



OFFICE OF THE COLLECTOR & DISTRICT MAGISTRATE, KEONJHAR
(General & Misc Section)

No.VII/09/2025/ 370 /G & M

Dated 30 / 03 /2025

OFFICE ORDER

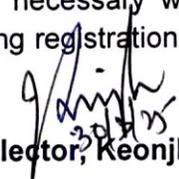
Sub:- Schedule for conduct of Joint Hearing of Public Grievances for the month of April, 2025.

In pursuance of letter No.6025/PG&PA Dated 08.10.2012 of Government in PG & PA Department & letter No. 10511/GA&PG dated 24-03-2025 of Government in GA & PG Department Odisha, Bhubaneswar, the schedule for holding joint public grievance hearing for the month of April, 2025 in respect of Keonjhar district is as follows;

Date	Place	Time	Exhibition the IEC activities by different department
07-04-2025 (Monday)	Collectorate, Keonjhar	07:00 AM to 10:00AM	CDMO, NHM & DLO, Keonjhar
15-04-2025 (Tuesday)	Block Office, Champua Block	07:00 AM to 10:00AM	PD Watershed, CSO & DLO, Keonjhar
21-04-2025 (Monday)	Block Office, Jhumpura Block	07:00 AM to 10:00AM	Irrigation/ OLIC/ RWS&S Anandapur, NHM & DLO, Keonjhar
28-04-2025 (Monday)	Block Office, Saharpada Block	07:00 AM to 10:00AM	CDMO, NHM & DLO, Keonjhar

In view of the prevailing heat wave condition the following steps are required to be taken forthwith by concerned B.D.Os for smooth conduct of Joint Hearing of Public Grievances.

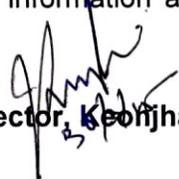
- 1) The period of grievance hearing on each Monday (Tuesday if Monday is a Holiday) must be limited from **7AM to 10AM**.
- 2) The number of receipt of grievance application should be reduced giving priority to senior citizens, ailing and infirm applicants, disabled persons and applicants seeking assistance from CMRF.
- 3) Adequate sitting arrangement with sheds and drinking water facilities be arranged for applicants and accompanist of infirm and disabled persons.
- 4) The concerned BDO will constitute a dedicated Team consisting of the CP, ACP, and other tech-savvy staff from the Block office, equipped with necessary instruments such as computers, scanners, printers, and any other required tools. This team will remain present at the respective Block office during the joint grievance hearing to register and assign each grievance application in the Jana Sunani Portal on real time basis.
- 5) It is the responsibility of this team to ensure that all grievance petitions are scanned, uploaded, and promptly assigned to the relevant authorities in the Jana Sunani portal without delay.
- 6) The petitioner who desires to submit his grievance petition in the Joint Hearing has to register for slot booking through Jana Sunani Web Portal/ Mobile application. The date and time for the same will be intimated as soon as received from CEO, OCAC in due course of time.
- 7) Concerned BDOs are also requested to give special emphasis on necessary wide circulation and publication for awareness of the general public regarding registration for slot booking through Jana Sunani Web Portal/ Mobile application.


Collector, Keonjhar

Memo No 371 /G&M

Dated 30 / 03 /2025

Copy submitted to the Superintendent of Police, Keonjhar for information and necessary action.


Collector, Keonjhar

Memo No 372 /G&M

Dated 30 / 03 /2025

Copy submitted to the Director, Public Grievance & Ex-Officio Special Secretary to Government, GA & PG Department, Odisha, Bhubaneswar for kind information.

Copy forwarded to the Secretary to Revenue Divisional Commissioner (ND), Odisha, Sambalpur for kind information.

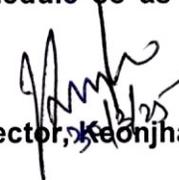

Collector, Keonjhar

Memo No 373 /G&M

Dated 30 / 03 /2025

Copy submitted to D.F.O.(T), Keonjhar/ D.F.O(KL), Keonjhar/ CDO-Cum-EO, ZillaParisad, Keonjhar/ All Sub- Collectors, Keonjhar/ CDM& PHO, Keonjhar/ P.A., ITDA, Keonjhar & Champua/ All Dist. Level Officers, Keonjhar/ All Tahasildars, Keonjhar/ All Block Development Officers, Keonjhar/RTO, Keonjhar/ DEO, Keonjhar/ All BEOs/ All Executive Officers of ULBs/ SO, JDA, Gonasika/ DSSO, Keonjhar/ CCSO, Keonjhar/ DWO, Keonjhar/ DSWO, Keonjhar/ All Deputy Collectors/ Assistant Collectors of Collectorate, Keonjhar and all concerned for information and necessary action. They are requested to attend the Joint hearing as per programme.

CDM & PHO, Keonjhar is requested to ensure the provision of an ambulance facility, first-aid support and adequate supply of electrolytes at the respective Block offices during the joint hearing hours as per the schedule so as to effectively address and mitigate any emergency situations promptly.


Collector, Keonjhar

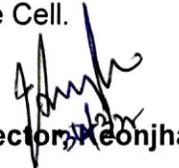
Memo No 374 /G&M

Dated 30 / 03 /2025

Copy to DI & PRO, Keonjhar/ Station Director, All India Radio, Keonjhar/ DIO, NIC, Keonjhar for information & wide publication.

Copy to PA to Collector/ Steno to Addl. District Magistrate, Keonjhar/ Addl. District Magistrate (Rev), Keonjhar for information and necessary action.

Copy to the concerned Dist. Level Officers as mentioned at column 3 of the above programme for information and necessary action. They are intimated to disseminate the IEC activities on the date & venue fixed against them at joint hearing Grievance Cell.


Collector, Keonjhar

Government of Odisha
General Administration & Public Grievance Department

No. 10511 /GA & PG
GAD-PG-PG2-0015-2025

Dated- 24.03.2025

From

Nihar Ranjan Dash,
Director, Public Grievance &
Ex-Officio Special Secretary to Government

To

All Collectors

Sub: - Conducting Joint grievance during summer season.

Madam/Sir,

I am directed to intimate that in view of the prevailing heat wave condition the following steps are required to be taken forthwith to conduct Joint Hearing of Public grievances by Collectors and Superintendents of Police in presence of other District level officers.

1. The period of grievance hearing on each Monday must be limited from 7AM to 10AM from 1st Monday of April 2025 onwards.
2. The number of receipt of grievance application should be reduced giving priority to senior citizens, ailing and infirm applicants, disabled persons and applicants seeking assistance from Chief Minister's Relief Fund.
3. Adequate sitting arrangement with sheds and drinking water facilities be arranged for the applicants and accompanist of infirm and disabled persons.
4. A dedicated team be formed to register and assign each of the grievance application in Janasunani Portal and to collect the Action Taken Reports to review and dispose them in online mode. Pending offline applications should also be brought to the Janasunani Portal and be disposed in online mode during this period.
5. The petitioner who desires to submit his grievance petition in the Joint Hearing to be conducted on every Monday has to register for slot booking through Janasunani Web Portal/ Mobile application. The Director, Public Grievance and Ex-Officio Special Secretary to Government, GA & PG Department will inform the CEO, OCAC regarding Date and Time for registration by petitioners in the Janasunani Web Portal/ Mobile application.

This is URGENT.

Yours faithfully,


Director, Public Grievance
and Ex-Officio Special Secretary to Government

Memo No.- 10512 /GA & PG

Dated- 24.03.2025

Copy forwarded to the CEO, OCAC with a request to incorporate registration (Slot Booking) facilities for grievance petitioners for Joint Hearing of Grievances in district level conducted every Monday.


Director, Public Grievance
and Ex-Officio Special Secretary to Government

Memo No.- 10513 /GA & PG

Dated- 24.03.2025

Copy forwarded to all Revenue Divisional Commissioners / all Superintendents of Police for information and necessary action.


Director, Public Grievance
and Ex-Officio Special Secretary to Government

Memo No.- 10514 /GA & PG

Dated- 24.03.2025

Copy forwarded to the OSD to Chief Secretary for kind information of the Chief Secretary.


Director, Public Grievance
and Ex-Officio Special Secretary to Government