



Government of Puducherry
Lieutenant Governor's Secretariat

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PRESS RELEASE

Launch of Interactive Dynamic Raj Nivas Website
(<http://rajnivas.py.gov.in>)

The official website of the Raj Nivas, Puducherry was launched earlier today by Hon'ble Lieutenant Governor, Dr. Kiran Bedi. She said, "On the auspicious occasion of the Tamil New Year, Vishu, Baisakhi, Bihu, Naba Barsha and Easter, we are launching yet another mode of connecting with the people of Puducherry."

From a static, yet functional site, the new website has been developed to be more engaging, informative and user friendly. The responsive design of the website allows it to be compatible across different electronic devices. Developed in compliance with the new Government of India guidelines, the website incorporates features that allow it to be accessed by differently-abled citizens, thus making it more inclusive.

A key feature of the new website is the integration of the ***Petition Monitoring System for Grievance Redressal*** for ease of use. Now, any citizen, at the click of a button, can register a complaint. Every complaint received is acknowledged and the complainant receives a unique ID number for future correspondence through the preferred mode of communication such as SMS, email or paper. Once registered, these grievances will be redressed by the respective departments while the Lieutenant Governor's Secretariat will monitor. Grievances marked confidential shall be accessed and dealt with strictly by the Lieutenant Governor's Confidential Desk.

To increase the reach to the technology savvy citizens, the Raj Nivas site also features an ***exclusive Whatsapp number 9500560001*** for citizens to report grievances, which will be handled by a dedicated team at Raj Nivas led by Grievance Redressal Officer Thiru V. Amirthalingham.

In addition, citizens can also report Crime and Corruption by calling the Confidential Toll Free number 1031.

It has been the endeavor of the Raj Nivas team, under the guidance of the Hon'ble Lieutenant Governor, to make Raj Nivas more inclusive and accessible. To that end, the new website has two Citizens Engagement sections:

- ***Sign up for Shramdaan*** to encourage volunteerism
- ***Share your Ideas*** to encourage participative solutions for a Prosperous Puducherry

The website has been designed and developed by Redruby Advertising & Technology, a Puducherry based branding company headed by Thiru K Thuyavarman, MFA, PhD (c), an alum of Bharathiya Palkalaikoodam, Puducherry.

Thiru S.K. Gautam, DGP; Dr. G. Narendra Kumar, Development Commissioner; Thiru G. Theva Neethi Dhas, Secretary to LG; Thiru B.R. Babu, Secretary to Govt. (Health); Dr. S. Sundarvadivelu, Secretary to Govt. (Personnel); Thiru D. Manikandan, Secretary (IT); Thiru G. Srinivas, Additional Secretary to LG; Dr. Amrita Bahl, OSD to LG; Thiru R. Sridhar, PS to LG; Thiru V. Amirthalingham, Grievance Redressal Officer; Tmt. Asha Gupta, Comptroller of Household were present at the function. Thiru Shukla, State Informatics Officer, NIC was also present in the function.