

GOVERNMENT OF PUDUCHERRY  
ABSTRACT

A.R.Wing – Conduct of Open House discussion with General Public, Stake holders, NGO's etc  
by the major Government Departments having public interface – Modification of Guidelines –  
Orders issued

ADMINISTRATIVE REFORMS WING  
CHIEF SECRETARIAT

Puducherry, dt.31-12-2012.

G.O.Ms.No.3/2012/A2/ARW

READ : G.O.Ms.No.1 dt:15-06-2011 of the Administrative Reforms Wing,  
Puducherry.

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ORDER:-

In supersession of the G.O. cited, and as per the unanimous decision taken in the meeting of the Secretaries/Special Secretary to Govt./Heads of Department held on 05-12-2012 at 3.30 PM and chaired by the Chief Secretary to Govt., revised order and guidelines are issued for the smooth conduct of the Open House Discussion/Public Interface Programme to be arranged by the major Government Departments listed in the said order.

2. The Government Departments listed below having public interface shall arrange for conduct of open house discussion once in every six months in their departments, with the public, stakeholders, NGO's etc.

1. Department of Revenue and Disaster Management
2. Commercial Taxes Department
3. Department of Civil Supplies and Consumer Affairs
4. Police Department
5. Transport Department
6. Public Works Department
7. Electricity Department
8. Social Welfare Department
9. Adi-Dravidar Welfare Department
10. Women and Child Welfare Department
11. Local Administration Department
12. \* Town and Country Planning Department
13. Municipalities/Commune Panchayats

**Note:** The Government Departments not listed above may also arrange to conduct the public interaction programme subject to necessity/demand of the public, stake holders, NGOs etc.

3. In order to effectively conduct the Public Interface Programme/Open House Discussion, the following guidelines are issued for the adherence of the Department/Public concerned.

**Guidelines for the conduct of the Public Interface Programme:**

- a. The Public Interface Programme/Open House Discussion shall be fixed by the Administrative Secretaries of the concerned Department, one month in advance on a convenient date, without detrimental to Departmental activities. Wide publicity for the conduct of the programme shall be made in the local dailies, TV/Radio channels and by sending SMS etc.
- b. The Administrative Secretary of the Department concerned shall be present on the occasion. A team of officers of the Department headed by the Head of Department along with key functionaries shall interface with the public.
- c. The participants shall register themselves well in advance by furnishing their Photo I.D. Proofs, address details and gist of grievances and any references thereof, to the department organizing the Open House Discussion. The following shall be used as Photo Identity of the participants:
  - i. Passport
  - ii. Driving License
  - iii. Aadhar Card
  - iv. Student I.D. Card
  - v. Voter I.D. Card
  - vi. Employee I.D. issued by the employer
  - vii. Pan Card
  - viii. Photo I.D. issued by Govt. Department.
  - ix. Any other Photo I.D. as may be permitted by the Heads of Dept.
- d. Only such registered participants shall be allowed to participate with an admittance card/slip issued by the department. The Department organizing Public Interface Programme/Open House Discussion shall maintain Register for attendance for all such programmes. A record of I.D proof shall be maintained before issuing admission card/slip and verified during the meeting.
- e. The participants shall explain their grievances in an orderly manner. Disorderly conduct will make them liable to be barred from the Public Interface Programme/Open House Discussion and future participation.
- f. Shouting slogans, making derogatory remarks, use of abusive languages are strictly prohibited, during the course of the programme. Participants are required to conduct themselves in an orderly manner.

- g. The detailed report of the proceedings should be sent to Additional/Joint Secretary to Government.(ARW) within a week, without fail.
- h. The suggestions/ideas for improvement of the departmental activities made during the proceeding shall be carried out by the departments, as far as, it is practicably possible.
4. This order will come into effect from the date of publication in the Official Gazette.

//BY ORDER//

*02/3/12*  
ADDL. SECRETARY TO GOVT.(ARW)

To

The Director,  
Department of Stationery and Printing,  
Puducherry.

} With a request to publish the same in the next issue of Gazette of Puducherry and furnish 50 copies to this Wing for record.

Copy to:

1. The Secretaries/Special Secretary/Joint Secretaries/Deputy Secretaries/Under Secretaries to Government.
2. All the Heads of Departments/Offices
3. All Secretariat Sections.
4. The Collector, Puducherry/Karaikal.
5. The Regional Administrator, Mahe/Yanam
6. G.O. File/Stock File.