

**Chief Minister issues instructions for  
expeditious disposal of peoples' problems**

**Orders issued to include 15,000 subordinate officers at  
district level in the Public grievance Redressal system**

**New system implemented with immediate effect**

**Now people will be able to file online complaints  
directly to the District Magistrate, SSP and officers at the  
district, tehsil, block and police station level**

**Through this system, people will be able  
to directly represent their case to local officers**

**Following instructions of the Chief Minister, the Integrated  
Grievance Redressal System (IGRS) now available for the people**

*Lucknow: 08 September, 2017*

Uttar Pradesh Chief Minister Yogi Adityanath ji has directed officers for expeditious redressal of complaints brought before them by the people. He also said that problems should be sorted out at the level where its disposal is expected. Following instructions of the Chief Minister, the Integrated Grievance Redressal System (IGRS) now available for the people. With this, now people will be able to file online complaints directly to the District Magistrate, SSP and officers at the district level, tehsil, block and police station level. The new system has been implemented with immediate effect. The Chief Minister has also said that it would be the responsibility of senior officers to oversee and monitor whether the disposal of the problems by their subordinate officers is being done effectively or not.

No laxity will be tolerated in this regard and errant officers would be identified and acted upon strictly. The state government is committed to giving a transparent and sensitive administration to the people, the Chief Minister observed. Giving this information, a state government spokesman here said today that at present an option of only 150 officers was available for disposal of complaints through the IGRS at district level which the Chief Minister has now scaled unto almost 15,000 district and subordinate officers. The spokesman also pointed out that through the new system, people will now be able to present their problems directly to local officers and the officers would also be benefited by disposing of the problems directly and in shorter time period.

The spokesman further said that MPs and legislators have also be given the option of directly sending their petitions, being so far sent to the Chief Minister's office, to local officers through their IGRS login IDs.

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