

No: G2-7020/85

Office of the Conservator of Forest  
Central Circle Trichur. 1-9-1985

From

The Conservator of Forests,  
Trichur.

Sri. Abraham Vargis,  
Divl. Forest Officer,  
Chalakkudy.

Sr. V.K. Ramachandran  
Dvl. Forest Officer,  
Malayatur

To

Sri. Babuji. A. George,  
Divisional Forest Officer,  
Trichur.

Sri. T.V. Balaram  
Divl. Forest Officer,  
Vazhachal.

Sri. H.B. Subramaniam,  
Divil. Forest Officer,  
Kalady.

Sir,

Sub:- Public Grievance - redress of - avoidance of delay- instructions issued  
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I hope that you are In receipt of Circular No: 3461/A2/85/P&ARD dated 30-3-1980 From the Chief Secretary to the Govt. of kerala communicated in Chief Conservator of Forests letter No. B5-14567/85 dated 15-5-85. However, I am enclosing a copy of the same for ready reference.

The instructions issued in the circular should be strictly followed. There should not any lapse in this direction.

3. Though there may not be scope for opening on enquiry counter in the Divl. Forest Officers, it is necessary that a responsible person is entrusted with the job of receiving petitions from public, giving them the required information, etc. The Senior Supdt./ Junior Supdt/ Manager in the Divl. Offices should be entrusted with this responsibility. Necessary Boards written in Malayalam and English showi8ng the designations of the person who should be contract for handing over petitions, for getting the required information, etc. should be put up in A conspicuous place in the Divisional Offices. The public for handing over petitions for knowing the decisions taken on the petitions etc. presented by them. They should not be allowed to go to the sections for this purpose.

4. All the Sections in the office should be directed to give the required information to the authorized person to enable him to inform the public on the action taken on their representations.

5. A register showing the petitions etc. received in an office should be opened and maintained by the authorized person which should be in the following form.

1. Sl.No: 2. Date of receipt 3. From who received and complete
4. Date of petition etc. 5. Brief contents. 6. Date of despatch of acknowledgement. 7. Date Of information of decision taken. 8. section and file no. 9. Remarks.

You should review this register once in a month and give proper direction to dispose petitions which are pending for more than a month.

6. You are requested to submit a report within a fortnight after complying with the above instructions.

Yours faithfully,  
Sd/-  
Conservator Forests.

Encl: as above.

Copy to Senior superintendent in office. You shall be the authorized officer as far as this office is concerned. Necessary register may be opened. You may seek assistance of a clerk in the office if necessary post the register etc. A copy of Govt. Circular is enclosed.

Copy to all section clerks in office with a copy of Govt. Circular cited for strict attention. They will provide the required information to the Senior Supdt as and when needed by him.

Copy to Administrative Asst./ Junior Supdt with copy of the Circular.

For Conservator of Forests,  
Trichur.

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