

**No. K-12011/1/ 2001-PG**  
**Government Of India**  
**Ministry of Personnel, Public Grievances and Pension**  
**Department of Administrative Reforms and Public Grievances**

Sardar Patel Bhavan, New Delhi

Dated : 19.4.2001

**OFFICE MEMORANDUM**

**Subject: Preparation of consolidated directory of officers handling public/staff grievances in Field Offices/PSU/Autonomous Bodies of Ministries/Departments**

The undersigned is directed to refer to this Department's OM. NoF-17014/99-PG dated 14.6.99 (copy enclosed for ready reference) addressed to Secretaries of all Ministries/Departments requesting each Ministry/Department to prepare a consolidated directory of officers handling public/ staff grievances in the PSUs/ subordinate offices/other organisations, autonomous bodies etc. under them along with the Director (PG) at headquarter and to forward a copy of the compilation to this Department.

2. It is requested that a copy of the above compilation may please be forwarded to this Department. Changes in the incumbency may please be intimated to this Department as and when they take place.

(Alok Sharma)  
Deputy Secretary to the Government of India  
Tele : 3362325

All JS/Director(PG)s of all Ministries/Departments



मंत्रिमंडल सचिव  
CABINET SECRETARY  
NEW DELHI

T.R.PRASAD

D.O.No.11-16011/5/2001-PGI

May 18, 2001

Dear Secretary,

Please refer to Department of Administrative Reforms and Public grievances O.M. No.58847/9/PLCY/PG-89(10) dated 27 July 1989 regarding the need for prompt attention on grievances appearing in the columns of newspapers. These guidelines have been reiterated by the Department of AR & PG from time to time. These were last reiterated by my predecessor on 30 March, 2000 to Secretaries of all Ministries/Departments to ensure that an effective institutional mechanism was established for examining newspapers regularly to pick up grievances which pertain to them and take quick action for redressing these grievances in a time-bound manner. It was emphasised that the complainants, in such cases, should be quickly informed of the action taken by way of redress, where such redress can be given within a month's time. Where redress is likely to take longer, an interim reply should be sent to the complainant explaining the steps taken and assuring that further necessary action is being taken in the matter. The handling of grievances appearing in the newspapers is also being specifically reviewed in respect of certain Ministries/Departments by the Standing Committee on Public Grievances chaired by me.

2. However, complaints continue to persist regarding lack of promptitude in attending to such grievances. The Parliamentary Standing Committee of the Ministry of Personnel, Public Grievances & Pensions, has taken serious note that these grievances are not being settled within the stipulated time-frame. The Committee has, therefore, desired that the status of the action being taken on the grievance must be communicated to the 'writer of the letters to the editors', in case the concerned Ministry/ Department/ Organisation is likely to take time to settle the grievances. The Committee has further recommended that action must be taken to give due publicity to the existing grievance redress mechanism and the mode of handling/ settling grievances by Ministry/ Department/ Organisation. A quarterly review of such grievances should be carried out by the Joint Secretary/ Director in-charge of Public Grievances in Ministry/ Department.
3. Action taken in the matter may please be intimated to Additional Secretary, Department of Administrative Reforms and Public Grievances.

Yours sincerely,

(T.R. Prasad)

Secretaries of all Ministries/Departments

Alok  
Director (PG)  
Tele No. 3362325

D.O. No. K-11011/1/2001-PG (II)

18.5.2001

Dear

Guidelines have been issued by the Department of Administrative Reforms and Public Grievances from time to time to ensure that an effective institutional mechanism is established for attending to grievances appearing in newspapers columns for prompt disposal of such grievances. These guidelines were reiterated by Cabinet Secretary in his d.o. letter No. 11011/3/2000-PG dated 30.3.2000 where in it was enjoined in newspapers' columns which pertain to them and take quick action to redress the grievance in a time bound manner.

2. I would request you to intimate the mechanism set up in your Ministry/Department/ Organisation in this regard. The names and editions of the newspapers covered for this purpose be also intimated.

3. Information regarding disposal of grievances appearing in newspapers for the year 2000-2001 may be provided in the proforma enclosed.

With regards

Yours sincerely,

(Alok)

To all Directors (PG) of  
Ministries/Departments

**Action Taken on grievances appearing in columns of Newspapers during the year \_\_\_\_\_**

No. of grievances appearing in Newspapers during the year	No. of grievances settled within 3 months of appearing in Newspapers	No. of grievances settled in the year	No. of grievances pending as on 31 <sup>st</sup> March	No. of grievances pending as on 31 <sup>st</sup> March of the year	
				3 — 6 months	Beyond 6 months
(1)	(2)	(3)	(4)	(5)	(6)