GOVERNMENT OF TRIPURA
DIRECTORATE OF SMALL SAVINGS, GROUP INSURANCE & INSTITUTIONAL FINANCE


MEMORANDUM

In order to mitigate the public grievance in respect of the Directorate, a Public Grievance Cell is hereby formed with the following officers:

(i) Shri Tapas Kumar Basak, Development Officer (Main Officer)
(ii) Shri Suman Kumar Chakma, Office Superintendent

Activities of this Cell are as under:

a) Firstly, the Cell should arrange to fix a Complaints Box in an appropriate place of this Directorate and keep it under Lock & Key.

b) The Complaints Box should be opened once in a week, preferably on the last day of the week.

c) The files relating to Complaints received from the public shall be routed through Establishment Section.

d) The Cell should keep aware the authority about the complaints received from time to time.

To :-

1. Shri Tapas Kumar Basak, Development Officer.
2. Shri Suman Kumar Chakma, Office Superintendent.
3. Notice Board of this Directorate.

(D.O. Ghanta)
Director
Small Savings, Group Insurance
Institutional Finance