



ABSTRACT

ADDITIONAL CHIEF SECRETARY /
COMMISSIONER OF REVENUE
ADMINISTRATION
24 AUG 2022
1
CHEPAUK, CHENNAI-600 005.

Mass Contact Programme – Revival of Mass Contact Programme – Revised guidelines – Orders – Issued.

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



Dated: 22.08.2022

சுபகிருது வருடம், ஆவணி 6,
திருவள்ளூர் ஆண்டு 2053,

Read :

1. G.O.(Ms) No.1769, Revenue Department, dated 28.08.1969.
2. G.O.(Ms).No.315, Revenue Department, dated 28.02.1984.
3. Government D.O. Letter No.9724/RA-3(2)/2022-1, Revenue and Disaster Management Department, dated 06.05.2022.
4. From the Principal Secretary/Commissioner of Revenue Administration letter No.R.A.VII(1)/344/2022, dated 02.06.2022

Order:

In order to redress Public Grievances on the spot, a scheme called "Mass Contact Programme" was started in Tamil Nadu in the year 1969. It is held on the 2nd Wednesday of every month. The special feature of the programme is that the District Administration i.e., District Collector, the District Level Officials from the department of Revenue, Agriculture, Horticulture, Health, Veterinary, Social Welfare visit to the villages, meet the Public directly and redresses their grievances on the spot to the extent possible.

2. The Government have proposed for the revival of Mass Contact Programme and to issue comprehensive new Guidelines and also to sanction funds for conducting the Mass Contact Programme in all districts.

3. The Principal Secretary/Commissioner of Revenue Administration has also sent the new draft Guidelines for conducting the Mass Contact Programme and has requested to issue necessary orders.

4. The Government after careful examination, in supercession of all the guidelines issued earlier, hereby orders the revised guidelines as annexed with this Government Orders towards the conducting of the Mass Contact Programme in all districts.

5. The Additional Chief Secretary/ Commissioner of Revenue Administration is directed to issue necessary instructions to all the District Collectors to scrupulously

follow the new Guidelines issued towards the conducting of Mass Contact Programme.

(By Order of the Governor)

**Kumar Jayant
Principal 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.

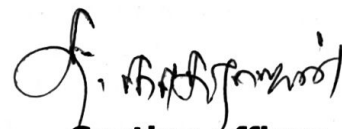
All District Collectors.

Copy to

The Finance (Revenue) Department, Chennai-600 009.

Stock file/Spare copy.

// Forwarded by Order //


Section officer.
22/8/22

ANNEXURE

ANNEXURE to G.O.(Ms) No.377, Revenue and Disaster Management [RA-3(2)] Department, dated 22.08.2022.

GUIDELINES FOR MASS CONTACT PROGRAMME (MCP):-

(i) PERIODICITY OF MCP

Mass Contact Programme shall be conducted once every month. It shall be conducted on the second Wednesday of every month and if that happens to be a holiday, then it shall be conducted on the next working day.

(ii) OFFICIALS CONDUCTING MCP

Mass Contact Programme shall be conducted by the District Collector. In case District Collector is not available on the day, District Revenue Officer should conduct the Mass Contact Programme.

(iii) SELECTION OF VILLAGE:

An interior village which is generally not visited by the higher officials may be selected and preference should be given to atrocity prone/ population with disadvantaged groups/ tribal villages/ villages having less infrastructure.

(iv) PRIOR NOTICE:

A notice shall be issued in the villages regarding Mass Contact Programme four weeks before the date of Mass Contact Programme.

(v) ASSESSMENT OF NEEDS AND COLLECTION OF PETITIONS

To implement the scheme more effectively, a team of officials consisting of Special Deputy Collector (Social Security Scheme), Revenue Divisional Officer, Adi Dravidar Welfare Officer, District Backward Class Welfare Officer should visit the selected village 4 weeks prior to the date of MCP.

An inventory analysis of the existing facilities must be done by the team. They must receive petitions, which should be duly entered into the system and acknowledgment generated in the system, and classified into two sets:

Community oriented
Individuals oriented

All these petitions must be examined and necessary decision taken during these four weeks. A reply should be given to the petitioners by the District Collector on the day of Mass Contact Programme.

(vi) ADVANCE GROUND WORK

Before the actual Mass Contact Programme, a meeting with the line departments is to be organised to finalise the works that could be started at the time of Mass Contact Programme as a mark of the proactive nature of the district administration. **Community oriented assets can be discussed with the departments concerned and the possible works can be prioritised. Work**

orders can be prepared after sanctioning them. They could be distributed on the day of Mass Contact Programme.

Similarly, the individual needs can be enquired and eligible cases can be sanctioned. The beneficiaries can be given the orders during Mass Contact Programme.

Special attention has to be given to the SC/ST families and persons with Differently abled issues. The number of Differently abled persons in the village should be assessed. Unique Disability Identity(UDID) cards should be distributed along with the other eligible assistance on that day.

A special campaign has to be organised well before the Mass Contact Programme in the village to sort out all land related issues.

Eligible youth to undergo skill development training are to be identified and their requirements have to be addressed and informed on the MCP day.

(vii) SPECIAL CAMPS DURING MASS CONTACT PROGRAMME

Mass Contact Programme should not be done in ritualistic manner. It should be used as an opportunity to organise Mass cleaning programme, Solid waste Management/ Tree plantation/ White washing and repairs to Anganwadies, works related to desilting the water bodies etc. in a comprehensive manner.

Departments should be encouraged to organise special camps during the Mass Contact Programme

A few examples,

Varumunkappom

Kalnadai Padhukappu

Makkalai Thedi Maruthuvam

Soil testing etc.

During Mass Contact Programme, the departments like Agriculture, Horticulture can showcase their programmes by putting up a stall. It can be from their Information, Education and Communication (IEC) provisions.

Formation of new Self-help groups, organising suitable livelihood programmes, providing Backward and Forward linkages may be worked out to improve the standard of living of the people.

People with vision problems due to cataract may be identified and surgery should be organised before the campaign.

This camp may also be utilized by District Collectors for reviewing the functioning of the Village Panchayat, organising Gram Sabha etc.

After the Mass Contact Programme is over, the District Collector and other officials must carry out inspections of school buildings, on going works, water bodies etc.

(viii) POST MCP FOLLOW UP WORK

The petitions, which could not be disposed, should be forwarded to the departments concerned and after obtaining their response, reply must be given to the petitioner within one month. The Grievance should be redressed within a maximum period of two months of its receipt and if it is expected to take longer than two months for its finalisation, an interim reply should invariably be sent. In case, if it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within the stipulated time limit. No petition should be kept pending for more than two months and if it is pending for more than 60 days, it should be reviewed by the Head of the Department concerned. The progress in disposal of various types of petitions shall also be critically reviewed by the District Collectors on regular intervals.

A special follow up is to be done by continually reviewing the progress of ongoing works in the village.

(ix) MISCELLANEOUS

All the expenses should be met out of fund sanctioned for this programme including the food arrangements for officers.

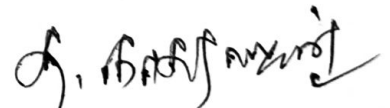
No feasting should be done by the District Collector under the auspices of a rich/ affluent/ influential person in the villages. Food packets for a simple working lunch can be arranged from the earmarked allocation to all officials involved.

Documentation of the Mass Contact Programme is to be done systematically.

Long speeches during the programme must be avoided and available time should be utilized effectively for addressing the common issues and individual grievances.

Kumar Jayant
Principal Secretary to Government.

//True Copy//


Section officer.
