

GOVERNMENT OF ANDHRA PRADESH

OFFICE OF THE
COMMISSIONER OF THE TECHNICAL EDUCATION
ANDHRA PRADESH::VIJAYAWADA

Cir. Memo No.S/AP Spandana/2019

Date:30/08/2019

Sub:- Technical Education – Grievance Day- Observe “ Spandana” (Grievance Day) on every Monday for receiving of grievances from the General Public and to provide time on every 3rd Friday of the month to the Outsourcing / Contract employees to ventilate their grievances – Certain instructions – Ordes-Issued- reg.

Ref:- 1) Memo.No.497/MC-A1/2019 Higher Education (MC) Department Dated: 25.07.2019.

2) Memo No.GAD01-AROMISC/11/2019-AR. GENEAL ADMINISTRATION (AR) DEPARTMENT Dated:17/07/2019

As Per the orders of the Hon'ble CM Vide 2nd Memo cited, all the Principals, the Regional Joint Directors (AU and SVU Regions) and the Secretary of SBTET, AP are here by instructed to conduct “ Spandana “ (Grievance Day) on every Monday for receiving of grievances from the General Public. and also to provide time on every 3rd Friday of the month to the General employees including and Outsourcing / Contract employees to ventilate their grievances.

All the Principals, the Regional Joint Directors (AU and SVU Regions) and the Secretary of SBTET, AP are hereby instructed to strictly adhere to these Instructions of Hon'ble Chief Minster scrupulously and make the programme successful.

Sd/- V. Padma Rao
For COMMISSIONER

To

The Principals of all Polytechnics - Government, Aided, Private and II Shift Polytechnics in Engineering Colleges

Copy to the Regional Joint Directors (AU and SVU Regions) for necessary action

Copy to the Secretary of SBTET, AP., Vijayawada for necessary action.

//F.B.O//

D. Poluri
SUPERINTENDENT 30/8/19

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GOVERNMENT OF ANDHRA PRADESH
HIGHER EDUCATION (MC) DEPARTMENT

Memo. No.497/MC-A1/2019

Dated: 25.07.2019

Sub:- Higher Education Dept – Grievance Day – Observe “Spandana” (Grievance Day) on every Monday for receiving of grievances from the General Public and to provide time on every 3rd Friday of the month to the Outsourcing / contract employees to ventilate their grievances – Certain Instructions – Orders – Issued.

Ref:- From the GA(AR) Dept., Memo.No.GAD01-AROMISC/11/2019-AR, Dated:17.07.2019.

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A copy of the reference cited is sent herewith to the Spl. Commissioner of Collegiate Education-AP / Spl. Commissioner of Technical Education-AP / the Secretary, Andhra Pradesh State Council of Higher Education, Tadepalli.

2. They are requested to take necessary action as per the instructions issued in the reference cited scrupulously.

Y.VENKATAPATHI RAO
DEPUTY SECRETARY TO GOVERNMENT

To
The Secretary, Andhra Pradesh State Council of Higher Education,
“C” Block, Mahendra Enclave, Tadepalli, Guntur District. (W.E)
The Commissioner of Collegiate Education, Andhra Pradesh, Vijayawada. (W.E)
The Commissioner of Technical Education, Andhra Pradesh, Vijayawada. (W.E)

Copy to :

The Higher Education (OP) Dept.,
The P.S to Spl. Chief Secretary to Government. H.E.Dept.,

//FORWARDED BY :: ORDER//

SECTION OFFICER

PO
AD- Sct (potanish
supt)

U. S. S.

Keerthi mmp

28/8/19

Collectors and down the line.

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (AR) DEPARTMENT

Memo No. GAD01-AR0MISC/11/2019-AR,

Dated:17/07/2019.

Sub: **Grievance Day**- Observe "**Spandana**" (Grievance Day) on every Monday for receiving of grievances from the General Public and to provide time on every 3rd Friday of the month to the Outsourcing/ Contract employees to ventilate their grievances - Certain Instructions-Orders- Issued.

Ref: Minutes of the Collectors conference held on 24.06.2019.

In the Collectors' Conference held on 24.06.2019, the Hon'ble C.M. has ordered to conduct "**Spandana**" (Grievance Day) on every Monday for receiving of the grievances from the general public. It was also ordered that time should be given to the Outsourcing/Contract employees to ventilate their grievances on third Friday of every month.

2. The District Collectors of the State are therefore directed to conduct "**Spandana**" (Grievance Day) on every Monday of the month for receipt and redressal of grievances from the general public. It is also directed to provide time to the general employees including outsourcing/ contract employees to ventilate their grievances on third Friday of every month. Besides this, the following instructions are also issued for strict compliance;

- a. It shall be ensured that every Tahsildar and MPDO conducts "**Spandana**" programme in their respective jurisdictions every Monday without fail;
- b. Every grievance received shall be issued a receipt duly taking their mobile number. The receipt given shall contain the details of the Number of days and the date by when the grievance would be redressed;
- c. The grievance applications received by MPDOs and Tahsildars through Meeseva shall also be attended within the time lines stipulated as the case of regular "**Spandana**" petitions;
- d. Every receipt shall be uploaded in the AP Government Portal;
- e. Ensure that the grievance petitions are redressed in an effective and qualitative manner;
- f. The Collector and other senior officers will conduct surprise random verification on the quality of "**Spandana**" grievance redressal during his district visits;
- g. No meeting should be conducted on Monday;

3. All Heads of Departments should prepare time frame for each grievance on the lines of Citizen Charter and communicate to the District Collectors and down the line.

(P.T.O.)

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4. All the District Collectors are requested to adhere to these instructions scrupulously and make the programme successful.

L.V. SUBRAHMANYAM,
CHIEF SECRETARY TO GOVERNMENT.

To
All District Collectors.
All Superintendents of Police.

Copy to
All Departments of Secretariat (requested to
communicate the same to their Concerned HoDs).

PS to CM/CS.

PS to Prl. Secy. (GPM&AR)

SF/SC

//FORWARDED BY ORDER//

P.K.V. Lashin
SECTION OFFICER