

CM LAUNCHES ONLINE PORTAL OF PUBLIC GRIEVANCE

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Chief Minister, Shri Manohar Parrikar inaugurated the online portal of Department of Public Grievance today at the Secretariat in Porvorim. While speaking on the occasion, Shri Parrikar said that “the advantage of such Public Grievance Redressal Service is that a person will not need to send complaints by post or come all the way to Panaji to lodge a complaint instead he or she can register it from their homes itself and the person will get an acknowledgment number by which his or her complaint can be tracked.”

This online service of the Department of Public Grievance is aimed at providing the citizens with a platform to redress their grievance. If the citizens have any grievance against government departments/organization in the state, they may lodge their grievance at www.goaonline.gov.in which will go to the concerned Department for immediate redressal.

“If a grievance is not addressed within the stipulated time, then it will be looked into by the higher authorities such as Secretary,” said Shri Parrikar adding that there are also future plans to link this portal by an interactive mode.

Present on the occasion was Shri Rohan Khaunte, Minister for Information Technology, Smt. Padma Jaiswal, IAS, Secretary, Public Grievances, and Shri D. G Sardessai, Director of Public Grievance.