



GOVERNMENT OF PUDUCHERRY
LT. GOVERNOR'S SECRETARIAT

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PRESS RELEASE

**MONTHLY MESSAGE SERIES OF HON'BLE LT. GOVERNOR
ON PUBLIC SERVICE DELIVERY – 8TH MESSAGE**

Hon'ble Lt. Governor, Dr. Kiran Bedi conveys message on Public Service Delivery to the Secretaries to Government and Head of Department every month by means of audio conference. Commencing from this month, the monthly message has been communicated through e-mail for exchange of observation on governance issues highlighting the following points.

1. Weekly Report Observations:- Observations made in the weekly report on important cases disposed by departments to be taken note of for these notes serve as a vital tool for monitoring by the Secretaries to Government to pursue matters of importance.
2. Grievance Redressal to be strengthened. The initiative taken by Lt. Governor's Secretariat for issue of acknowledgement to the petitioners was communicated to all for emulation in Departments.
3. Training of staff to be imparted on regular basis by engaging expert Resource persons from outside and within.
4. Financial prudence to be observed in utilizing budget allocation, as we are in the last leg of the financial year ensuring expenditure sanctions be spent for the purpose and for the ensuing year, outcome rather than outlay to be prioritized
5. Field Visit / Punctuality was impressed upon by Hon'ble Chief Minister in his interaction, which has to be scrupulously followed for bringing in positive change.
6. Responsiveness should be exhibited to reports that appear in print / electronic media
7. Compliance of citizens charter to be reviewed to ensure discharged of functions as mandated by the functionaries concerned.
8. Unused Public facilities to be re-visited and steps taken for its maintenance and capacity utilisation by exploring feasibility of community participation
9. Pendency of service matters such as declaration of probation, confirmation, grant of ACP, Disciplinary proceedings etc., and reports called for to be cleared in time.