

Public Grievances

The public Grievance Redressal Mechanism is part and parcel of day to day activities of any District administration. In fact, the grievance redressal mechanism of the District Administration is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration. Information processing is a major activity in Government Departments. Handling Public Grievances is one of those major activities being carried by the District Administration as well as in all Government Departments. Monitoring each and every Grievance with the help of manual systems is time consuming as well as not effective when the Administration needs to obtain certain statistical information related to the Redressal of Grievances. This interface can help the administration to monitor the Public Grievances effectively.

The grievances received in the Collectorate are forwarded to the concerned Departments, who are dealing with the substantive function linked with the grievance for redress under intimation to the complainant. The Department will take upon the grievance for redressing. Similarly the Collectorate will follow them regularly till their final disposal. On the basis of the grievances received, the Collectorate identifies the problem areas which are complaint-prone. These problem areas are then subjected to studies and remedial measures are suggested to the Departments concerned.

Register your grievances via e-mail at [collectorwest\[at\]gmail\[dot\]com](mailto:collectorwest@gmail.com).