

Guidelines for Rajor Podulit Rajor Sarkar(RPRS) Programme

1. Objectives:

- a. To bring the government close to the people and to redress their grievances at their doorsteps.
- b. Creation of Public Awareness about Govt. programmes
- c. Assess the local needs and infrastructural gap.
- d. Identify the deficiency in Service Delivery System

Based on RPRS outcome Govt. will take appropriate interventions to bridge the critical gap & improve the service delivery

2. Nodal Department / Nodal Officers:

- a. Panchayat & Rural Development department is the Nodal Department for coordination to implement the Programme.
- b. Commissioner, P&RD will be State Nodal Officer
- c. Each department related to RPRS will designate one State Nodal Officer

3. State Coordination and Monitoring Team :

There will be a State level Coordination and Monitoring Team for RPRS consisting with the following:

- a. Principal Secretary to CM – Chief Co-ordinator
- b. Principal Secretary, P&RD - Member
- c. Principal Secretary P&D - Member
- d. Principal Secretary, Finance – Member
- e. Commissioner, Panchayat & Rural Development(CPRD) – Member Secretary
- f. Sr. Most Secretary of the concerned Deptt.i.e. Health & Family Welfare, Education, Public Health Engineering, Elementary Education, Food and Consumer's Affairs, Labour and Employment, Handloom & Textile, Sericulture, Revenue and Disaster Management, PWD(R), Social Welfare, Agriculture, Veterinary &Animal Husbandry, Fishery, Irrigation, Industries and Commerce.

4. Departmental Coordination and Monitoring team.

- a. Each department will notify state level RPRS team
- b. Contact details of team will be intimated to State Nodal Officer

5. Functions of the Departmental Coordination and Monitoring Team:

- a. Preparation of Publicity/ Public Awareness Material
- b. Preparation of FAQ on departmental scheme
- c. Preparation of formats for Gap Assessment of Public needs (Individual needs/ Community needs)
- d. Preparation of formats for deficiencies in the Delivery system.

6. District Coordination and Monitoring Team

There will be a District level Monitoring Team for RPRS consisting with the following officers:

- a. Deputy Commissioner/Principal Secretary, AC - Chairman
- b. ADC(Public Grievances)/Project Director, DRDA – Member Secretary
- c. Chief Executive Officer, ZP
- d. District I/C of the concerned Department.

The team will be notified by D.C/ Principal Secretary, A.C.

7. Functions of the District Coordination and Monitoring Team

- a. Organise training for the G.P. level RPRS teams as per the module.
- b. Keeping proper records of the public grievances and suggestions received from G.P. level RPRS teams
- c. Compile, analyze and redress the grievances.
- d. Compile and submit details of grievances to the concerned departments with intimation to Nodal department for necessary action.
- e. The team will meet fortnightly to review the redressal of the public grievances or providing the facilities as requested by the people.
- f. The team will ensure uploading and updating of data on RPRS MIS / Website.
- g. All the members of the Committee shall attend RPRS Gram Sabha in the district.
- h. Properly maintain records of expenditure for scrutiny and audit.
- i. Start a RPRS whatsapp group for sharing information by the Stake holders.
- j. Share photographs and information regarding RPRS activities on whatsapp group administered by State Coordination and Monitoring team ad also on Facebook and Twitter.

8. Methodology

- a. RPRS camp will be arranged in the line of Gram Sabha in each Gram Panchayat/VCDC/VDC. The themes and Departments for RPRS 2015 are given as under:

Quarter	Theme	Department
1 st (January 2015)	Health,Hygiene, Sanitation and Education	Health & FW/Public Health Engineering/ Social Welfare/ Elementary Education/P&RD
2 nd (April 2015)	Social Security & Women Empowerment	Social Welfare/Food & Civil Supplies/P&RD/ Labour and Employment/Education/Handloom , Textile and Sericulture
3 rd (July 2015)	Land Revenue and Disaster Management	Revenue and DM, Civil Defence, ASDMA, Fire and Emergency
4 th (October 2015)	Rural Infrastructure, Livelihood & Skills	Public Works Department/Public Health Engineering/P&RD(NRLM and SIRD), Labour and Employment(EGM)/ Industries and Commerce/ Agriculture/ Animal Husbandary & Veterinary/ Fishery/KVIB

b. First round of RPRS will be arranged in first week of January, 2015. Subsequent rounds will be decided later.

c. There will be one RPRS Team against each Gaon Panchayat consisting of the following:

1. One representative from Deputy Commissioner/ Principal Secretary, Autonomous Council(Senior gazetted Officer)
2. G.P.Secretary/ Gram Sevak/ JE of P&RD Department
3. One woman representative (to be nominated by Deputy Commissioner/ Principal Secretary, Autonomous Council).
4. One officer from the department concerned.

D.C./ Principal Secretary, AC will notify GP wise RPRS team and submit the list to State Nodal office along with Mobile Number of the members and e-mail id of team leader.

All the G.Ps must be covered in four days. In other words number of G.P. teams will be one-fourth of the total numbers of G.P./VCDC/VDC in the field.

The RPRS camps in the district will run for maximum one week depending upon the number of G.P./VCDC/VDC.

9. Functions and Responsibilities of GP/VCDC/VDC level RPRS team.

- a. Preparation of an Action Plan for successful implementation of RPRS including arrangement of the meeting with the adult members of the Village/Villages.
- b. Publicity of the programme in the GP/VCDC/VDC area.
- c. Awareness about government's developmental programme.
- d. Visiting the GP on the previous day and night stay as far as practicable. Arrangement for night stay may be made by GP Secretary. D.C./Principal Secretary A.C. will be at liberty to decide whether RPRS team should stay in the GP on the previous night or to stay at a transit location, so as to ensure timely commencement of the camp.
- e. The GP level RPRS team will arrange pre-visit to the allotted GP to have firsthand knowledge of the problems and public needs.
- f. Receiving the public grievance petitions.
- g. To dispose those petitions on the spot which do not require any policy decisions or fund.
- h. Department wise classification and sorting of the public grievance petition-such as Individual needs and Community needs.
- i. Inspection of Institutions/schemes of concerned Department.
- j. Compilation of details of the outcome of the RPRS meeting and to submit the report to Deputy Commissioner/ Principal Secretary AC in prescribed format as shown in Annexure-I.
- k. Team will take photographs on arrival and during the programme and share them through whatsapp group administered by district level team.

10. R.P.R.S. Camp.

The Senior most member of the team will conduct the RPRS camp.

11. Agenda of the RPRS meeting

8.00 a.m.- Cleanliness drive and plantation under " Mukhyamantrir Asomor Nirmal Aru Seuj Abhijan(MANASA)" at any public place with the help of local people

8.30 a.m.-10.30 a.m.-Inspection of Schools, Anganwadi Centres, Mini PHC, Hospitals, Subcentres Water Supplies Schemes, F.P. shop etc relevant to the theme

10.30 a.m. -11.00 a.m.- Reading out of CM's Message

11.00 a.m. -1.00 p.m.-Interaction with general public

1.00 p.m.-2.00 p.m.-Lunch break

2.00 p.m.-3.30 p.m. Receipt of Grievance petitions and redressal

4.00 p.m.-Departure of the team.

12. Training and Orientation:

- a. There will be a training cell at SIRD to be constituted by State Nodal Officer. The RPRS teams should properly be trained. Module for training will be prepared by the Training cell along with a check list of basic information.
- b. The Departments concerned will prepare a brief note on the guidelines of various schemes with FAQ, formats for gap assessment and submit the same to State Nodal Office(both in hard & Soft copies). Training cell will compile a Handbook for use by the GP level RPRS teams.

- c. 4(four) Master trainers from each districts will be trained at SIRD.
- d. The Master trainers will train the G.P.level teams
- e. At district level, DCs/Principal Secretaries will arrange training in small batches.

13. Role of Divisional Commissioner

- a. The Divisional Commissioner will supervise the effective and successful implementation of RPRS programme.
- b. He will take review of the preparedness of the districts for RPRS and also monitor the redressal of public grievances/ public and individual needs received during RPRS.
- c. He will also attend some RPRS Gram Sabha meetings and send his observations to the concerned D.C.s/Principal Secretaries, AC with copy to the Nodal Department of RPRS.

14. Documentation

D.C. /Principal Secretary will arrange proper documentation of the RPRS exercise. A detailed report with photographs in the form of a booklet should be prepared after completion of each round of RPRS and sent to all concerned.

15. Publicity

D.C./ Principal Secretary, AC will develop publicity materials and use TV, internet, mobile phone, print media hoarding, leaflets etc. for wide publicity .D.C/Principal Secretary will issue regular Press release and arrange Press Conference for awareness and wide participation of the people. A proper plan for the purpose should be prepared by them involving the DIPRO.

State team will also arrange wide publicity about RPRS programme.

16. Grievance Application Form-

- a. Public grievance will have to be submitted in prescribed Application Form as shown in Annexure –II.
- b. The Application forms will be printed at District level.
- c. The Application form will be bi-lingual and will bear an eleven digit unique number. The first two digits will indicate district, the second two digits will indicate Block, third three digits will indicate G.P./VCDC/VDC and the last four digits will indicate applicant's number.
- d. The RPRS team will help people to fill up the application form.
- e. In case there is shortage of printed form hand written application form may also be accepted. But it must be ensured that the unique number is correctly written on the top of the application form.Details of code given to Districts, Block, GP/VCDC/VDC are eclsed as Annexure -III
- f. The applicant will have to be issued a receipt as printed below the Application Form

17. MIS for RPRS-

- a. There will be IT cell at State Level and also at District level for keeping track of all activities involved in the programme . The Nodal Department will take up with NIC for development of a software for this purpose.
- b. A dedicated Website will be developed by State NIC for RPRS and all MIS & IT related activities will integrate to the website.
- c. District Coordination and Monitoring team will collect the report in annexure-I from G.P. level RPRS team and arrange to upload the same in RPRS application to be intimated separately.
- d. All the complaints received from the RPRS programme will be analysed through computer applications at district and State level.

- e. Face books and Twitter account will be maintained by State Team and photo, audio, video contents will be uploaded.
- f. Whatsapp group will be started by State Team and all the DCs /Principal Secretaries AC. District and G.P. level RPRS team members will upload photographs on Whatsapp, face Book and twitter account on the day of RPRS and also during redressal of grievances.
- g. Public will be provided a platform to share their views, comments and photographs on the RPRS Website.
- h. A DASH BOARD interface will be provided in the MIS for monitoring.

18. Nomenclature of RPRS in Barak valley

In Barak Valley the name Rajer Pase Rajer Sarkar will be used for the program.

19. Budget :

- a. Fund for mobility, office expenses, publicity, documentation, data entry etc to be provided @Rs. 25,000.00 per quarter per G.P./VCDC. An amount Rs.1.00 lakh will be required per GP/VCDC/VDC for entire RPRS programme.
- b. Fund of Rs. 6.00 lakh to@ Rs. 50,000/- per month will be provided for State Nodal Office for office expense, computerization of data etc. Additional fund of Rs. 15.00 will also be provided for media campaign through Newspaper and TV.
- c. Total fund requirement for RPRS will be Rs. 26.88 crore (2202 G.P.+465V.C.D.C. x 100000+600000+ 1500000).

Annexure-II

Raijor Padulit Raijor Sarkar(RPRS)

Application Form

Serial number of Application Form

--	--	--	--	--	--	--	--	--	--	--

(To be given by the RPRS team)

1. Name of the Applicant:
2. Father's/Husband's name:
3. Name of the Village:
4. Name of the GP/VCDC/VDC:
5. Mobile Number of the

--	--	--	--	--	--	--	--	--	--	--

 applicant:
6. Name of the Grievance related Department:
7. Name of the grievance related Scheme:
8. Name of the Office against whom grievance / complaint submitted:
9. Name and designation of the Officer/ staff against whom grievance / complaint given:
10. Brief description of the Grievance:

Signature of the applicant

Serial Number:

--	--	--	--	--	--	--	--	--	--	--

Received the application from-----on -----

Name and signature of the receiving officer.