GOVERNMENT OF KERALA

Abstract
Disaster Management Department – Flood 2018 - Providing publicly accessible, searchable database for ascertaining the status of his/her flood relief claim/appeal-Orders issued.

DISASTER MANAGEMENT (A) DEPARTMENT
G.O.(Rt)No.413/2019/DMD Dated,Trivananthapuram, 06/07/2019

Read 1. GO(Rt) No. 627/2018/DMD dated 22/11/2018
2. Interim orders dated 13/02/2019 & 26/06/2019 in WP(C) No.28093/2018 filed by Sri. Shibi A.A.

ORDER

The Hon’ble High Court in its order dated 13.02.2019 in WP(C) No.28093/2018 directed that the grievance redressal mechanism ordered as per order read as 1st paper will be considered as the first level appeal authority and the Permanent Lok Adalath already established within the State should be treated as the final level Appellate Authority in the Grievance Redressal Mechanism already put in place by the State. In the order dated 26-6-2019 the Hon’ble High Court noted that there is a lack of clarity with regard to the nomenclature used by the State Government while furnishing the details of the settlement of claims at various stages. Hence the Hon’ble Court has directed that the claim/appeal nomenclature needs to be standardized. Further, the Hon’ble Court has directed that the State Government to give due publicity to the procedure that has to be followed by a claimant who wants to track the progress of his/her claim through the various stages.

2) Government have examined the matter in detail and the following directions are issued to facilitate a standard mechanism for claimant/appellant to ascertain the status of his/her claim/appeal.

1. There shall be a common digital system in place in the districts. The Flood Relief digital database model of Ernakulam District is noted to be efficient. Hence all Districts should utilize the technical input of National Informatics Centre of Ernakulam District and emulate a similar system in the district, with a link
in the District Website.
2. The established system shall have search facility with the following key words/number. Name of the beneficiary, Aadhaar number, Mobile Number, Address, Village, Panchayath, Ward, House Number, Status of Claim (Rejected/Approved), Status of Appeal if any (Rejected/Approved), If approved, the amount disbursed.

3) All District Collectors should implement the above direction with immediate effect.

(By order of the Governor)
REMESEN M.K
ADDITIONAL SECRETARY

The Advocate General, Ernakulam.
The Commissioner, Land Revenue, Thiruvananthapuram
All District Collectors
The Member Secretary, KSDMA, Observatory Hills, Vikas Bhavan P.O.,
Thiruvananthapuram
The Dy. Director General & State Informatics Officer, National Informatics Centre
Kerala State Centre, CDAC Buildings, Keltron Compund, Manaveeyam Road,
Nandavanam, Vellayambalam, Thiruvananthapuram
The Principal Accountant General (Audit), Kerala, Thiruvananthapuram
The Accountant General (A&E), Kerala, Thiruvananthapuram

Local self Department
Web & New Media(I &PRD)
Stock File / Office Copy
Copy to :- PS to Minister, Revenue & Housing
PS to Principal Secretary, (Revenue & DMD)
CA to Additional Secretary, DMD

Forwarded /By order

Section Officer