



## **ABSTRACT**

'Ungalai Thedi, Ungal Ooril' Scheme – Guidelines – Orders - Issued.

### **Revenue and Disaster Management Department, Revenue Administration Wing, R.A.-3(2) Section**

**G.O.(Ms) No.22.**

**Dated: 29.01.2024.**

**சோபகிருது வருடம், தை 15,  
திருவள்ளூர் ஆண்டு 2055,**

**Read :**

1. Hon'ble Chief Minister Press Release No.2328, dated 23.11.2023.
2. From the Additional Chief Secretary/ Commissioner of Revenue Administration, letter No.R.A.VII(1)/576/2023, dated 19.01.2024.

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### **Order:**

The Hon'ble Chief Minister has made the following announcement viz.,

மக்களை நாடி, மக்கள் குறைகளைக் கேட்டு, உடனுக்குடன் தீர்வு காண அரசு இயந்திரம் களத்திற்கே வரும் "உங்களைத் தேடி, உங்கள் ஊரில்" என்ற புதிய திட்டத்தினை அறிவித்தார்.

'உங்களைத் தேடி, உங்கள் ஊரில்' திட்டத்தின்படி ஒவ்வொரு மாவட்ட ஆட்சியரும், இனி ஒவ்வொரு மாதமும் ஒரு நாள் வட்டம் அளவில் தங்கி, கள ஆய்வில் ஈடுபட்டு, அரசு அலுவலகங்களை ஆய்வு செய்து, மக்களின் குறைகளைக் கேட்டறிந்து, அரசின் அனைத்து நலத் திட்டங்களும், சேவைகளும், தங்கு தடையின்றி மக்களைச் சென்று அடைவதை உறுதி செய்ய வேண்டும் என்று அறிவுறுத்தியுள்ளேன்.

2. '**Ungalai Thedi, Ungal Ooril**' is yet another programme to improve the delivery of various services and expedite implementation of various ongoing schemes / projects / works of the Government. The District Collector and various district level officers will reach out to the public at their door steps. With this objective in mind, the entire district administration will visit a particular taluk in a month on a specific day, to assess the service delivery, functioning of various offices/ facilities and implementation of schemes / projects. Based on the feedback received during the field visit the District Collector shall take corrective steps / remedial measures immediately.

3. In the letter second read above, the Additional Chief Secretary/ Commissioner of Revenue Administration has forwarded the draft guidelines for conducting the 'Ungalai Thedi, Ungal Ooril' Scheme by the District Collectors at Taluk level to Government and requested to issue necessary orders in this regard.

4. The Government after careful examination, have decided to issue the Guidelines for conducting 'Ungalai Thedi, Ungal Ooril' programme by the District Collector at Taluk level as annexed to this Government Order to all Districts Collectors(except Chennai District).

5. The Additional Chief Secretary/ Commissioner of Revenue Administration is directed to issue necessary instructions to all the District Collectors to follow the Guidelines scrupulously. The Additional Chief Secretary/ Commissioner of Revenue Administration is also requested to communicate the Reporting Format to all the District Collectors for sending their report on the conduct of 'Ungalai Thedi, Ungal Ooril' camps to the O/o. the Additional Chief Secretary/ Commissioner of Revenue Administration.

**(By Order of the Governor)**

**Shiv Das Meena  
Chief Secretary to Government.**

**To**

The Additional Chief Secretary/  
Commissioner of Revenue Administration,  
Chepauk, Chennai-600 005.  
All the Additional Chief Secretary/  
Principal Secretary/ Secretary to Government,  
Secretariat, Chennai-600 009.  
All District Collectors.

**Copy to**

The Finance (Revenue) Department, Chennai-600 009.  
Stock file/Spare copy.

**// Forwarded by Order //**

*g n m s e p o t i s*  
*29/1/2024*  
**Section officer.**

*29/1/24*

**ANNEXURE- I****ANNEXURE to G.O.(Ms) No.22, Revenue and Disaster Management  
[RA-3(2)] Department, dated 29.01.2024.****Guidelines For Conducting 'UNGALAI THEDI, UNGAL OORIL'  
Programme by District Collectors at Taluk Level**

"Ungalai Thedi, Ungal Ooril" is yet another programme to improve the delivery of various services and expedite implementation of various ongoing schemes/projects/works of the Government. The District Collector and various District level officers to reach out the public at their doorsteps. With this objective in mind, the entire District Administration will visit a particular taluk in a month on a specific day, to assess the service delivery, functioning of various offices/ facilities and implementation of schemes / projects. Based on the feedback received during the field visit, the District Collector shall take corrective steps/ remedial measures immediately.

**1. Periodicity:**

'Ungalai Thedi, Ungal Ooril' camp shall be conducted once every month. It shall be conducted on the **fourth Wednesday of every month** and if that happens to be a holiday, then on the next working day. In case of January, 2024, it will be conducted on 31.01.2024.

**2. Selection of Taluk:**

The District Collector shall draw the Schedule for a calendar year at the beginning of the year in such a way that all Taluks are covered uniformly throughout the year, starting from January to December.

**3. Publicity:**

Adequate publicity shall be given in advance through official medium and through electronic, print and social media in the Taluk.

**4. Advance Preparation:**

Before the scheduled date of 'Ungalai Thedi, Ungal Ooril', a team of officials from key stakeholder departments such as Revenue, Rural Development, Urban Local Bodies, etc. shall be constituted for each firka so as to visit the taluk one week in advance for receiving representations from public at firka level. Wards / Villages within each firka shall be suitably grouped, given time slot for receiving applications to avoid over crowding. Timings and place shall be intimated suitably to the general public.

Representations so received shall be numbered, entered into the system and acknowledgment issued to the petitioner. Adequate precautions should be taken to avoid over crowding. Necessary Police protection shall be ensured for the regulation of crowd. Applications

received already at Mudhalvarin Mugavari or through other channels from this taluk shall also be taken up for resolution. Petitions shall be examined and decided by the competent authorities qualitatively in a time bound manner.

**5. Conduct of 'Ungalai Thedi, Ungal Ooril' scheme:**

- i. The District Collector along with other district level officers should visit the selected taluk for one full day i.e., 24 hours starting from morning of the first day through the next day morning (from 9 AM to next day 9 AM).
- ii. District Level Officers to Participate in the Scheme:  
Superintendent of Police, District Revenue Officer, Project Director (DRDA), Project Director (Mahalir Thittam), Joint Director (Agriculture), Joint Director (Animal Husbandry), Joint Director (Health Services), Deputy Director (Public Health), Divisional Engineer (Highways), Executive Engineer (Water Resources Department), Regional Director of Municipal Administration, Assistant Director (Town Panchayat), Chief Education Officer, District Social Welfare Officer, etc., (This list is only indicative. District Collector may decide on the participation of other officers depending on the need.)
- iii. In the **Forenoon** of the camp day the District Collector and other district level officers shall cover different parts of the Taluk during their visit. All important schemes, services and works /projects shall be covered during the visit. To maximise the reach, the District Collector should depute the District level officers to different parts of the Taluk for review and field inspection of various services, schemes, works, offices etc. For example, if District Collector is inspecting one Primary Health Centre, Deputy Director (Public Health) can visit another PHC, Joint Director (Health) can visit Taluk Headquarters (Sub-District) Hospital. Similar inspections should be carried out in respect of other services. The aim should be to cover various activities, service delivery, schemes and projects implemented by different departments of the Government across the taluk.
- iv. During "Ungalai Thedi, Ungal Ooril" camps various facilities providing essential services to the public such as Primary Health Centres/ Hospitals / Integrated Child Development Services Centres/ Schools/ Noon Meal centres/ CM Breakfast scheme / orphanages / women hostels etc. shall be inspected. (The list is indicative only).
- v. The District Collector and the District level officers shall also visit various offices such as taluk office, block development office, panchayat office, village administrative officer's office,

agriculture depots, cooperative credit societies, milk producers cooperative societies, etc. It may not be possible for district collector to visit all these offices single handedly. Therefore, other district level officers should also visit offices/facilities independently. For example, if district collector is visiting taluk office, District Revenue Officer and Revenue Divisional Officer concerned can visit firka / VAO office. Similarly, if the District Collector is visiting Block Development Officer's office, the other senior level officials can inspect some other facilities/works or village panchayats.

- vi. During the camps, District Collector and other officers shall carry out cursory inspection of the functioning of the offices and review the service delivery and pending grievances petitions.
- vii. In the **Afternoon** the district collector shall conduct a review meeting with all department officials. During this review, the visiting officers shall present their feedback on the field visits/office inspections carried out in the forenoon.

After the aforesaid review meeting, the District Collector, shall meet the general public, listen to their grievances and receive representations from them.

- viii. In the **Evening** the District Collector and senior district officials shall visit different localities in urban area/ village panchayats to check the functioning of street lights; and visit Government hostels / hospitals, parks, knowledge centres, orphanages, old age homes registered with social welfare department, bus stands, community and public toilets etc. to review the functioning of these facilities.
- ix. **Next day early morning** District Collector and other district level officials shall review the basic civic amenities such as water supply, conservancy work, sanitation and cleanliness, public / community toilets, milk distribution, public transportation, CM Breakfast scheme etc. by visiting these facilities.

## 6. **General:**

- i. All the expenses relating to "Ungalai Thedi, Ungal Ooril" camps should be met out of fund sanctioned for this programme and by dovetailing the funds available for contingencies, administrative and office expenses etc. under various schemes.
- ii. Proper documentation of the 'Ungalai Thedi, Ungal Ooril' scheme shall be done.
- iii. A report on the conduct of 'Ungalai Thedi, Ungal Ooril' camps shall be sent to Additional Chief Secretary/Commissioner of Revenue Administration, Chennai before 5<sup>th</sup> of the succeeding month. This

report shall contain the details of camps conducted, petitions received/disposed. The reporting format will be communicated separately.

- iv. Wherever necessary, the District Collector may send proposals on most felt needs of the people of that Taluk, which require intervention at Government level.

**Shiv Das Meena**  
**Chief Secretary to Government.**

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*Shiv Das Meena*  
*29/1/2024*  
**Section Officer.**

*Shiv Das Meena*  
*29/1/2024*

**ANNEXURE – II****ANNEXURE to G.O.(Ms) No.22, Revenue and Disaster Management  
[RA-3(2)] Department, dated 29.01.2024.****Indicative Programme (Not exhaustive)**

<b>1<sup>st</sup> Day</b> 9.00 AM to 1.30 PM	:	<ul style="list-style-type: none"> <li>➤ Visit to e-seva centres, PHCs, PDS shops, ICDS/Noon Meal Centres/PACS /Urban Co-op. credit societies /Agriculture Depots/Schools and Inspection of Government Offices (i.e.) Taluk office, BDO office, RI office, VAO office, Village panchayat office, Municipal office etc.</li> <li>➤ Inspection of various schemes/projects/ works.</li> </ul>
2.30 PM to 4.30 PM	:	Review meeting based on the feed back of the visiting officers.
4.30 PM to 6.00 PM	:	Interaction with general public and receipt of representations
6.00 PM onwards (as per convenience)	:	<ul style="list-style-type: none"> <li>➤ Visit to Government Hostels, Parks, knowledge centres, institutions registered with Social Welfare Department/ Social Justice Department, etc.</li> <li>➤ Visit to Bus stands, public/ community toilets, public transportation, Government hospitals <b>and halt.</b></li> </ul>
<b>2<sup>nd</sup> day</b> 6.00 AM to 8.30 AM	:	Solid waste and sanitation management activities, water supply, public transportation, CM breakfast scheme, MPCS(Milk Producers Cooperative Societies), etc.
9.00 AM	:	Return to Headquarters

**Note:** The list of the services/ schemes/ works/ projects/ facilities/ offices indicated here is not exhaustive. District collectors may decide about the inspection spots based on the availability of time and number of officers.

**Shiv Das Meena  
Chief Secretary to Government.**

//True Copy//

*31/01/2024*  
*29/1/2024*  
**Section Officer.**

*S.D.*  
*29/1/24.*