

GOVERNMENT OF ANDHRA PRADESH
PLANNING (IX) DEPARTMENT

Letter No. 299/SPANDANA/Plg.VII/2022-1,

Dated.11.02.2022.

From
The Secretary to Government,
Planning Department,
A.P. Secretariat.

To
The Chief Commissioner of Land Administration,
Gollapudi.
The Commissioner, MA&UD, Guntur.
The Commissioner, PR& RD, Vijayawada.
The Director General of Police, Mangalgi.
The Commissioner, Agriculture.
The Commissioner, HMFWD dept.,
The Commissioner, Housing.
The Director, GSWS Department.

Sir,

Sub:- Planning Department - SPANDANA - Effective Monitoring & Coordination
- Quality redressal of grievances – Endorsement in redressal of
Grievances – Incorporation in SOPs – Reg.

Ref:- Letter No.28/CS-EA/2022, dated:11.02.2022 from CS Office.

Kind attention is invited to the Subject cited.

2. The Chief Secretary during review meeting on the Spandana Portals desired that when grievance is escalated to higher officer, he shall make an endorsement in redressal instead of uploading the endorsement of the last redressal officer. Mandatory field enquiry report and Action taken reports are to be uploaded for every redressal grievance by the redressal officer. These instructions shall be incorporated in the SOPs of respective departments immediately and report the compliance.

3. It is therefore requested that these instructions shall be incorporated in the SOPs of respective departments immediately and present the same during the workshop.

Yours faithfully,
Sd/-

SECRETARY TO GOVERNMENT

Copy to:

The Executive Assistant to Chief Secretary to Government.

The PS to Secretary to Planning Department.

SF/SC.