No.:J-11011/36/2020-Media                                                                                                           Dated 17th December, 2021

Dear Madam/Sir,

As you may be aware the period from 20th December to 25th December 2021 will be observed throughout the country as Good Governance Week, which would symbolize the strides made by India in promoting citizen centric governance and improving service delivery in consonance with Azadi Ka Amrit Mahotsav celebrations to commemorate 75 years of progressive India. Theme of this year’s Good Governance Week is *Prashasan Gaon Ki Aur* (प्रशासन गाँवों की ओर).

2. Good Governance Day which is observed annually on 25th December since 2014, and Good Governance Week (20 – 25 December 2021) are a reaffirmation of Government’s resolve to extend and ensure citizen-oriented, citizen-centric, citizen-friendly governance at all levels. In perspective of Panchayati Raj system, Good Governance Day and Good Governance Week are apt occasions to create awareness among all the stake-holders of Panchayati Raj, primarly the Panchayati Raj Institutions and rural masses, about accountability of Government and Governance in order to enhance the growth and development in the country through Good Governance and to bring citizens closer to the Government to make them active participants in the Good Governance process.

3. There is a greater need for establishing efficient grievance redressal mechanisms at the level of District / Block/ Gram Panchayat so that an easy and expeditious redressal of public grievances or complaints can be ensured at the basic unit of local self-government. Good Governance with an ingredient of e-Governance makes the Government at various levels transparent, accountable, responsive and efficient, and all Government employees and public representatives are expected to play a major role in promoting the cause of Good Governance and help in bringing transparency and accountability in the systems.

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4. Since public grievance redressal campaign-related similar activities under different nomenclature are undertaken in most of the States through District Collectors, all State/UT Departments of Panchayati Raj are requested to call upon Panchayati Raj Institutions / Rural Local Bodies to plan and organise special camps/ events/ awareness campaigns during Good Governance Week (20 – 25 December 2021) at Block Panchayat / Tehsil Headquarters/ Panchayat Samitis under the guidance of District Collectors to resolve public grievances and for better public service delivery. Ministry may please be informed about action taken in this matter.

Yours sincerely,

(Bijaya Kumar Behera)

To
Addl. Principal Secretary/ Principal Secretary/ Secretary,
Department of Panchayati Raj,
All States/ UTs, except Chandigarh and Delhi.