

SANDHYA SINGH
DIRECTOR (STAT)
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भारत सरकार
Government of India

पिय जल एवं स्वच्छता मंत्रालय
4वीं, 8वीं, 9वीं एवं 12वीं मंजिल, पर्यावरण भवन,
सी.जी.ओ. कॉम्प्लेक्स, लोधी रोड,
नई दिल्ली-110 003

Ministry of Drinking Water and Sanitation
4th, 8th, 9th & 12th Floor, Paryavaran Bhawan,
C.G.O. Complex, Lodhi Road,
New Delhi-110 003

D.O.No. S-18016/62/2016-SBM

Dated the 20th May,2016

Dear Sir/Madam,

You are aware that the Hon'ble Prime Minister has launched the ever largest programme of Swachh Bharat Mission (G) with an aim to achieve Swachh Bharat by 02nd October 2019. The Mission towards achieving its objectives, has been proceeding quite well under the implementation of administrative machineries of respective State Government.

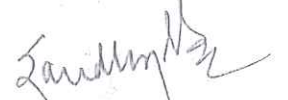
2. The Prime Minister has made an emphatic call to the citizens of this country to make the programme a people movement involving people from all walks of life infusing thereby a sense of responsibility among the people towards achieving clean India. The clarion call of the Prime Minister has made the people to think about the cleanliness of their surroundings. The participation of the people have been reflected in their not only suggestions but ever increasing grievances as well which are being received in this Ministry on continuous basis. As such, ensuring the prompt and qualitative redressal of grievances of the people assumes paramount importance.

3. This Ministry therefore, has initiated strengthening and streamlining the online grievance redressal portal to ensure expeditious redressal of the grievances. The portal also allows the State to monitor the redressal of the grievances from the States. However, it is felt that the grievance redressal mechanism at the State level is not appearing to be strong enough to attend each and every grievance promptly and meticulously. In our view, a separate grievance redressal monitoring cell in each State would help timely and quality redressal of the grievances of people.

4. It is, therefore, requested to kindly consider setting up of a separate grievance redressal monitoring cell in the office of Principal Secretary/ Secretary In-charge of Sanitation of the State to process the grievances of people efficiently and to enhance the quality of public service at the state level at the earliest. Secretary(DWS), would like to discuss the progress of grievance redressal with the Principal Secretaries/Secretaries in charge of Sanitation during the monthly video conference.

With regards,

Yours Sincerely


(Sandhya Singh)

Principal Secretary/ Secretary incharge of Sanitation, All States/UTs

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