



सत्यमेव जयते
RAJ NIVAS
PUDUCHERRY

BEST PRACTICES



Dr. Tamilisai Soundararajan
Hon'ble Lieutenant Governor

BEST PRACTICES

RAJ NIVAS, PUDUCHERRY

Web based system for grievance redressal - Lt. Governor's Petition Monitoring System, an online facility for the public to register their grievances has been developed and people can register their grievances, through the link provided in the Raj Nivas website.

Robust and dynamic grievance redress system suiting the needs of Raj Nivas was developed in coordination with NIC. The grievances received through Lt. Governor's Petition Monitoring System (LGPMS) are forwarded to the concerned departments for prompt action.

**LIEUTENANT GOVERNOR OF PUDUCHERRY**
GOVERNMENT OF PUDUCHERRY, INDIA
புதுச்சேரி அரசு
TAMIL NADU

Petition Monitoring System

**Digital India Awards**

[Home](#) [Register Petition](#) [View Status](#)

**GOVERNMENT OF PUDUCHERRY**

**YOU CAN STOP
CRIME/CORRUPTION**
Toll Free:1031



This is an online portal for grievance redressal. Each grievance registered will be acknowledged electronically with a unique reference number for future correspondence. Once registered, these grievances will be redressed by the respective departments while the Lieutenant Governor's Secretariat will monitor. Grievances marked confidential shall be accessed and dealt with strictly by the Lieutenant Governor's Confidential Desk.

Click the button below to register your grievance.

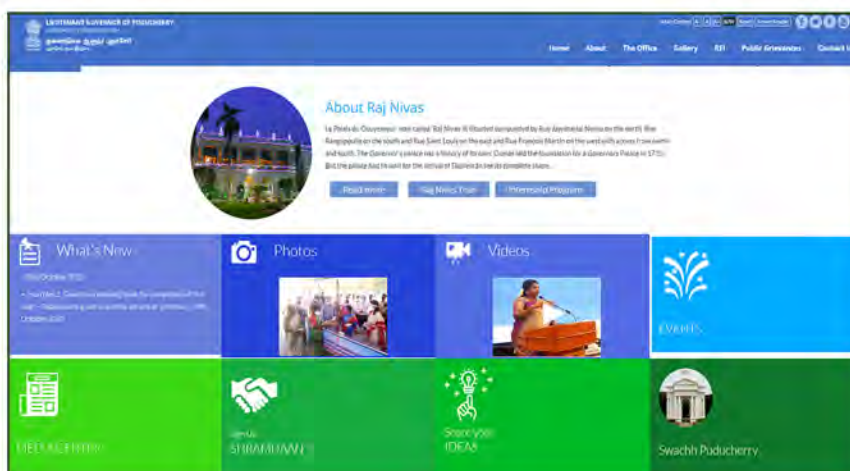
[Register](#)

Contents provided by Lieutenant Governor's Secretariat, Puducherry
Software support by NIC, Puducherry

Transparency in Administration - Raj Nivas, Puducherry strives to achieve transparency in all the activities. As a step forward, the list of files cleared by Hon'ble Lieutenant Governor are uploaded in the website of Raj Nivas every week mentioning date of receipt and despatch for transparency in functioning of Lieutenant Governor's office.

Approval of Hon'ble Lieutenant Governor was accorded in respect of the following subjects during the period from 04.09.2022 to 10.09.2022					
Sl. No.	LG Sectt. Receipt No. & Date	Department	File Subject	Decision	Date of Despatch
1	1146 21.07.2022	Chief Vigilance Office	Disciplinary proceedings against Thiru. SCB Mohan, EE (Retd), PWD	Decision conveyed	05.09.2022
2	1368 29.08.2022	Finance	Re-Delegation of Financial powers to Administrative Secretaries for incurring expenditure on maintenance, upkeep and repair of Government vehicles on proprietary basis	Approved	05.09.2022
3	1380 01.09.2022	Law Department	Renewal of certificate of practice as Notary in respect of the Advocates who had been appointed under the Notaries Act in the UT of Puducherry	Approved	05.09.2022
4	1381 01.09.2022	O/o the Chief Secretary	Tour program of Chief Secretary, to participate in Smart City Expo USA 2022	Approved	05.09.2022
5	1382 01.09.2022	School Education	Setting up of "Sports Development Authority of Puducherry (SDAP)" by amalgamating Puducherry State Sports Council and Rajiv Gandhi School of Sports	Approved	05.09.2022
6	1383 01.09.2022	Agriculture	Amendment in the eligibility criteria of the modus operandi of the Scheme grant of subsidy for laying of underground PVC Pipelines in the farmer's fields under the scheme "Integrated Scheme for Development, Harvesting, recharging and Conservation of Ground Water"	Approved	05.09.2022
7	1384 01.09.2022	DP&AR	Draft Recruitment Rules of the amalgamated post of Overseer (Group B - Non Gazetted), to take-up with UPSC	Approved	05.09.2022

E-Governance - A new dynamic website for Raj Nivas was designed and launched on 13th April, 2017, replacing the old static website. The new website was designed keeping in mind the contemporary functional needs. The responsive design of the website allows it to be compatible across different electronic devices. A key feature of the new website is the integration of the petition monitoring system for Grievance redressal.



Use of social media - Raj Nivas Puducherry is well connected to people through its various digital media platforms, viz., Facebook, Twitter, YouTube, etc. Every public spirited activity undertaken by Lt. Governor is disseminated on real time through Social Media handles. The social media presence helps Raj Nivas to reach out to more number of people.

STAY CONNECTED

DrTamilisaiGuv LtGov.Puducherry			DrTamilisaiGuv lgov_puducherry
Tamilisaisoundararajan LtGov.Puducherry			Lt.Governor Puducherry
Dr. Tamilisai Soundararajan			Tamilisai Says @Spotify

[http://164.100.166.62/TSRajBhavan/
rajnivas.py.gov.in](http://164.100.166.62/TSRajBhavan/rajnivas.py.gov.in)



Austerity Measures – Raj Nivas is pioneering in Austerity measures. Various initiatives have been taken for cost cutting in expenditure. Purchases are made through GeM Portal, thereby ensuring transparency and cost effectiveness. Transactions are cashless and digital payment methods are observed. One side papers are re-used for drafting purposes, thereby reducing carbon footprint.

Ordering of expensive food items from outside hotels for the visitors in Raj Nivas has been stopped. The Raj Nivas kitchen is utilized for better quality food preparations and with substantial reduction in expenditure.

Timely settlement of household expenses has been performed. This resulted in enhanced trust with suppliers and better price discovery was possible through negotiations.

The manpower requirement was optimized by outsourcing the housekeeping services. Further rationalization of utility of vehicles has also been performed.

The practice of presenting expensive mementos to visiting dignitaries have been done away with, and art & craft items created by local artisans are presented.



Open House to hear public grievance – To facilitate people to voice their grievances to the Hon'ble Lieutenant Governor, Open House has been commenced with effect from October 2022. Hon'ble Lt. Governor meets people on 1st and 3rd Saturdays with prior appointment. People who wish to express their grievances may register by calling the phone numbers of Raj Nivas. The petitioners will be informed one day prior to the appointment and they can express their grievances to the Lieutenant Governor in person, for redressal.



Public Library in premises of Raj Nivas – To encourage reading habit among the general public, Lt. Governor inaugurated a Public Library of National Book Trust at Raj Nivas on 01.11.2021.



Solid Waste Management - To inspire and motivate the young, visited schools and colleges and took part in Shramdhan with school students and general public on various occasions.



Participated in the massive Coastal Clean-up Event and Awareness Drive under “Swachh Sagar Surakshit Sagar” Campaign, at Puducherry coast in the presence of Shri Bhupender Yadav, Hon’ble Union Minister of Environment, Forest and Climate Change, on 27th August 2022, and on 17th September 2022.



Ban on Use of Plastics – Raj Nivas, Puducherry discourages use of Plastics. Raj Nivas uses eco-friendly cloth / jute bags.



Energy Conservation and Energy Generation:-

Replacement with Light Emitting Diode (LED) Lights – Raj Nivas, Puducherry has replaced all the Fluorescent lamps and CFL lamps with LED lights, thereby reducing consumption of electricity, considerably.



Solar Power – Raj Nivas has installed Roof Top Solar Panels (15 KWp) to generate 50-60 units/day (approx), and 1650 units per month, resulting in saving of approximately Rs. 1.5 lakh per annum.



Green Initiatives:-

Water Conservation – Oscillating Water Sprinkler systems have been installed in the lawns of Raj Nivas to reduce water usage.

Rainwater Harvesting – Raj Nivas has a Rainwater Harvesting system, wherein the rainwater collected in the building terraces is used to recharge groundwater by way of recharge pit.

Tree Plantation – As part of Azadi Ka Amrut Mahotsav, Raj Nivas initiated a novel campaign to plant 75,000 tree saplings in a single day across the Union Territory to spread the message of Clean and Green Puducherry.



Revival of Lakes – Raj Nivas facilitated revival of lakes / ponds and irrigation canals with CSR funding. Focused intervention was made to review ponds that had either been encroached or lost their original form. Lt. Governor Participated in de-silt drives of such identified water bodies.



Visit to Ossudu Lake



Inspection at Pilliyarkuppam Basin Dam

Promotion of Sports and cultural activities – Eminent persons like Padma awardees, Kalaimamani awardees, etc., are invited for At-Home on 26th Jan and 15th Aug. National and State-level sportsmen are felicitated in Raj Nivas.



Festivals that reflect our culture, like Pongal, Chithirai Thirunaal (Chithirai Month Full Moon day), etc., are celebrated in Raj Nivas with fervor.



Vaccination - During Covid-19, Hon'ble Lt. Governor made relentless field visits and surprise inspections to Covid hospitals, Primary Health Centres and Vaccination Centres. Novel Vaccination camps like "dawn to dusk", "Street Corner" and "Marathon camps of continuous 48 hours" were held to take vaccination to every nook and corner with an objective of achieving 100% vaccination coverage.



Covid Fundraiser "Uyir Katru" - During Covid-19, fundraiser program "Uyir Katru" was launched by Hon'ble Lt. Governor to mobilize resources for procurement of Medical Oxygen at the peak of second wave. The Oxygen bed capacity was increased with CSR.



Felicitated Covid Warriors – The Covid warriors and the line department officers who were in the forefront to mitigate the spread of Covid were invited to Raj Nivas and felicitated on 10th July 2021.

Promoting Local Artisans – At Raj Nivas the Art & Craft items created by local artisans namely Terracotta and papier mache products are given away as mementoes to visiting guests. it is also remarkable that both the products are GI tag awarded.



Visits to Government Schools – As part of "Azadi Ka Amrit Mahotsav", Hon'ble Lt. Governor visited Government Schools in Puducherry, as envisaged by Hon'ble Prime Minister. The visits to Government Schools were aimed at celebrating AKAM and inculcating a sense of patriotism among the young minds. During the school visits, Hon'ble Lt. Governor appealed the students and people to join the mass movement to hoist the National Flag at every home from 13th to 15th August 2022 and make "Har Ghar Tiranga", the ambitious program of Hon'ble Prime Minister a grand success.

Visit to Government Schools



RAJ NIVAS, PUDUCHERRY

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