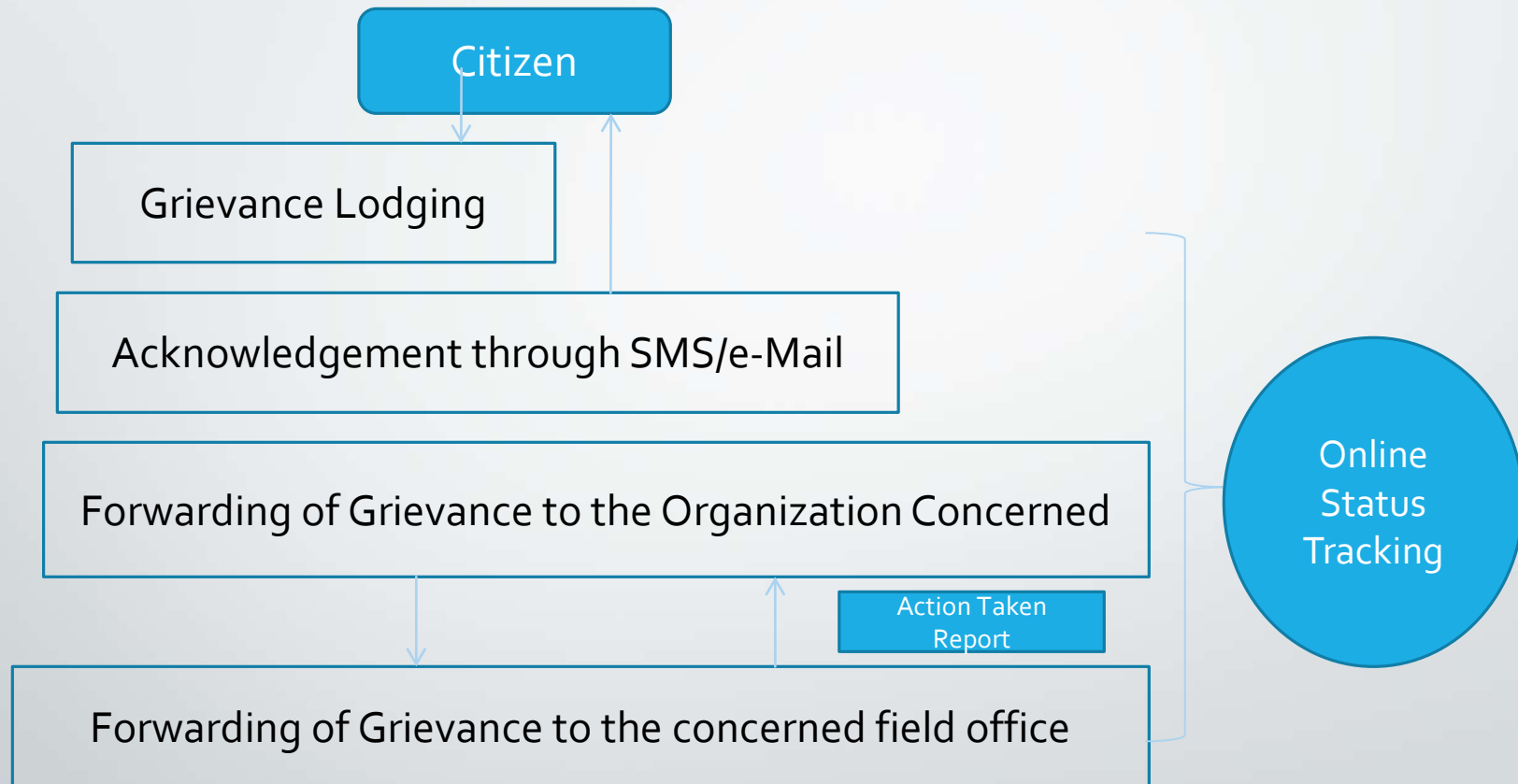
- Every Department shall appoint a designated Nodal Officer for handling COVID-19 Public Grievances. The name, phone number and email ID of the designated Nodal Officer shall be placed on the website of the concerned Department/ Ministry.
- Every Department shall have a separate field in CPGRAMS to cater to COVID-19 grievances for more focused tracking, monitoring, and disposal of public grievances.

- Considering the importance of prompt redressal of such grievances, every Department shall pay high priority and will closely monitor COVID19 public grievance redressal on their respective Dashboards.
- Considering the urgency and importance of redressal of COVID 19 grievances, it shall be incumbent on Department to prioritize for expeditious quality addressal of these grievances at the earliest, preferably within a timeline of 3 days to provide redressal.

GRIEVANCE FLOW



GRIEVANCE TRACKER



- Grievances received
- Acknowledgment: Online
- Online transfer to department

WE MUST KNOW

1. What are the contact details of the Department of Administrative Reforms and Public Grievances?

- Department of Administrative Reforms and Public Grievances, 5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110001
Website:: www.darpg.gov.in Tele fax : 23741006

2. How to lodge the grievance?

- The grievances can be lodged online. In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. There is no prescribed format.

3. What happens when the grievance is lodged?

- The grievance is acknowledged online. A unique registration number is given to each grievance.

4. How to track the grievance?

- It may be tracked on the pgportal using view status link and after providing unique registration number.

5. What happens to the grievances? How are the grievances dealt with in Central Ministries/Departments?

- Every Central Ministry / Department has designated a Joint Secretary or a Director / Deputy Secretary, as its 'Director of Grievances'. He / She is the nodal officer for redress of grievances on work areas allocated to that particular Ministry / Department.
- In State level too, there are Nodal Officers for all departments.

6. After redress, can the grievance be re-opened for further correspondence about it having been closed without details etc.?

➤ No.

In such situations, the citizen will have to lodge a fresh grievance drawing reference to the closed grievance, and call for details.

7. What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning Central Ministries/Departments/ Organizations?

- The DARPG is the chief policy making, monitoring and coordinating Department for public grievances arising from the work of Ministries/Departments/Organizations of the Government of India.

The grievances received in the department are forwarded to the Ministries/Departments concerned. Redressal of grievances is done by respective Ministries/Departments in a decentralized manner.

The Department periodically reviews the status of redressal of public grievances under CPGRAMS of Ministries/Departments for speedy disposal of grievances / complaints.

8.What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning State Government?

- All grievances relating to State Governments/Union Territory Administrations and Government of NCT Region of Delhi, are sent to the State/UT/NCT Government concerned. Citizens may take up matter regarding pendency of their grievances directly with the State Government concerned also through <https://pgportal.gov.in/CPGOFFICE/>

9. What is the time limit for redressal of grievance?

- Thirty (30) days. In case of delay an interim reply with reasons for delay is required to be given, except grievances relating to COVID-19.

10. What action can be taken in case of non-redress of the grievance within the prescribed time?

- Regarding the grievances related to State Government, the Secretary of the Concerned department is to be contacted.

T-20 ON CPGRAM

1. CPGRAMS stands for?

- a.** Central Public Grievances Redressal and Monitoring System
- b.** Centre Public Grievance Redressal and Regulation System
- c.** Centralized Public Grievance Redress and Monitoring System
- d.** Centralized Public Grievances Redress and Monitoring System

2. Grievance on Suggestion falls within the ambit of CPGRAM

True

False

3. Covid related cases to be disposed off within 3 days.

True

False

4. Non-Covid grievances to be disposed of within 30 days.

True

False

5. Matter falls under the ambit of RTI, should be disposed with utmost priority.

True

False

6. Matter concerning friendly relation with the neighboring country shall be transferred to the portal of Ministry of Home Affairs in CPGRAMS .

True

False

7. Subjudice case are not to be taken up by CPGRAMS.

True

False

8. Suggestions from citizens shall be taken into consideration in CPGRAMS portal.

True

False

9. Personal and family disputes shall not be taken up in CPGRAMS portal.

True

False

10. Anything that impacts upon territorial integrity of the country shall not be taken up in CPGRAMS portal.

True

False

11. Any grievance can be sent to Hon'ble PM / PMO

True

False

12. CPGRAMS Portal comes under the ambit of both GA(AR) & HOME department.

True

False

13. Contact details of the Nodal Officers of Public Grievances in Ministries/Departments shall not be disclosed.

True

False

14. Grievances can be forwarded to the subordinate offices.

True

False

15. Any Foreign country related issues fall within the ambit of CPGRAMS.

True

False

16. The CPGRAMS was launched in 2007 by the Department of Administrative Reforms & Public Grievances under the union ministry of personnel, public grievances and pensions.

True

False

16.1 The website of CPGRAMS was developed by National Informatics Centre (NIC).

True

False

17. Every Department shall appoint a designated Nodal Officer for handling COVID-19 Public Grievances.

True

False

18. Tracking grievances is also facilitated on this portal through the system generated unique registration number.

True

False

19. Considering the urgency and importance of redressal of COVID 19 grievances, it shall be incumbent on Department to prioritize for expeditious quality addressal of these grievances at the earliest.

True

False

20. Disciplinary proceedings pending before Inquiring authority fall within the ambit of CPGRAMS.

True

False

20.1 Any Grievance sent by email will not be attended to / entertained.

True

False

AT THE END OF DAY – A REQUEST

- The DAR&PG and GA(AR) Department have been making endeavors to bring excellence in public service delivery and to redress grievances of citizens in a meaningful manner by effectively coordinating with Departments/Nodal Officers and trying to address grievances in a time bound manner.
- Please dispose of all the grievance petitions as quickest as possible.

SHARING THE EXPERIENCES OF WITH PARTICIPANTS

1. How to dispose of pending grievances?

No grievance petition should be kept pending .You have no choice but to dispose of within time frame prescribed. For non disposal in time may invite punitive action . The petitioner has a right to lodge complaint against non disposal by the nodal officer / concerned officer.

2. When there is no locus standi to deal with grievance petition?

For example:-

BSNL issues: System does not allow to forward to BSNL. Try to understand whether making a call to local authority or write a letter to BSNL may solve the problems. The very purpose is to see - whether citizens get justice. Give a reply indicating action taken by you and advise to apply to appropriate forum.

3. System does not permit to forward to subordinate office:

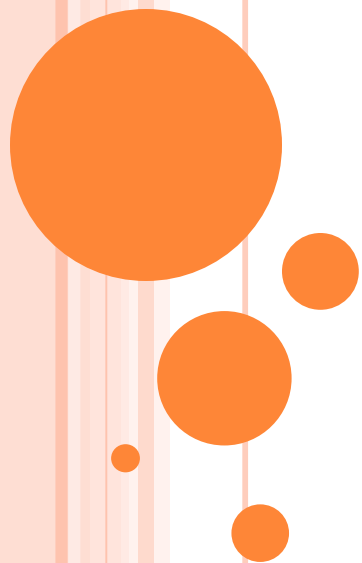
For system failure petitioner must not deprive to get justice. As a part of administrative department collect information and upload in a proper way with application of mind.

4. Any time any where lodge grievance:

The petitioner has right to lodge grievance and it is the duty of concerned officer (nodal officer) to dispose of petition with a reasoned speaking order to the satisfaction of the petitioner.

THANK YOU!

RIGHT TO INFORMATION ACT 2005



Arpita Chaudhuri
Assistant Professor, SIPARD

SESSION PLAN

- The Act
- Duties and responsibilities of SPIOs



HISTORY OF RTI



CONSTITUTIONAL BASE

- **Article 14 : Right to Equality** - Equal treatment before law
- **Article 19 : Right to Freedom** - freedom of Speech and Expression
- **Article 21 : Protection of Life & Personal Liberty**
[Provision 7(1)- within 48 hours]



ULTIMATE GOAL

- Reduce corruption by way of Transparency in the Administration
- Ensure peoples participation
- Lead to Good Governance



- **Highlights**

31 Sections in 6 Chapters

- **Enactment Date**

June 15th, 2005

- **Fully applicable from**

12th October 2005



Basic of RTI



SOME BASIC IDEAS

- What is Information?
- What is the 'Right'?
- Who can exercise this 'Right'?
- How to exercise the right?
- **Who are the stakeholders?**

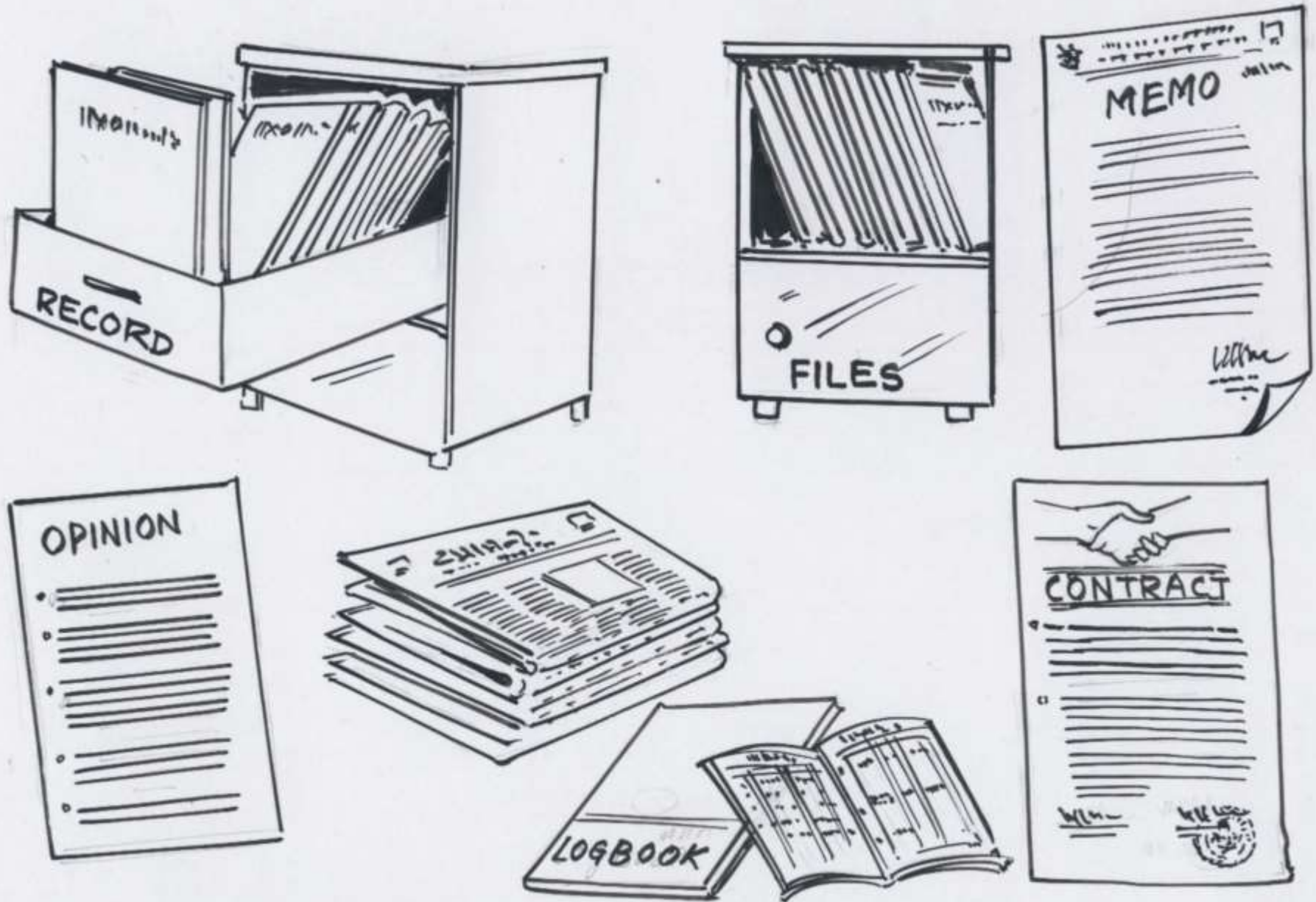


Information



- Records ● Documents
- Memos ● e-mails
- Opinions ● Advices
- Press Releases ● Circulars
- Orders ● Contracts
- Samples ● Models
- Data held in any electronic form & information accessible to any Public Authority.

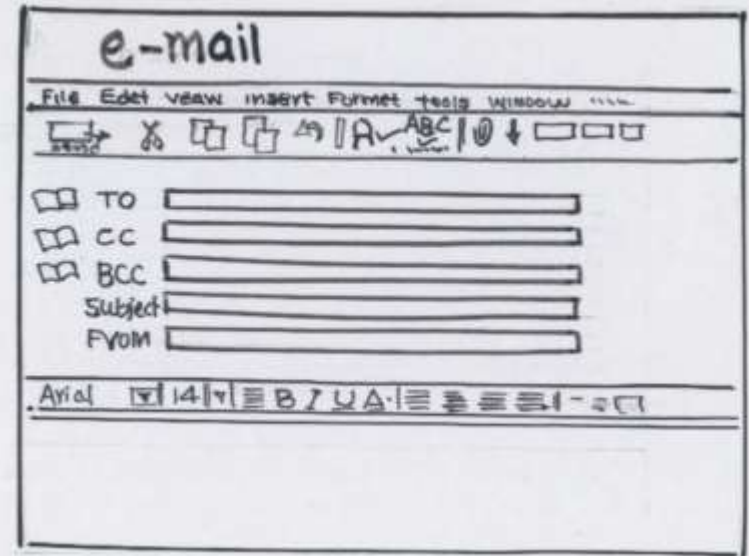
What is information?



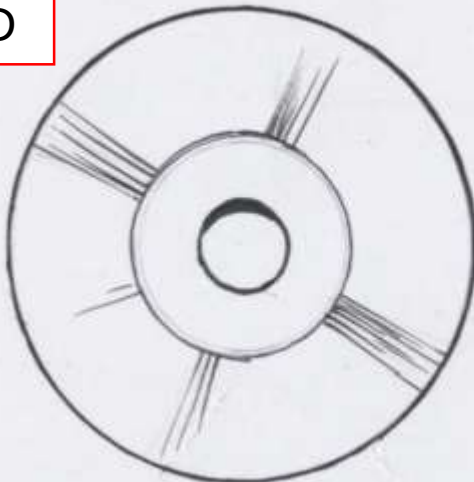
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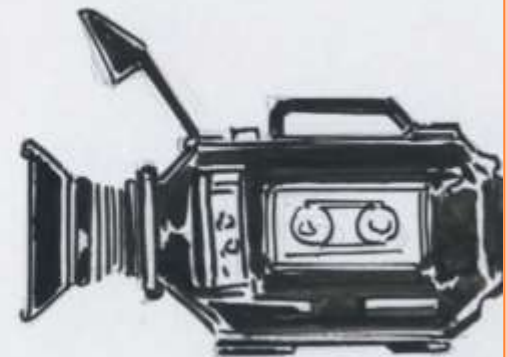
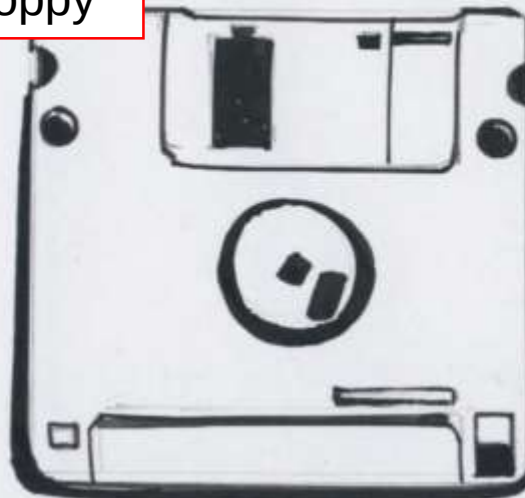
Samples / Models

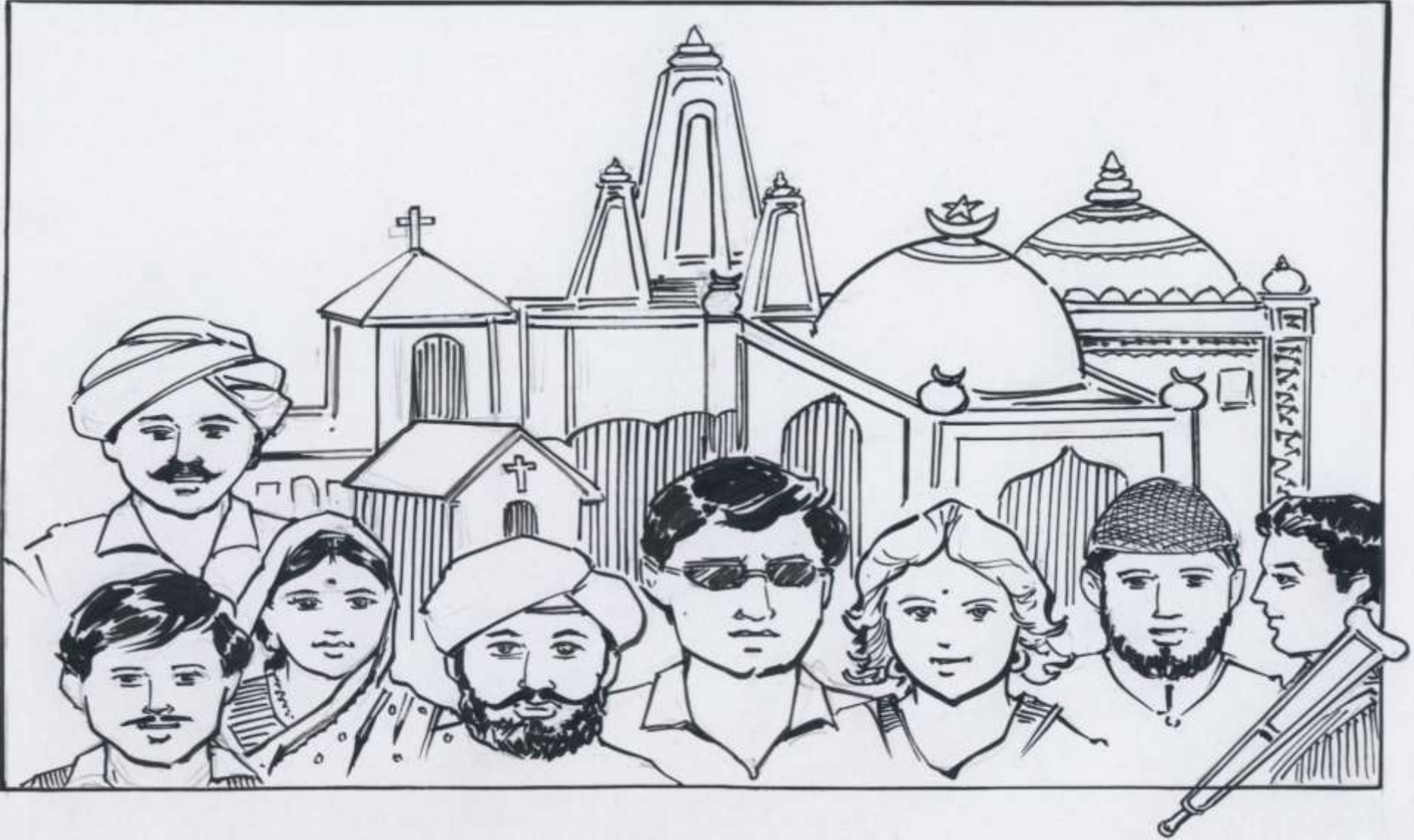


CD



Floppy





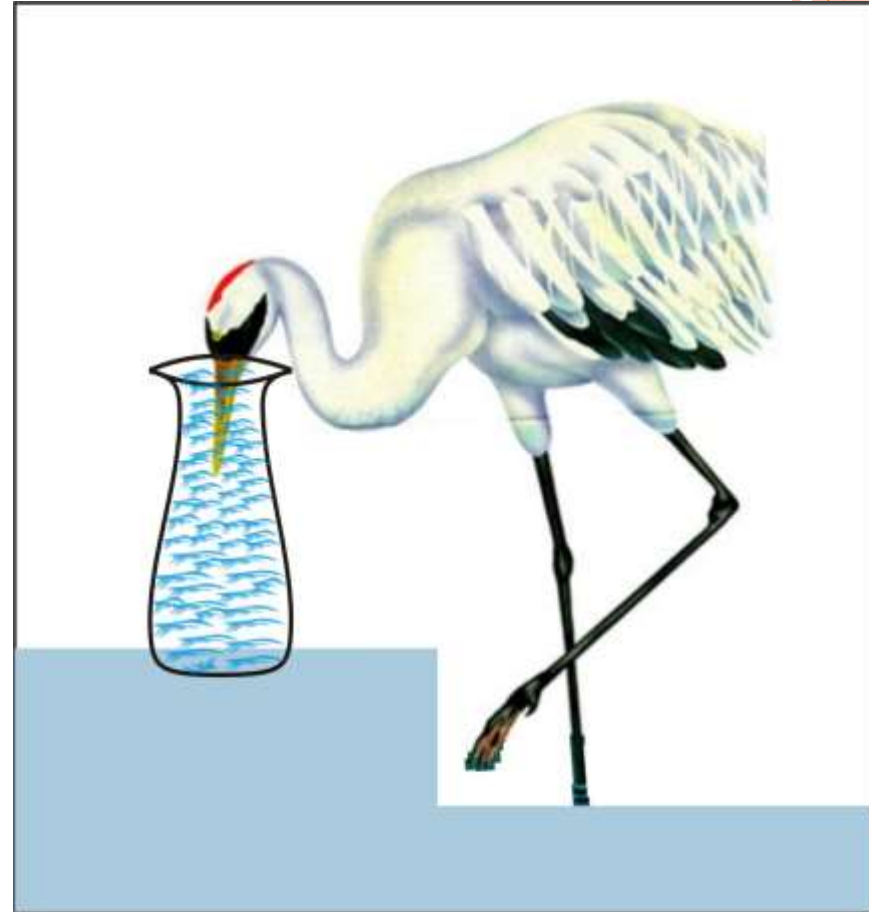
Subject to the provisions of the Act, all citizens shall have the Right to information (*Section 3*).

The RTI Act

Access available to Information



Before



After

What is the 'Right' ?

Section 3 - *Subject to the provisions of this Act, all citizens shall have the right to information.*



PUBLIC AUTHORITY

- A “public authority” is any authority or body or institution of self government established or constituted by or under the Constitution; or by any other law made by the Parliament or a State Legislature; or by notification issued or order made by the Central Government or a State Government.
- The bodies owned, controlled or substantially financed by the Central Government or a State Government and non-Government organisations substantially financed by the Central Government or a State Government also fall within the definition of public authority. The financing of the body or the NGO by the Government may be direct or indirect.

DEPARTMENT – EDUCATION DEPARTMENT

NAME OF THE PUBLIC AUTHORITIES

1. Directorate of School Education
2. Sarva Shiksha Abhiyan Rajya Mission
3. SCERT
4. TBJEE
5. TBSE



Access



The RTI Act
gives access
to the information,
available with the
Public Authority.

ROLE OF PUBLIC AUTHORITY

- Maintenance and Computerisation of Records
 - Suo Motu Disclosure (Sec. 4(1) (b) – 17 categories of Information)
 - Dissemination of Information
 - Publication of Facts about Policies and Decisions
 - Providing Reasons for Decisions
 - Designation of PIOs and APIOs etc.
 - Designation of Appellate Authority
 - Acceptance of Fee
 - Compliance of the Orders of the Information Commission
 - Development of Programmes etc
 - Transfer of Applications
- 

Proactive Disclosure



It is mandatory for Public Authorities to pro-actively disclose details of information available with them.

Section 4



Proactive Disclosure
is an opportunity
for Public Authority
to improve its
day-to-day working.

Information Officer Hierarchy

State Information Commission

P
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Officer senior in rank to the State
Public Information Officer



State Public Information Officer

State Assistant Public Information Officer

ROLE OF STATE ASSISTANT PUBLIC INFORMATION OFFICER

- Receiving applications for information /appeal from citizens requesting for information and wishing to file first or second appeal.
- Forward the applications received to the concerned Officer within five days of receiving the application.
- Receiving the fee for application and forwarding it to SPIO.



ROLE OF STATE PUBLIC INFORMATION OFFICER

[SECTION - 7]



- SPIO shall deal with requests from persons seeking information and render reasonable assistance to the persons seeking such information.
- Provide information to the applicant within stipulated time frame.
- SPIO may seek the assistance of any other officer as he or she considers it necessary for the proper discharge of his or her duties.



- SPIO shall communicate
 - i) Reason of rejection;
 - ii) Period within which an appeal may be preferred;
 - iii) Particulars of FAA
- If the required information is regarding or closely related to another Public Authority the application should be transferred within 5 days of receiving the application and inform the applicant immediately about the transfer



FIRST APPELLATE AUTHORITY (FAA)



- First Appellate Authority happens to be an officer senior in rank to the Public Information Officer and designated by the Public Authority.

Appeal can be made to FAA

- If the application is rejected by SPIO
- For non communication from SPIO side
- Against the decision of SPIO
- Third party can appeal to FAA against the decision of SPIO

*Such an appeal can be made within **thirty days** from the date of the receipt of notice from the Public Information Officer*

Disposal of Appeal

- (i) Pass an order directing the Public Information Officer to give such information to the appellant; or
- (ii) He himself may give information to the appellant.

Time Limit for Disposal of Appeal

- Within 30 days of receipt of the appeal.
- In exceptional cases, 45 days for its disposal.

However, in cases where disposal of appeal takes more than 30 days, the Appellate Authority should record in writing the reasons for such delay.

DISCLOSURE OF THIRD PARTY INFORMATION

- Information including commercial confidence, trade secrets or intellectual property can not be disclosed unless major public interest is concern.
- If to be disclosed, notice within 5 days to be sent to the third party.
- Third party should make a submission in writing or orally ten days of receiving the notice.
- Within 40 days SPIO may disclose the third party information.
- The third party can make first appeal within 30 days against the decision of SPIO to FAA and thereafter Second appeal or complain to the Information Commission.

APPEAL CAN BE MADE BY THE APPLICANT IF [SECTION 19]

- Information not received or otherwise within specified time within 30 days to FAA.
- Information not received or otherwise within 90 days to Information Commission (second appeal / complain).
- First appeal should be disposed within 30 days.



Time



It is obligatory
for the PIO
to give
available information
within 30 days
to the Citizen.

TIME FRAME

Sl. No	Situation	Time limit for disposing off applications
1.	Supply of information in normal course	30 days
2.	Supply of information if it concerns the life or liberty of a person (Article 21 of Constitution of India)	48 hours
3.	Supply of information if the application is received through SAPIO.	5 days shall be added to the time period indicated at Sr. No. 1 and 2.
4.	Supply of information if application/request is received after transfer from another public authority: (a) In normal course (b) In case the information concerns the life or liberty of a person.	(a) Within 30 days of the receipt of the application by the concerned public authority. (b) Within 48 hours of receipt of the application by the concerned public authority.
5.	Supply of information by organization specified in the <u>Second</u> Schedule: (a) If information relates to allegations if violation of human rights. (b) In case information relates to allegations of corruption.	(a) 45 days from the receipt of application. (b) Within 30 days of the receipt of application.
6.	Supply of information if it relates to third party and the third party has treated it as confidential.	Should be provided after following the procedure
7.	Supply of information where the applicant is asked to pay additional fee.	The period intervening between informing the applicant about additional fee and the payment of fee but the applicant shall be excluded for calculating the period of reply.

FEES

Item	Rate
Application Fee	Es. 10/-
Information in Paper	Rs. 2/- per page or actual cost
Sample or model	Actual cost
Inspection of record	No fee for one hour Rs. 5/ for subsequent hours
Computer disk / floppy	Rs. 50/-
Printed publication	Publisher fixed price or Rs. 2/- per page
If cannot be provided within time frame	Free of cost [<i><u>Section 7 (6)</u></i>]

MODE OF PAYMENT

Cash
Treasury Challan
Indian Postal Order

Penalty

[Section 20]



The Public Information Officer is given reasonable opportunity of being heard before any penalty is imposed.

Penalty [Section 20]



The Information Commissioner can impose penalty @ Rs. 250/- per day, max. upto Rs. 25,000/- for delay in providing information.

- a) Affect
 - i) Sovereignty and integrity of the country.
 - ii) Security, strategic, scientific or economic interest
 - iii) relation with foreign countries
- b) Forbidden to be published by court of law or tribunal;
contempt of court.
- c) Information that will cause breach of privilege of Parliament
or State Legislative.
- d) Commercial confidence / trade secrets / IP etc



- e) Information of fiduciary relationship (unless public interest)
- f) Information received from foreign Govt. (in confidence)
- g) Information related to safety of source of information.
- h) Impede / hamper the process of investigation.
- i) Cabinet papers.
- j) Personal information.

*** *What can not be denied in Parliament or State Legislation can not be denied to people.*

DISSEMINATION OF INFORMATION

- Information cannot be created on abstract of information can not be prepared by SPIO.
- Information as defined in the RTI Act doesn't include answers to the questions like 'why' [*High court of Bombay at Goa; writ petition no 419 of 2007*].



Supremacy



The RTI Act
has overriding effect
over the
Official Secrets Act, 1923
& any other law or
instruments in force.

THE RTI ACT HAS 31 SECTIONS AND ITS SUBSECTIONS.



SOME IMPORTANT SECTIONS FOR SPIOs

Section 1 & 2	:	All definitions
Section 3	:	All citizens have the right
Section 4	:	Proactive disclosures by authorities
Section 5	:	SPIOs work details
Section 6	:	Request for obtaining information including Transfer of application within 5 days
Section 7	:	How your requests will be treated
Section 8	:	Exemptions
Section 11	:	Third party information
Section 19 (1)	:	First appeal
Section 19 (3)	:	Second appeal
Section 20	:	Penalties and Disciplinary actions

○ Different types of Forms:

1. Form - 1 & 2 – Details of Public Authority
2. Form - 3- Application for information
3. Form - 4- Money Receipt
4. Form – 5 – Register for Application for Information
5. Form – 6- Inspection of records
6. Form – 7 - Supply of sample/models
7. Form – 8 - Supply through CD/printed publication.
8. Form – 9 - Cash Book
9. Form - 10 – Request to Custodian of information.
10. Form – 11 Intimation of acceptance.
11. Form – 12 Notice to third party
12. Form -13 – Part supply of information or rejection of appl.
13. Form – 14 – Transfer of request for information

Thanks



CM HELPLINE – A direct medium between Citizens and State Government



ত্রিপুরা সরকার | Government of Tripura

Screen Reader Access

CM Helpline Whatsapp-6033374544

A- A A+

Home

Nodal Officers ▾

Others ▾

Contact Us ▾

Gallery ▾

Grievance Status

Notifications



NEED HELP?

Facing any issues related to government services?

[Call Now](#)

CM HELPLINE 1905

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[Lodge Grievance](#)

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Total Calls(As on date:23-08-23)

55,549

 6033374544

About CM Helpline

Tripura CM Helpline is for receive and address the grievances of the citizen of Tripura. It is a step towards solving problems being faced by people where people can anonymously send information or grievances to Tripura CM Helpline. All information are recorded in CM helpline and forwarded to the concerned departments to take necessary action. After taking necessary action concerned department will submit action taken information in the web application which will be conveyed to the caller by CM helpline and close the call with consent of the caller. CM Helpline inaugurated on 6 Spetember , 2021.

Success Stories

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- CM Helpline inaugurated on 6 September, 2021.
- 47 staff



**CM HELPLINE
1905**



**A direct medium between
citizens and State Government**



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Cm Helpline 1905



cmhelpline.tripura.gov.in

**HAR GHAIR
TIRANGA**



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Total Calls(As on date:05-03-23)
40,815



6033374544

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Success Stories



[Home](#)

Lodge Your Grievance

**Full name

**Phone Number

Date

**Address

**Grievance

Captcha

8F563C



CM Helpline
1905



Before



After



www.cmhelpline.tripura.gov.in