

অভিযোগ প্রতিকার ব্যবস্থা/GRS এর ইতিহাস সম্পর্কিত প্রশিক্ষণ

উপস্থাপনায়:

শাহীন আহমেদ

সিনিয়র প্ল্যানার

নগর উন্নয়ন অধিদপ্তর

সিলেট আঞ্চলিক কার্যালয়

তোপখানা, সিলেট

মোবাইল: ০১৭৭৭-৪০০-৯৫৯

ই-মেইল: ashaheen11921@gmail.com

uddsylhet@yahoo.com

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History of Grievance Redress System (GRS)

Mohammed Jahedur Rahman
Deputy Secretary
Cabinet Division
mjahedurrahman@gmail.com

GRS system in **Mughal** period (1526-1707)

- a. Mughal emperor **Jahangir** had installed a huge bell at his palace enabling the people to *ring* the bell if anyone had *grievance*.
- b. System introduced to ensure his subjects got instant redressal of any *grievance*.

Jahangir's ring for GRS





The People's Voice is the Voice of Heaven (Korea)

- **Simmungo (Big Drum)**, the system of handling complaints against the government during the **Joseon Dynasty(1392-1897)**.
- It was the first step towards giving the people a say in government affairs.

The People's Voice is the Voice of Heaven



GRS in Ottoman Empire

- 1520-1566, the Ottoman Empire was ruled by **Suleiman**
- He moved to bazar (market) in disguise to learn dissatisfaction of citizens
- He collected written complaints during Jumma prayers



ધન્યવાદ