

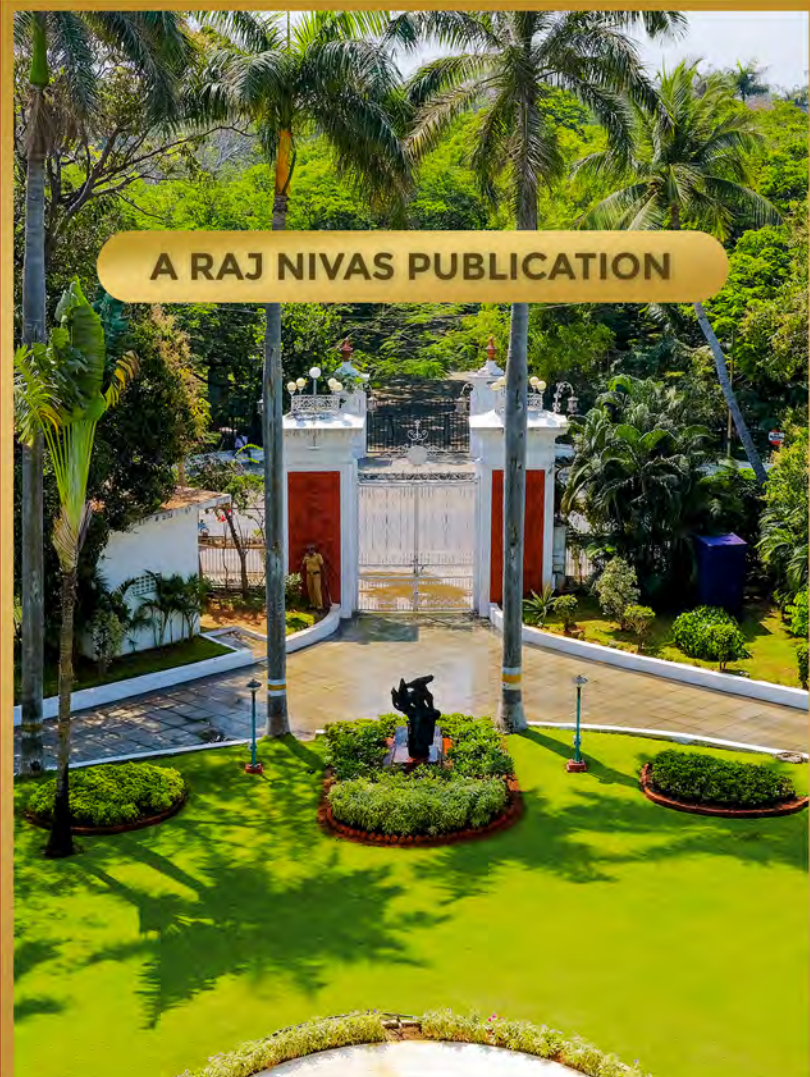


RAJ NIVAS THE PAST FOUR YEARS

2016-2020



A RAJ NIVAS PUBLICATION



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FOREWORD

RAJ NIVAS – THE LAST FOUR YEARS

It is now four years since Dr. Kiran Bedi took over as the Lieutenant Governor of Puducherry. True to her very nature, even before taking over, she had conceived the mantra of "Prosperous Puducherry".

Dr. Kiran Bedi, a well known icon of Women Power in India has brought out various changes to ensure better governance. As an innovative personality with a commitment for "Truth" and "Transparency", all her actions are for the betterment of Puducherry. Under her stewardship, Raj Nivas, Puducherry has become a centre of public activities and transformed itself into a "People's Nivas" and further into a "Seva Nivas".

As a kind, humane and committed person, Dr. Kiran Bedi comes out from the comfort zone of a Lieutenant Governor to ensure the long lasting prosperity of Puducherry. The hard work she had undertaken during these four years are unparalleled of a constitutional dignitary anywhere.

Presenting this book – "*Raj Nivas - the Last Four Years*" – for all to see the strenuous efforts put forth by Dr. Kiran Bedi and her Team Raj Nivas towards the goal of Prosperous Puducherry.

Puducherry
29.05.2020

S.D. SUNDARESAN, I.A.S.

*"Comfort is no test of truth;
Truth is often far from being comfortable."*

- Swami Vivekananda

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Contents

01. The Vision Statement and Coordination.....	02
02. Team Raj Nivas – 10 am meeting.....	04
03. Spot Visit – To know the ground reality.....	06
04. Review meetings – The order of the day.....	08
05. Raj Nivas opens for visitors.....	10
06. Grievance Redressal.....	12
07. Weekend 6 AM Morning visits.....	14
08. Monthly Message/Weekly declaration of files Disposed.....	16
09. Raj Nivas Celebrations and Networking.....	18
10. Green and Clean Puducherry.....	20
11. Water Rich- Puducherry Model.....	22
12. Tracking the news.....	26
13. Historical Judgements.....	28
14. Dignitaries as Guests at Raj Nivas.....	30
15. Raj Nivas Lecture / Leadership Series.....	32
16. Raj Nivas Art & Culture and Film Series.....	34
17. Raj Nivas Intern / Youth Engagement program.....	36
18. Raj Nivas Certifications.....	38
19. Documentation, Repository and Publications.....	40
20. The Raj Nivas social media.....	42
21. Raj Nivas Today.....	44
22. One Day at Raj Nivas.....	46



Compiled by
S. D. Sundaresan IAS
Special Secretary to Lt. Governor, Puducherry

1. VISION STATEMENT AND COORDINATION

Dr. Kiran Bedi, IPS (Retd), on taking over as Lieutenant Governor of the Union Territory of Puducherry has made Prosperous Puducherry as a vow and all activities of her governance is focused towards the same. The Prosperous Puducherry goal rests on the three pillars of Sanitation, Security and Skill.



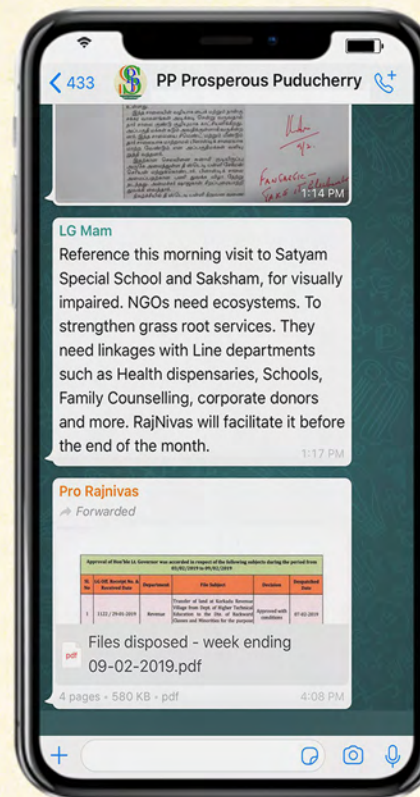
SPEED WITH SUSTAINABILITY

SSS - Sanitation, Security and Skill
PP - Prosperous Puducherry

The various new initiatives taken up by Hon'ble Lt. Governor towards the goal of Prosperous Puducherry are to ensure better administration. They are found to be Best Practices to ensure Good Governance and the same have been elaborated in this compendium, which encompasses a span of four years starting from 29.05.2016, the day, Dr. Kiran Bedi took over as Lieutenant Governor.

Whatsapp Groups:

Leveraging the technology readily available, all Senior Officers of the Government of Puducherry are connected through Whatsapp group called the “**Prosperous Puducherry**”. Texts emanate in this group that contains wide spectrum of; *Suggestions, Complaints, Instructions, Actions taken and Photos / Pics*. Not a day passes without insightful messages in this group, that complaints get disposed instantly.



The Whatsapp as a tool of communication is not restricted to officials alone. For coordination, numerous whatsapp groups are presently active. These include Pasumai / Green Puducherry Lt. Governor's Response (LGR), Oulgaret Municipality LGR, Art Culture / Outreach LGR, Forest Pondy LGR, Municipal Penalties PM & OM, Yanam Citizen CLG LGR, Urban Rural DDLGR, Road Safety LGR, Pondy News Share, Pvt. Security Agencies LGR, Pondy LG's Response, Kanakan Lake LGR,

Farmers Meet LGR, Smar Bahour Mission LGR, etc. All the Whatsapp group are active and are a source of input in the attempt for better governance in Puducherry.

2. TEAM RAJ NIVAS

10 AM Meeting

The 10 AM Meeting symbolizes the spirit of Team Work. Led by a leader on a mission, the right people were put at the right place with right tasks. Ten in the morning is the time for “Team Raj Nivas”, or “Think Tank”, to assemble. Here, our core group of members review the preceding day, and chalks out the plan of action for the day and weeks ahead. Together the team is a forum for sharing ideas, thoughts, collective thinking, envisioning and constant learning.



Ideas are conceptualized, issues of importance jotted, news reports taken cognizance. Each day's proceedings are taken on record. The minutes are communicated to departments concerned and followed up for implementation.

Distinct is the fact that not a day passes at the 10 AM Meet without its lighter moments and its laughter sessions. The team is always happy.

**Thaguthi Yenavonru Nanre Pagudiyaal
paarpattu Ozhagapperin - Thirukkural No.111**

Meaning: Impartiality is the best of all ethics, where one does not observe differences in the people and behaves equally with all.

3. SPOT VISITS

To know the ground reality

Spot Inspections enriches more than reading a file – An officer meeting Hon'ble Lieutenant Governor, is made to understand the importance of Field visit or Spot inspection.

- In the past four years, all the departmental offices functioning in the Union Territory of Puducherry have been visited by Hon'ble Lt. Governor.



- Such visits are never ceremonial and more of a fact finding visit.
- It is to get more clarity on the issues that cropped out of petition or a whatsapp message or a phone call or a press or media news.

- After understanding, after due deliberations, instructions are given and the same is followed up for proper rectification.

Team Raj Nivas champions a grassroots approach to departmental administration. Frequent visits are made to department offices and interactions are made with officers of all levels. This offers invaluable insights into practical administration, allowing the team to view the departments from the perspective of a member of the public.

With these insights, Adopting new technologies, solve inter-departmental issues, address long-outstanding matters and set realistic goals. This inspires better performance, helping to create a people-friendly administration.



Apart from the regular visits to various offices in Puducherry, Hon'ble Lieutenant Governor makes periodical visits to all the outlying regions of the Union Territory of Puducherry. In the outlying regions too, all offices were inspected during her 17 visits to Karaikal and three visits to Mahe and Yanam.

4. REVIEW MEETINGS

The Order of the Day

Every day the Lieutenant Governor conducts review meetings with Secretaries and Department Heads starting from the one to one meetings. This has been a game changer in improving and standardizing essential administrative practices.



Through these meetings, the Lieutenant Governor has kept abreast with policies, petitions pending and training needs of the various departments. But more than that, one-on-one meetings have allowed the mentoring of the officers, and by dispensing with hierarchy, clear channels of communication have emerged. This has resulted in better coordination, more responsive and timely delivery of services and proactive policy and planning. Further, one-on-one meetings have been enthusiastically supported by the officers themselves.

As one women officer said, “We did not undergo this briefing during our induction; had we gone through this learning process, it would have been of immense value.”

Such meetings are not restricted to one-on-one meetings alone. It extended to various modes including the weekly meeting with the Chief Secretary, monthly meeting with all Secretaries, etc.

In an effort to inculcate inter-personal interaction, commitment and team spirit among the officers in Puducherry, review meetings with officials are a regular feature at Raj Nivas. Such review meetings are invariably followed by a dinner. In 2018 and 2019 such meetings have been conducted 13 times and 4 times respectively.



5.RAJ NIVAS OPENED FOR VISITORS

Another new initiative which will make Raj Nivas unique and people oriented came into effect from 1st May 2017, when the doors of Raj Nivas was opened to visitors, between 12.00 Noon and 1.30 PM on all Calendar days of the year (except Sundays) to provide opportunity to the residents of Puducherry, tourists from other parts of the country as well as international tourists to walkthrough Raj Nivas, one of the most valuable heritage buildings of the Union Territory of Puducherry.



Visitors who are interested could visit our Website rajnivas.py.gov.in for online registration (conditions are applicable).



The groups of such visitors who have visited Raj Nivas so far are given below:-

From	To	No. of Groups	No. of Visitors
May 2017.	December 2017	116	2097
January 2018	December 2018	261	9917
January 2019	December 2019	211	6895
January 2020	04 th March 2020	51	1890
Total		639	20799

6. GRIEVANCE REDRESSAL AT RAJ NIVAS

The Raj Nivas Grievance Redressal mechanism is a novel method adopted towards responsive administration.

All grievances received directly / postal / Open House / Online / email / during weekend visits are grouped and uploaded in Lt. Governor's Petition Monitoring System (LGPMS) online portal and sent to the authority concerned for necessary redressal. Grievances are also received in Whatsapp No.9500560001 and various social media including Facebook / Twitter / Instagram, etc.

The sources of Grievances year wise are detailed below:-

Year	LGPMS	WhatsApp	Openhouse	Total
2016	5921	0	2796	8717
2017	8590	1721	2598	12909
2018	8068	2773	3512	14353
2019	6255	2191	2093	10539
2020	2477	887	331	3695
Total	31311	7572	11330	50213

The process involved in redressing the grievances received are the following:-

- Categorisation before sending it to the authority concerned, with due acknowledgement to the petitioner.
- Nodal Officer is available in each department for coordination and monitored offline which the chief Grievance officer at Raj Nivas does the inter departmental coordination.
- The concerned authority need to redress the grievance and directly respond to the petitioner.
- The petitioner could go for appeal if needed.
- Feedback assessed from the petitioner and Nodal Officer.



It is noteworthy that the inputs from the grievances received led to various field visits which acted as Clean and Green Puducherry, Water Rich Puducherry, Training of officials and officers on latest Acts and Rules, forming of various Whatsapp groups, improvement in Police Beat system, etc.

7. WEEKEND 6 AM MORNING VISITS

Moving out of the comfort zone, each weekend, by bicycle, bus car, and by foot, Team Raj Nivas beats the pavement with Puducherry's public officials, inspecting locations where deficiencies had been reported and speaking with the city's residents

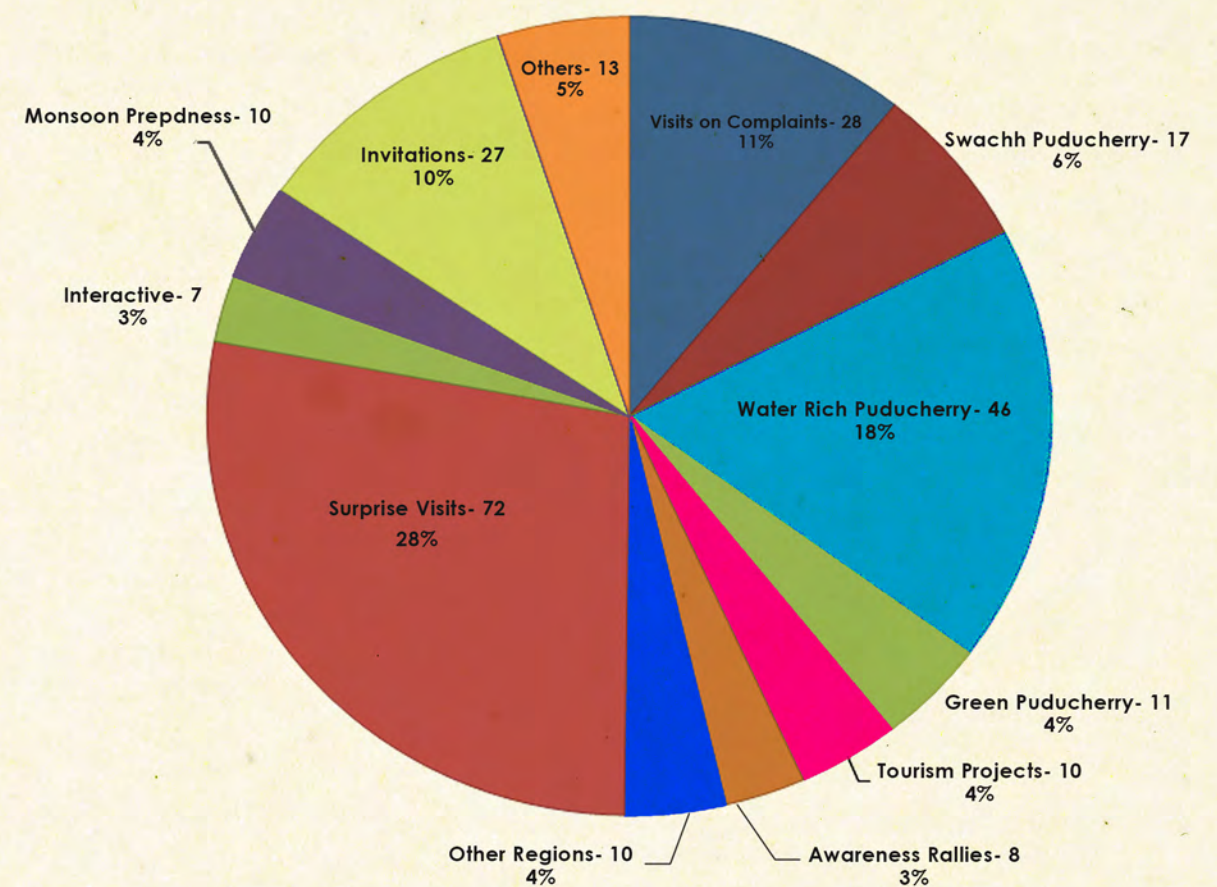


The visits brought about a spirit of collective and collaborative working. More often than not, solutions were wrought on the field itself. Responsibilities were assigned on the spot. The local community was co-opted. Supported by the local community, significant transformations were made in revival of water bodies, sanitation and recovery of encroached lands..

Visits to villages, Initiatives for Water Rich Puducherry, Mission Green Puducherry, Helmet Awareness Rallies,

Swachh Cycle Rallies, rural sports, NGO visits, Police Station visits, Walkathons to promote dengue awareness were all part of the weekend rounds.

So far 259 Weekend Morning Rounds have been conducted. The Following diagram reveals the issues based on which all the 259 Weekend morning rounds were made.



Out of the 259 Weekend morning visits, in 65 bicycles were the mode of transport from Raj Nivas as it is environmental friendly and also ensures the fitness of the members of Team Raj Nivas.

8. MONTHLY MESSAGE/ WEEKLY DECLARATION OF FILES DISPOSED

Monthly Message :

Every month, issues of priority and concern are delivered in a monthly address, broadcasted to the citizens of Puducherry through Doordarshan National and All India Radio. While the Lieutenant Governor gives her address in English, the OSD to the Lieutenant Governor gives his viva voce translation in Tamil.



The aims of the Monthly Message are to keep citizens apprised of the plans for the month ahead, give an account of the tasks the government has accomplished and the challenges it has overcome, appeal for community participation and alert residents of important developments.

Weekly Declaration of Files disposed: In a weekly bulletin, Raj Nivas details every file it clears, along with the relevant decisions made. This measure assures the public of clarity and efficiency, and keeps concerned people informed on the status of their matters.

Approval of Hon'ble Lt. Governor was accorded in respect of the following subjects during the period from 01/04/18 to 07/04/2018					
Sl. No	Receipt No.	File Subject	Decision	Received Date	Despatched Date
1	1	Proposal to file an appropriate petition by the Union Territory before Hon'ble Supreme Court to implement its decisions rendered by judgement dated 16/02/2018 in the matter of constitution of Cauvery Water Board	Approved	02-04-18	02-04-18
2	2	Appeal before the Hon'ble High Court, Madras against the order of acquittal in Session case No 67/2010 in the court of Additional Assistant sessions judge at Puducherry	Approved	02-04-18	05-04-18
3	3	Administrative approval for Demolition of existing old damaged AC sheet temporary kitchen block building in the campus of the Govt. Primary School Maducarai	Approved	02-04-18	05-04-18
4	4	Confirmation of two Associate professors in Dr. Ambedkar Government Law College, Puducherry in the entry grade of Lecturer	Approved	02-04-18	05-04-18
5	5	Furnishing of comments of HLG to MHA for fixing cut off date for determining the status of origin/migrants OBC's in the Union Territory of Puducherry	Approved	02-04-18	05-04-18
6	7	Approval for issuance of guidelines and enhancement on the ceiling of subsidy to S.C. farmers for construction of tubewell and for installation of submersible pumpsets with accessories.	Approved	02-04-18	05-04-18
7	8	Treating the period of services rendered in society run Arts & Science colleges by six Lecturers of Govt Arts & Science Colleges in this UT as "Deputation"- Terms and conditions for deputation - orders.	Approved	02-04-18	05-04-18
8	9	Extension of adhoc promotion to Joint Director (Agriculture) in Agriculture department.	Approved with observations	02-04-18	05-04-18
9	10	Continuance of one temporary Group "C" post of record clerk/keeper and two multi tasking staff in the Government Automobile workshop, puducherry for a period of one year from 01.03.2018 to 28.02.2019	Approved	02-04-18	05-04-18
10	11	Approval for referring "The Puducherry Agricultural Produce Marketing Bill 2018" to Government of India	Approved	02-04-18	05-04-18
11	12	Administrative approval for demolition of existing old dilapidated RCC roofed buildings located in the School campus of Nambal, Koravalmedu, in Bahour Commune, Puducherry	Approved	02-04-18	05-04-18

Underpinning each decision made at Raj Nivas is justice, the rule of law and financial prudence. Publishing our decisions in this manner is a hallmark of our transparency.

9. RAJ NIVAS CELEBRATIONS AND NETWORKING

On various important festivals and celebrations, public as well as government servants are invited for mutual interaction. They are made to understand their role and responsibilities so as to ensure a responsive administration. Such celebrations include Pongal, Republic Day, Women's Day, World Forest Day / World Water Day, Civil Services Day, Red Cross Day, Iftar function, Independence Day, Ayuda Pooja, Gandhi Jayanti, Deepavali, Children's Day, Christmas, etc. The number of such celebrations made since 2016, and the number of participants year wise are as follows:-

Year	Functions	Participants
2016	17	11845
2017	21	7224
2018	15	4313
2019	11	2831
2020	10	1320
	74	27533



In an effort to ensure better coordination in public service, meetings are being held inviting various agencies from all walks of life. Accordingly, such networking meetings are being frequently held with Bank Managers, Ex-Servicemen, School Principals, NGOs, Principals of Medical Colleges, Farmers, those from NSS NCC, Rotary, Lions, JCI, Press, etc. Since the year 2016, the number of such meetings held and the number of participants are given below:-

Year	Meetings	Participants
2016	13	2290
2017	9	1152
2018	18	1275
2019	11	2964
2020	1	150
	52	7831



10. GREEN AND CLEAN PUDUCHERRY

To achieve a Clean and Green Puducherry, the need to come out from the comfort zone was felt essential. All the early morning weekend visits initially was a shramdan aimed towards this. The coordinated efforts of government officials, students, interested public, NGOs and all those volunteered were harnessed. Planting of saplings and palm seeds along the bunds of the water bodies strengthened the bunds and also will increase the green cover in due course.



The open spaces available along the road sides and peripheries became locations for planting saplings and palm seeds. The educational institutions and industries too were motivated towards planting more such saplings and palm seeds within their campuses. In 2016, itself, about 2 lakh tree saplings were committed by the Forest Department for greening Puducherry and the process continued in subsequent years too.

Raj Nivas involved itself in making seed balls and also taught the art of making seed balls to students visiting Raj Nivas, which too acted as a stimulant in greening Puducherry.

Morning visits were also undertaken to the solid waste dump yards, where waste collected from municipalities and commune panchayats got accumulated. Speedy efforts towards permanent solutions were initiated involving experts. Process was initiated to regulate garbage collection in the industrial estates. The Grand Canal, a French architectural marvel, created as a storm drain, which was denigrated into a sewage channel was made operational.

All out efforts were made towards achieving the objective of Open Defecation Free Puducherry and the same was declared on 2nd October 2018.



The encouragement given to the employees of Swachatha Corporation involved in cleaning Puducherry gave positive results. These dedicated women folk involved themselves everywhere in keeping Puducherry clean in the interiors, beaches, as well as peripheries.

11. WATER RICH- PUDUCHERRY MODEL

Water Rich Puducherry Model envisaged by Raj Nivas, Puducherry involves connecting CSR for revitalizing / desilting of rural channels / urban drains. This facilitates water for irrigation, improves the water table and prevents flooding during monsoons. The model is being replicated and extended to include several more water bodies.



The Model of providing solutions through collaborative resources paved the way for a Water Rich Puducherry through 2018-2019. Team Raj Nivas along with public officials, volunteers, NGO's and communities worked together at a micro and macro level to give Puducherry water in abundance.

The model is being replicated and extended to include several more water bodies.



The model of desilting urban and rural water channels in collaboration with communities and companies, which has made Puducherry water rich, has inspired broader applications for Corporate Social Responsibility (csr).

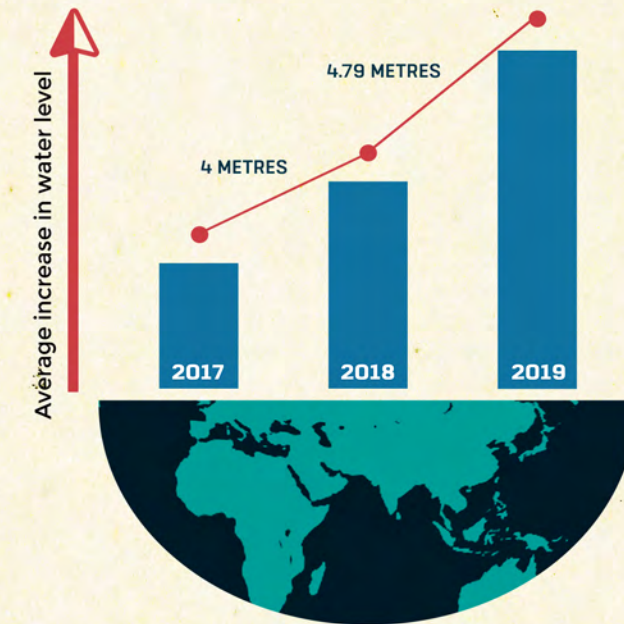
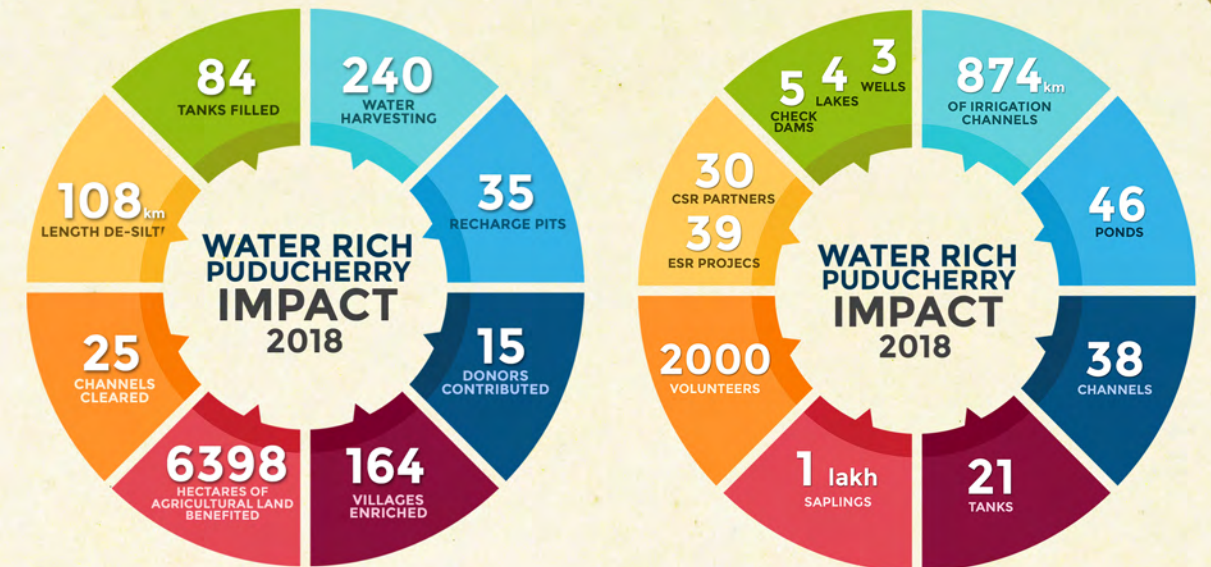
Our CSR Partners:



Team Raj Nivas has utilised the willingness of corporate donors, to upgrade rural schools, improve conditions in prisons, fund public health awareness campaigns, undertake ecological projects such as revitalising Velrampet and Kanagan Lakes, and deal with various other public issues of concern.

It is the people's confidence in Team Raj Nivas that allows us to facilitate CSR and community participation to bring about local transformation. Ours is a worthy and sustainable model, suitable for other states and territories in the country.

Impacts of the Water Rich Puducherry 2018-2019 :



**Neerin Rmaiya Thulagenin Yaaryaarkkum
Vaanan Ramiyaa Thozakku - Thirukkural No.20**

Meaning: Impartiality is the best of all ethics, where one does not observe differences in the people and behaves equally with all.

12. TRACKING THE NEWS

The Media in Puducherry is the fourth pillar for Administration. It is reporting certain issues which otherwise may not come to notice. Raj Nivas value its contribution as the news reports are useful to verify and correct the noted flaws. Such news items have given inputs for the field visits, and ultimately help the public cause. Such notable news items include the following:-

• Local Body Elections

‘Holding local body polls will get more Central funds’

Bedi says only Parliament can take decision on the statehood issue

The Central government had given adequate funds to Puducherry, and if local body election is conducted, the Puducherry government will get more funds from the Centre
Kiran Bedi, Lt Governor

• DBT – Direct Benefit Transfer

Lt gov’s office not against the free rice scheme: Bedi

‘DBT Model Prevents Corruption, Pilferage’

TIMES NEWS NETWORK

Bedi said her office suggested direct benefit transfer (DBT) to give beneficiaries the choice of time, quality and quantum of purchase.

• Overseas visit



WHY NO INFO?

Bedi upset with CM’s trip abroad

Private trips also require prior approval: Kiran Bedi

• Medical admissions

Bedi lauds HC directive to medical colleges



Students Failing To Pay Fees To Be Allowed In Classes



“There shall also be a direction to the institution not to send the students out of the campus on the ground that they have not paid the fees. The students should be allowed to attend the classes and the respondent shall also give the necessary attendance,” the bench quoted the single judge’s interim order

• People’s Nivas

‘Bedi turns Raj Nivas into people’s nivas’

• Departmental efficiency

‘Lg’s office competent to hold training for govt staff, officials’

• Weekend Focus



86 km of channels, 18 km of drains desilted: Bedi

• Financial Prudence

Ensure submission of audited reports of depts: Bedi to govt

• Good Governance

Bedi seeks public support to make Puducherry a model State

In R-Day address, says admin keen in assuring good governance through greater transparency

Raj Nivas thanks the Press and media for having reported the news items in a fair and bold manner capturing all issues of public importance.

13. HISTORICAL JUDGEMENTS

The past four years saw the settlement of certain questions of law with clarity and the issues chronologically arranged are the following:-

(a) Medical Admission

The Hon'ble Supreme Court in SLP 19315 of 2017 on 16.04.2019 directed UGC to constitute a Fee Committee to regulate the fee charged by Deemed Universities. Accordingly, the UGC Regulation of 2019 stipulated that the fee fixed by Deemed University Private Colleges will not exceed the fee prescribed by the Fee Committee. Thus, the battle of Raj Nivas to secure justice to the meritorious students of Puducherry came to the rescue of the students of the entire nation.

(b) Nominated MLAs

Office of the Lt. Governor was not a direct party to the Nominated MLA case. Yet the Office of the Administrator was targeted for swearing in the Nominated MLAs. The Hon'ble High Court of Madras and the Hon'ble Supreme Court in *W.P. No. 16275 of 2017* and Civil Appeal No.11887 & 11888 of 2018 in its judgement dated 06.12.2018 upheld the appointment of Nominated MLAs and the swearing in made by the Administrator.

(c) Distribution of Free Rice

With regard to distribution of Free Rice, considering pilferages, leakages, quality of rice, etc., the office of the Lieutenant Governor suggested payment of cash as a Direct Benefit Transfer (DBT) to the needy, BPL and low income group. This decision was concurred by the Ministry of Home Affairs. This too went into a legal tussle wherein in *Case No. 821/2020 on 21.02.2020* the Hon'ble High Court of Madras ruled that the orders of Central Government intra vires the Act and Constitution cannot be questioned by the Chief Minister.

(d) Appointment of State Election Commissioner

The direction issued by Lt. Governor for an open and transparent process of selection of State Election Commissioner was contested. The Hon'ble High Court in *W.P. No.1895/2020 in its judgement on 05.03.2020* has stated that there was nothing wrong in going for a transparent procedure as to the selection and appointment of SEC as mooted out by Lt. Governor of Puducherry and approved by the Central Government as their actions were in consonance with *Article 239A and Article 240*.

(e) Powers of the Administrator

The High Court of Madras in *W.P. No. 2806 & 2808 of 2019* gave its judgement on 11.03.2020, wherein, apart from explaining the role of the elected government, expressed with clarity the Finance and Service Powers of the Lieutenant Governor.

14. DIGNITARIES AS GUESTS AT RAJ NIVAS

Raj Nivas receives various dignitaries as guests. In the past four years too, It has hosted numerous such dignitaries. The visit of the Hon'ble President of India and also the Hon'ble Vice President of India Few months back are notable. The few snaps taken during the visit of dignitaries to Raj Nivas is on display.



15. RAJ NIVAS LECTURE / LEADERSHIP SERIES

The Raj Nivas Lecture / Leadership Series was introduced from December 2016. The men of caliber who delivered their lectures won accolades from those men from public and from government, who attended these lectures. The year wise number of such lectures in the Raj Nivas Lecture Series are given below:-

Year	Lectures	Audience
2016	1	114
2017	7	1504
2018	2	220
2019	3	197
2020	1	50
	14	2046



Through the Raj Nivas Lecture Series, Raj Nivas has been host to a series of interactive sessions on leadership featuring eminent speakers, open to government officers and members of the public. The leadership series augments this learning opportunity, while allowing local government luminaries to share their knowledge and experience with their peers.



These initiatives are part of a grooming process for future leaders in government. Together, they have helped inspire more than 2000 participants

16. RAJ NIVAS ART & CULTURE / FILM SERIES

Art and Culture are a part of our life and they form part of various celebrations at Raj Nivas too. In an effort to showcase the artistic talents available to its visitors, Raj Nivas ensures that Exhibitions relating to photography, painting are organized. Music and Dance programs across India too are organized to showcase their skills and talents. The details of such events year wise are given below:-

Year	Events	Visitors
2018	7	1235
2019	9	2782
2020	4	610
Total	20	4627



Art and Culture Series by The Inmates of the Kalapet Ashram

Raj Nivas invites children and public too for various film shows brought out in the Raj Nivas Film Series.



FILM SERIES

The number of such films year wise and the number of visitors are given below:-

Year	Films	Visitors
2017	9	3439
2018	5	1101
2019	7	1326
2020	4	809
Total	25	6675

17. RAJ NIVAS INTERNS / YOUTH ENGAGEMENT PROGRAM

Raj Nivas Youth Engagement Program is a comprehensive development program intended to provide students with experience in dynamic work environments that would enhance their education goals and help shape career choices.

Raj Nivas receives an overwhelming response to the Youth Engagement Program, with applicants from various States and also from Puducherry.



The main focus of the Youth Engagement Programme – “You the Person – You the Professional”, involves various components of mentorship and training tailored to education, experience and interests.



These are aimed at enabling them to nurture and balance personal and professional lives. From intern Lectures to Culinary Sessions, Educational Visits and Field Visits, the program is designed to mentor students to undergo various projects under the direct supervision of Lt. Governor and other Senior Team Members of Raj Nivas.

This internship inspires students, youth for social leadership in a participative, progressive – New India.

In the past four years, interns numbering 70 from various parts of India have benefited from the Raj Nivas Youth Engagement Program.

18. RAJ NIVAS CERTIFICATIONS / RECOGNITIONS & AWARDS

The Raj Nivas, Puducherry recognizes notable person in various walks of life.



(i) Mission Green Puducherry Award

Persons who have involved themselves in the greening Puducherry are given this award. Those supplying seeds, seed balls, saplings, fencing or watering are given this award. So far 6

(ii) Puduvai Penn Award

The women with awareness and involved in uplifting the fate of the womenfolk are given this award. So far 3 women are given this award.



iii) Frontrunner Award

Officials and NGOs who excelled in public service were given this Frontrunner Award. So far 22 persons have been given this award.

(iv) Swachhata Hi Seva Awards

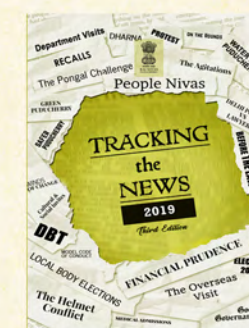
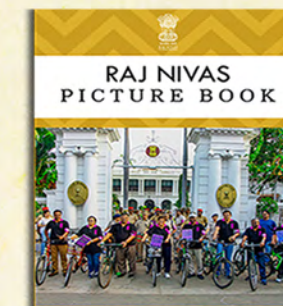
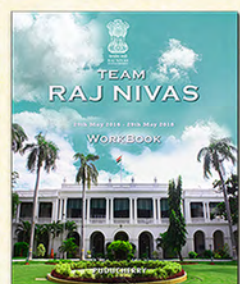
Raj Nivas recognized and awarded the “Swachhata Hi Seva Awards” for the years 2018 and 2019 numbering 20 and 31 respectively. These are awarded to dutiful citizens, donors, exemplary officers and grassroots workers performing the most dutiful tasks during 2018 and 2019, brought forth a model of collaborative working with utmost integrity and accountability.



19. DOCUMENTATION, REPOSITORY & PUBLICATIONS

There is a complete repository of all communication, official – social media posts, blogs, print media reports, audio-video footage across platforms. These are further categorized under multiple profiles for easy retrieval. This comprehensive date of all works done enables to provide inputs for further action as well as is a ready reckoner for data analysis. This extensive archive of photographs, videos and documents is a valuable record for the office of the Hon'ble Lt. Governor.

In the past four years, 22 publications have been brought out from Raj Nivas including the revised versions of some of the following.



20. THE RAJ NIVAS SOCIAL MEDIA

At a time of financial constraints and austerity measures, Social Media became a main tool for reaching the public at large. It is handy for communication with the public, build public relations, and for public consultation too. Played vital role in the creation of public awareness on various issues including water resources management, greening Puducherry, as well as the recent Covid-19.

Puducherry Raj Nivas' presence in Social Media is significant as shown below:-

 @LGov_Puducherry

 @Lt.Governor Puducherry

 @lgov_puducherry

 Kiran Bedi - Lt. Governor Puducherry

 -Various Whatsapp groups are formed.
Mobile No. 9500560001 is exclusively for the public to send their grievances.

The public support to all the Social Media activities are tremendous. The year wise details of the Social Media engagements are given below:-

Year	Twitter		Youtube new subscribers	Facebook new followers
	New Followers	Impressions		
2016	5785	3.584 million	430	43600
2017	29331	7.399 million	889	13228
2018	7661	1 million	26000	12611
2019	4628	1.973 million	35000	18525
2020	4143	1.046 million	4500	3820

The most watched videos of Raj Nivas in the Youtube and Facebook in the last four years are given below:-

2016	Youtube	https://www.youtube.com/watch?v=MmzM4C583hs
	Facebook	https://www.facebook.com/watch/?v=770293863073016
2017	Youtube	https://www.youtube.com/watch?v=jcStFDtlhmo
	Facebook	https://www.facebook.com/watch/?v=930419227060478
2018	Youtube	https://www.youtube.com/watch?v=kaIAAUETYJc
	Facebook	https://www.facebook.com/LtGov.Puducherry/posts/1785961588172900
2019	Youtube	https://www.youtube.com/watch?v=j6bx6vMnmRw
	Facebook	https://www.facebook.com/LtGov.Puducherry/posts/1785961588172900
2020	Youtube	https://www.youtube.com/watch?v=qOmJSUnc5mQ
	Facebook	https://www.facebook.com/LtGov.Puducherry/posts/2308789655890088

21. RAJ NIVAS TODAY

Cycling, Organic cuisine, Team Walks, Working lunch, Recycling of flowers, Fruits, takeaways - saplings | pencils, interns rushing on duty, swatchta women - Puducherry's cleaning force dancing in Raj Nivas lawns, children watching films was a way of life in the Raj Nivas Puducherry 2016 to 2019.



Rainwater Harvesting, Commissioning of solar Energy Plant were incorporated as **eco-initiatives**.



In early 2020, Global Pandemic Covid 19 changed work paradigms completely with safety concerns restricting public interface, new vistas of technology were engaged to keep communication channels consistent.

Video conferencing, audio briefing, webcasting, online sharing were adopted. This is a transition towards the New Normal.



22. ONE DAY AT RAJ NIVAS

What happens at Raj Nivas daily?

As the above may be of interest to many. the overall picture of the dily routine of Raj Nivas is detailed below:-

- The day starts with the 10 am meeting of Team Raj Nivas. Resembles a dinner table discussion, but with a purpose. Team Raj Nivas, with the day's paper clipping perused, analyzed and orders passed – the issues that needs spot inspections are noted. Based on the outcome, communications are promptly sent for necessary action to various offices. communications are promptly sent for necessary action to various offices.

- There after the Lt. Governor conducts various meetings with Government officials , Further those who are given appointments too will have their schedule.

- Very often, office visits too take place at this time which are made based on various inputs received in Raj Nivas.

- Noon is the time for visitors from School children or public who have applied on-line to visit Raj Nivas. They are taken round the Raj Nivas – could interact with the Hon'ble Lt. Governor, have a photo session too.

- After these events, the OSD to Lt. Governor takes the files to the Hon'ble Lieutenant Governor and the same are disposed which even goes upto 3:30 pm.

- In the afternoon by 5 pm sharp, the Grievance Redressal Session starts. The public could meet and explain their grievances with the Hon'ble Lieutenant Governor. The petitions are perused, serially numbers and immediately sent to the concerned for redressal.

- In these efforts, Thiru R. Sridharan, Private Secretary to Lt. Governor and Dr. S. Bascarane, Chief Grievance Officer and Thiru J. Kumaran, Public Relations Officer assists the Hon'ble Lt. Governor. The officials from Lok Adalat, Protection Officer from Department of women & Child Development are invariably available daily. The next day's spot inspection very often gets fixed during this meeting.

- After the Grievance Redressal meeting, the Hon'ble Lt. Governor meets officers or attends programs if any.

- At the closing hours of the day, the files still available with the OSD to Lt. Governor are taken up and disposed accordingly by about 9 pm.

- Both in the forenoon or afternoon, official meetings are scheduled with government officials as required.

Apart from the above, unscheduled spot visits are made as and when required depending on the necessity, to ensure responsive administration.

