

**Instructions issued for revenue and police departments under IGRS related matters for on-spot inspection and action, on-spot memo to have clear signatures of two local neutral witnesses, and their mobile number**

**While feeding of report under the IGRS, name and mobile number of witnesses to be clearly noted**

**Instructions issued by the Chief Minister based on complaints that matters were disposed off without on-spot inspection, at the office level only**

*Lucknow: 12 May, 2017*

Uttar Pradesh Chief Minister Yogi Adityanath ji has directed all divisional commissioners, district magistrates, DIG's, SSP's, SP's to ensure that under the Integrated Grievance Redressal System (IGRS), in matters related to revenue and the police department in which on spot inspection or action has to be initiated, the on-spot memo should be duly and clearly signed by two neutral witnesses and their cell phone numbers. This would be mandatory.

Providing this information, a state government spokesman said that a government order (GO) with regards to this has been issued. With this, in pursuance of the instructions of the Chief Minister necessary technical changes and upgrades have been initiated in the IGRS. He further informed that with strict adherence to the instructions, it is also expected that the name and number of a witness not be noted more than one time.

The spokesman also said that various complaints are being disposed off through the IGRS and most of the matters pertain to the revenue and police departments. It has however been noted that in many cases, where on-spot verification is required, the necessary formalities are completed within the office and complaints disposed off. The instructions from the Chief Minister have been issued keeping in view this problem.

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