

Editorial

Of Patriot and patriotism

How many nights have we spent sleepless thinking about the fate of our nation. How many times had we shed tears for our motherland? We might not have time, but our great leader Hijam Irabot had many times cried and spent sleepless night thinking about the future of Manipur. A classless society with the proletariat on the forefront was the dream of our great Leader Hijam Irabot. For the cause the leader had waged a political war against the British colonial rule and then later against feudalistic nature of the Maharajah and the ruling capitalist class of Manipur. What makes different from this pioneer leader and the so call leaders of our days is that he was not lured by the prospect of the royal prerogatives and official facilities including the prestigious post of membership to the Sardar Panchayat Court that was being offered to him for having married princess Khomdonsana.

To Hijam Irabot, the war was not only against the external force which had colonized the nation state but it was rather against all forms of oppression and suppression committed under the feudalistic character of the system. He dreamt of a nation where every citizen has the right to live with dignity. His work for promotion of the culture, sports, literature and journalism is a reflection of his love towards this erstwhile nation state.

All his life the great leader had worked for the cause of the people sacrificing every comfort of live. To convert his dream into reality he spearheaded various political movement starting from the grass hood level. He was the man behind the formation of students' federation, peasant union, women's organization and progressive party.

For his active role to bring about a reformed state, he was sent to prison many a times during the British colonial era. Later after the British left the nation state, Hijam Irabot was once again declared as a terrorist as his activities continued to be a threat to the Maharajah himself as well as the ruling capitalist. In recognition to the activities of this all time leader, the state is celebrating his Birth Anniversary across the state. A political Party - Communist Party of India (CPI) is taking the main initiative in organizing the day to commemorate the leader's birthday.

But one think we in the Imphal Times would like to remind is that, would the person who had sacrifices every comfort of life would be happy to see us celebrating the day without fulfilling any of his dream. Will our leader be happy if he sees the conditions of the peasant community or the working class people of this state? It is an open secret for each and one of us that a government posts are being bought with money, Fertilizers which are meant to be distributed to the farmers are being traded by some pseudo social workers for their own benefit; many people are driven out from their home stead in the name of development.

This is the state of our state. There is no doubt that our great leader Hijam Irabot would certainly shed tears in heaven seeing the reality.

Registration notice

An association under the name and style of "Lishanghiden Development Committee" Kyamegi Palhanbi Imphal East formed. The newly formed association will be registered under the Manipur Societies Registration Act, 1989 at the office of Deputy Registrar of Societies Imphal East. If anybody want to object to the registration of the association may object with him fifteen (15) days from the date of publication of this notice. No complain will be entertained after the due date.

Sd/-
President
Lishanghiden Development Committee,
Kyamegi Imphal East

Certificate lost

I, have lost my original certificate for All India Secondary Examination 2010, issued by Central Board of Secondary Education New Delhi, Roll no 3132043 on the way between Yaikul to Paona Bazar on Sept. 3, 2017. Finder are requested to kindly handover the same to the undersigned.

Sd/-
Khumukcham Richard Singh
S/o Khumukcham Chittaranjan Singh

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Grievance Redressal System revolutionized through CPGRAMS

By : **Amitabh Shukla**

For the last several decades several changes have been brought about to improve transparency in the functioning of the government and bring accountability. Cumulatively, these have helped the common man find his groove in a maze of laws and indifference of the lower bureaucracy and the response time for the solution of his or her grievance has improved significantly.

However, nothing has revolutionized accountability, transparency and the response time of the government departments than the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), brought in by the Narendra Modi government.

Web based CPGRAMS has been designed and implemented in all the Ministries and Departments of Government of India. Moreover, a customized software with local language interface has also been designed for the state governments too called CPGRAMS - States. This provides online access to all citizens, including those in Armed Forces personnel, to report their grievances. The new system allows the Ministry to monitor the grievances and ensure their time-bound redressal.

A Public Grievances Call Centre has also been set up for reminding the Ministries and Departments concerned receiving bulk of the grievances in the Central Government, for expediting action on grievances pending on CPGRAMS for more than two

months. Guidelines have been issued to all the Ministries and Departments of Central Government to ensure that their Citizens' Charter, incorporating list of services, service standards and timelines, are duly uploaded and updated on the respective websites.

As the Modi government has completed three years, I would limit myself to CPGRAMS which shows how penetration of Information Technology has overhauled grievance redressal mechanism in the country. While some say this is "revolutionary", my personal experience with the system reinforced my belief that indeed the government departments have started working very fast in the last over three years.

I have two experiences to share and both relate to the postal department. In the first instance, my father, who left for his heavenly abode, left a very old Post Office savings bank account in his files. Several visits to the post office did not help as the staff found some excuse or the other to deny payment to the nominee, my mother. Several months passed and correspondence with the postal department did not yield anything. The Post Master of the small post office in Bettiah, Bihar, would not clear the papers. Enquiries were tiresome and time consuming and the staff would demand one paper or the other consistently.

It was then that I came across the PG Portal—pgportal.gov.in—and how it is meant exactly for cases like this. I opened it one fine

morning and gave the account details in the complaint section and wrote a brief description about the problem and the harassment I went through. It took me all of five-seven minutes to lodge a complaint with my e-mail ID and Mobile number given.

I logged into the portal again using the number sent to my mobile phone and e-mail after two hours. It had the details and said that the complaint is lying with the Public Grievance Officer of the postal department, with an office at Parliament Street, New Delhi. Next day, in the morning, when I again opened the portal to see the status of the complaint, it had been sent to the Public Grievance Officer at Patna GPO. In the next three hours, the complaint had reached the Superintendent of the West Champaran postal Circle in whose jurisdiction the account existed. It was actually so fast.

In the evening, I got a call from the Superintendent of Posts that the matter has been processed and my mother is welcome to visit the post office next day for collecting the cheque which now totaled Rs 39, 480 after adding interest. I was elated as the system had worked so efficiently. The cheque was collected by my mother the next day. For the first time, I saw how this system cut through all sorts of hierarchies, paper work and obstacles and delivered to the common man.

The second matter also pertained to the postal department. This time, it was the NSC of my father which

had matured at the end of March 2016 and I was the nominee. The agent, through whom my father used to invest in small savings scheme of the post office, got the paperwork done and deposited in the Lal Bazar post office from where the NSC was purchased.

But the post master would have none of it. He simply sat on the papers and did nothing. Lodging a complaint with the PG Portal was a click away. This time, in three days flat, cheque was given to my representative.

CPGRAMS is the new hope for redressal of any grievance - related either to the central or the state government. While the grievances related to departments of central government are handled quite efficiently, those pertaining to the states are passed on to the respective state governments. An officer of the Indian Revenue Service said, "The monitoring of the system is done at the highest level and no laxity on the part of the officials tolerated". As monitoring is done at various levels, there is an unusual hurry on the part of the officials to dispose the complaints as everyone would now know at which end the problem exists. That to me is indeed a revelation and my personal experience with the CPGRAMS has been extremely pleasant.

The author is Resident Editor, The Pioneer, Chandigarh. Views expressed in the article are author's personal. (This author has been contributed by PIB Chandigarh)

National & International News

Opposition to hold public meeting on NEET as protests rage on

TN
Coimbatore, Sept. 5: Protests against the National Eligibility-cum-Entrance Test (NEET) spilled over to the fourth day after medical aspirant Anitha committed suicide, as college students and cadres from various political parties staged slogan-shouting protests across

the state. The DMK convened a meeting of opposition parties and decided to organise an all-party public meeting on September 8. The meeting paid homage to Anitha for her sacrifice to uphold social justice and blamed the Centre and the state for her Anitha.

It also demanded that education be transferred from the concurrent list to the state list. On the streets, the government stepped up measures to prevent agitations, barricading several protests spots to contain mass gathering of students. Police threw a cordon around VOC

Park grounds in Coimbatore where jallikattu protests happened in January. In Trichy, the police blocked one kilometer stretch of the arterial road connecting Anna Nagar and Trichy district court. This stretch again served as the protest site for pro-jallikattu activists and students in January this year. Police said they are monitoring the social media sites for information on possible gathering of students for mass protests.

Arunachal Pradesh Health minister dies

PTI
Itanagar, Sep 5: Arunachal Pradesh Health and Family Welfare Minister Jomde Kena died at a private hospital in Guwahati after a prolonged illness, family sources said today. Kena (52) died last night. He was a resident of Gensi village in Lower Siang district and was undergoing treatment in Guwahati from the past one month, the sources said. Kena, who represented Likabali constituency, was first elected to the Legislative Assembly in 2004. He was re-elected to the House from the same constituency in 2009 and 2014.

Kena was elected as the deputy speaker during the Nabam Tuki government and served as a parliamentary secretary under the Dorjee Khandu and Jarbom Gamlin ministries. He is survived by his wife, four daughters and two sons. The mortal remains of Kena would be flown to Naharlagun today from Guwahati and then to his native village Gensi where the last rites would be performed tomorrow. The state government has declared state mourning for two days from today and announced a holiday tomorrow. Chief Minister Pema Khandu has

expressed shock and grief over Kena's demise. Khandu, who is in the national capital for an official meeting, conveyed his deepest condolences to the bereaved family members and the people, especially those of his Assembly constituency. In a message, he said, "In his demise, our state has lost a seasoned politician and I have lost an elder brother who was more than a friend." "On behalf of the people, I convey my deep condolences to the members of his family, friends and well wishers. I pray for his soul to rest in eternal peace," it added.

80 Indian fishermen released by Lankan navy

PTI
Colombo, Sep 5: Sri Lanka has released 80 Indian fishermen who were arrested by the Sri Lankan Navy for allegedly fishing illegally in the island nation's territorial waters, according to a media report. Four of them were rescued by the Sri Lankan Navy when they were drowning in northern seas on August 31 while the others have been arrested for trespassing into the Sri Lankan territorial waters and engaging in illegal fishing activities. The Colombo Page reported. The 76 Indian fishermen were apprehended on separate occasions by the Sri Lankan Navy and Coast Guard for engaging in the illegal fishing method of bottom trawling in the Sri Lankan territorial waters. The repatriated Indian fishermen were handed over to the Indian Coast Guard Ship 'Sarang' at the International Maritime Boundary Line north of Kankasanthurai, the report said. Fishermen from both countries are arrested frequently by the maritime security agencies of both countries for illegal fishing and often stray into illegal waters due to absence of any proper technology to confirm the coastline border between Pakistan and India near Sir Creek in the Arabian Sea.

UP Metro Corporation to be set up: CM

PTI
Lucknow, Sep 5: Uttar Pradesh Metro Corporation will be constituted for starting metro services in various cities of the state, Chief Minister Yogi Adityanath said here today. The CM made the announcement while jointly inaugurating with Home Minister Rajnath Singh the maiden run of the Lucknow Metro in the presence of Union minister Hardeep Singh Puri and Governor Ram Naik and other dignitaries. Adityanath also requested metroman E Sridharan to be the principal advisor to the proposed umbrella body which would explore launching metro services in Varanasi, Kanpur, Agra, Moradabad, Allahabad, Meerut, Gorakhpur, Jhansi and other cities. "In place of separate metro corporations, we will constitute UP Metro Corporation to run metro services in the state," he said. The corporation will also explore possibilities of mono rail services in some parts of the state.

The home minister, who is a Lok Sabha member from Lucknow, said in 2014 he came to know that Public Investment Board gave green signal to the metro services in his constituency. "The smartness of Lucknow has increased after launch of metro services here and it has become a smart city," he said. He said to ease traffic congestion in the state capital, the work on 104 km ring road has started and it would be completed in next two years. He also remembered former prime minister Atal Bihari Vajpayee for getting Shaheed Path constructed in the city. "I devote this metro service to Vajpayeeji," he said. Vajpayee represented Lucknow in the Lok Sabha in the past. Elaborating initiatives to ease traffic congestion in the city, Rajnath said, "Four new flyovers will be opened at Charbagh railway station, where more tracks will be laid and two new platforms

will also come up." The public services of Lucknow metro will start from tomorrow. The 8.5-km-long 'Priority Corridor' from Transport Nagar to Charbagh, which is part of the Phase 1 of the project, will be operational for the public from 6 am to 10 pm everyday. Former chief minister Akhilesh Yadav and his father Mulayam Singh Yadav had flagged off the trial run on the same stretch in December last year, just ahead of the assembly elections, to showcase it as a signature project of the erstwhile Samajwadi Party government. The BJP had attacked the Akhilesh government during the assembly election campaign, asking why metro trains were not running in Lucknow. As the matter got embroiled in politics, Akhilesh had shot back saying it was due to the delay in obtaining clearance from the commissioner, Metro Railway Safety, and had blamed the Centre for it.