

**GOVERNMENT OF TAMIL NADU**

**ABSTRACT**

Creation of Information-cum-Facilitation Counter in Reception in important Government Offices - Instructions - Orders issued.

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**Personnel & Administrative Reforms (T) Department**

**G.O.Ms.No.308**

**Dated : 21.12.1997**

ORDER:

Read :

(1) G.O.Ms.No. 252, Personnel & Administrative Reforms

(T) Department, Dated 22.10.97.

(2) G.O.Ms.No. 263, Personnel & Administrative Reforms

(T) Department, Dated 4.11.97.

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ORDER :

The Government is very much concern to provide effective and responsive administration to the public. In the conference of the Chief Ministers held in May 1997, it has been emphasized to enact the "Right to Information Act" with the view to bring out a people friendly and responsive administration and to follow up openness in Government procedures. Based on this, the Government of Tamil Nadu have enacted the "Right to Information Act". Besides orders have been issued to ensure public the access of the details of Government Welfare Schemes and procedures in the computer through the National Informatics Centre. Moreover, in the Government orders, it has been stated that all Departments shall bring out a Citizens Charter concerning their Departments along with the policy Note in the Legislative Assembly during the Budget Session.

2. While implementing the above orders, it enables the people to understand the general details regarding Government Welfare Schemes and procedures. It is necessary to have further action enabling a particular person to get easily a particular service from a particular officer. Accordingly the Government considers it necessary to open as Information and Facilitation Counter in the offices having public interface to assist the people to understand generally the Government procedures and the existing stage of their request for a service. As regards the above said offices it is enough for the people to approach the Information and Facilitation counter. They need not approach any other officer in that office. The Government therefore direct that an 'Information and Facilitation Counter' be opened in the offices, having public Interface.

3. An Officer of a particular office shall man the Information and Facilitation Counter in that office. The detailed procedures for filling up of the applications and the date of getting the final order shall be written in the Notice Board. The Information and Facilitation Counter, on presentation of the application to it, shall verify the correctness of the applications filled in as per the procedures indicated in the Notice Board, accept the applications after verification and then deliver an acknowledgement slip indicating therein the date by which the people can get the final order. For example, the Collector can fix due date for complying with the request of the people in consultation with the Tahsildar. Arrangements shall be made enabling the people to get the orders on the above date indicated in the acknowledgement slip, in the Information and Facilitation counter of the Taluk Office. The Government direct that in cases where the final orders are not received on the date indicated in the acknowledgement slip, the public can approach the Tahsildar and get the relief immediately.

4. The above procedures can be followed in the offices having public inter-face, particularly in Taluk Office, Revenue Divisional Officer's Office, Collector's Office, Panchayat Union Office, Municipal and Corporation Office and also in Social Welfare Department, Registration Department, District Offices of the Transport Department. The facilitation and Information Counter shall be opened at the entrance of the office and the details of the services rendered in the office along with the procedures in details shall be written in a Notice Board there. The public present the applications to the Receptionist in the Front Office and get the acknowledgement slip. The Receptions should indicate in the acknowledgement slip the number of days within which orders will be issued. Moreover if applications are received in large number it can be regulated by feeding the applications in the Computer. For example, the receipt of applications can be regulated through the Computer in Offices such as Corporation Offices Madras, Madurai, Coimbatore and Chennai, Metropolitan Development Authority and Housing Board, receiving applications in large number.

5. The Government direct that the Administration should be effective and responsive and people friendly in opening of Information Facilitation Counter. The Government also direct that all the Departments Secretaries and Collectors should take action in continuation to implement the system effectively, following the instructions referred to above in order Counter to function effectively.

(BY ORDER OF THE GOVERNOR)

**K.A. NAMBIAR**

**CHIEF SECRETARY TO GOVERNMENT**

To  
All Secretaries to Government,  
All Departments of Secretariat, Chennai-9.  
All Collectors.  
Senior Technical Director NIC Chennai-9.  
Director of Stationery & Printing, Chennai-2.

Copy to :  
Chief Minister's Office, Chennai-9.  
All Ministers' Office, Chennai-9.  
S.F./S.C.

/Forwarded/By Order//True copy/

**Section Officer.**