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Towards accountable governance



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Collector comes out with grievance redress system

GUNTUR: The days of making umpteen rounds to government offices seeking redressal of grievances are going to be a thing of the past as the district administration will put in place an on-line mechanism in which people can submit application at the local eSeva centre and rural service delivery points.

The innovative programme named 'Prajavani' is the brainchild of district Collector B. Venkatesham and would be implemented across the district from June 1 at 18 eSeva centres in 10 municipalities and 54 rural service delivery points in the district. Disabled Welfare Department Assistant Director A. Suryanarayana was appointed co-ordinator of the programme.

Guidelines

As per the guidelines given by the Collector, any person who wants clarification on an issue or redressal can fill in the application form and submit it at the local eSeva centre along with a fee of Rs.25. The respective department is expected to reply and send an explanation along with the application to the complainant within a week. If it fails to do so, the department had to pay Rs.25 as a penalty each day to the complainant.

Addressing a meeting on 'accountability in governance', the Collector asked various staff members to have a self-assessment of their performance through a performance-based rating. He said that a self-rating and assessment system was being introduced in the district to improve accountability among the personnel working in various departments.

Labels as performance indicators would be pasted on the door of the respective departments. Departments which record the worst performances would be pasted with a red sticker, white (35-75 per cent), green (above 75 per cent). Chief Planning Officer Satyanarayana was appointed coordinator of the programme.

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Zilla Parishad Chief Executive Officer P. Durga Prasad was appointed coordinator of the programme.

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