Key recommendations of Departmental Administrative Reforms and Public Grievances for reducing grievances related to SBM (G) - regarding.

*****

2. The above mentioned Mr. Under Secretary, GOI has been informed that on 11.9.2018, a meeting was held where the issues related to the implementation of the scheme of the Ministry of Social Justice and Empowerment were discussed. The Ministry has decided to take suitable action in this regard.

3. The meeting has been attended by the concerned officials.

[Signature]
No. S-12011/8/2015-SBM
Government of India
Ministry of Drinking Water and Sanitation
Swachh Bharat Mission (Gramin)

12th Floor, Pt. Deendayal ‘Antyodaya Bhawan’
CGO Complex, Lodhi Road
New Delhi-110 003
Dated 11.09.2018

To
The Addl. Chief Secretary/Pr. Secretary/Secretary,
In-charge of Swachh Bharat Mission (Gramin),
All States/UTs

Subject: -Key recommendations of Department of Administrative Reforms and Public Grievances for reducing grievances related to SBM (G) – regarding.

Madam/Sir,

I am directed to intimate that Department of Administrative Reforms and Public Grievances, Government of India has undertaken a study by analysing 100 grievances of Ministry of Drinking Water and Sanitation, focusing on sanitation and drinking water. From the findings of the study, the Department has recommended the following key systematic reforms in order to reduce grievances pertaining to sanitation sector:

1. Deploy a call centre for quick registration of the villagers’ grievances
2. Center government to invest in demand generation for SLWM plan (a GP is entitled to get funds post submitting SLWM plan). Center Government to motivate and train GPs on how to draft SLWM plan in collaboration with Panchayati Raj department
3. Setup awareness campaign for informing households about financing to BPL households and APL households restricted to SCs/STs, small and marginal farmers, landless labourers with homestead, physically handicapped and women headed households

As SBM (G) is being implemented by the States/UTs, it is requested that the State Governments/UT Administrations may take necessary action on the above points so as to reduce the grievances pertain to SBM (G).

Yours faithfully,

(Rampal Singh)
Under Secretary to the Government of India
Phone: -2436 9654
Email: - rampal.singh67@nic.in

Copy to: - Mission Director/State Coordinator SBM (G), all States