



*Government of Puducherry*  
*Lieutenant Governor's Secretariat*

No. LGS/PRO/2020

14<sup>th</sup> March 2020

**PRESS RELEASE**

For those who need Open House Help. Union Territory because of social distancing are not able to do in view of the precautions in place for the time being and till relaxed.

Open House at Raj Nivas instead of being in Person, now will be conducted on Audio/ Phone through the Raj Nivas PABX system, till situation normalises. This means that anyone who thinks he needs the intervention of Raj Nivas can now call thru the Raj Nivas PABX system on the numbers given below and register them and shall be addressed.

Same timings and days shall be observed as was earlier in the open house when it was in person. That is Monday to Wednesday 5 to 7 PM. The caller shall disclose his/her identity to the phone operator, who shall then record the details in a format, hence verifiable, and forward the call to Team Raj Nivas comprising of Private Secretary to Lt. Governor, Chief Grievances Officer and Lt. Governor herself.

The caller shall be responded and guided as per the contents of the petition. And follow up action will be also taken on the merits of each case. For instance somewhere it might go as a recorded note to the concerned dept to connect or help or requesting the concerned office to connect with petitioner etc.

Hence we shall now use technology to facilitate grievance redressal. To overcome any hindrance in grievance redressal support from Raj Nivas. All callers contents shall be recorded in Lt. Governor's Petition Monitoring Sytem. Source shall be by Phone.

So that we do not lose track of the petition. The Team may whatsapp to the petitioner concerned of the guidance on case to case basis. We begin from this Monday itself, March 16<sup>th</sup>, same time. 5 to 7 p.m..

**Raj Nivas will continue to serve people of Puducherry now with the aid of technology. Following numbers be used for a phone in, Open House on Phone, from Monday to Wednesday, 5 to 7 p.m. in the following numbers: 2224499, 2225390, 2334050.**

This method will be reviewed from experience gained and ensure it meets the need of the petitioners. Any calls for this coming at timings and days not for Open House days and timings shall be advised to call **1031** and other options, meant for the purpose.

**\*But by this measure we are narrowing down social distancing with the help of technology and Raj Nivas remaining accessible as was. \***