



भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
प्रशासनिक सुधार और लोक शिकायत विभाग,  
सरदार पटेल भवन, संसद मार्ग,  
नई दिल्ली-110001

P.I.SUVRATHAN  
पी.आई.सुव्रतन  
Additional Secretary  
अपर सचिव

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
& PENSIONS,  
DEPARTMENT OF ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES,  
SARDAR PATEL BHAVAN, SANSAD MARG,  
NEW DELHI-110001

D.O. No.H-18013/1/2003-PG

Dated : 21 July 2004

Dear Shri Singh,

The Parliamentary Standing Committee in para 46 its Ninety Ninth report of the Department Related Parliamentary Committee on Home Affairs on Demands for Grants (2003-04) of the Ministry of Personnel, Public Grievances and Pensions has observed, as indicated below:-

"The Committee feels that there is need for publicity (India wide) through Doordarshan to enable the rural folk to know about the existence of these two channels for the redressal of public grievances".

2 You may be aware that public grievances are redressed in Government of India through a decentralized system that functions in every Ministry/Department. The Department of Administrative Reforms & Public Grievances and Directorate of public Grievances, Cabinet Secretariat (DPG) are the two nodal agencies in Government of India for handling public grievances. The role of the Department of Administrative Reforms & Public Grievances consists primarily to undertake such citizen-centric initiatives in the field of administrative reforms and public grievances in the Government so as to enable the Government to deliver quality public services to the citizen in a hassle free manner and eliminate the causes of grievances. The Department also receives a large number of grievances which are sent to the concerned Government agency to redress. The Directorate of Public Grievances, Cabinet Secretariat acts as an appellate body in respect of public grievances related to 16 identified Central Government Departments/Organisations.

3. In this context it is felt that there is a need for nation wide publicity of the above two channels through AIR also.

4. In this connection, I am sending herewith a 'Brief' for facilitating the production of a publicity programme.

with regards,

Yours sincerely,

(P.I. Suvrathan)

Shri Brajeshwar Singh,  
Director General,  
All India Radio, Akashvani Bhavan, New Delhi.



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कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय  
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GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
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DEPARTMENT OF ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES  
SARDAR PATEL BHAVAN, SANSAD MARG,  
NEW DELHI-110001

D.O. No.H-18013/2/2004-PG

December 21, 2004

Dear

Redress of public grievance has been an integral part of good governance. It was envisaged that as an integral part of the public grievance redress machinery, the Ministry/Department would also focus on the concerns and grievances of its own employees with a view to ensuring their timely redress. It was accordingly contemplated that each Ministry/Department would set up a Staff Grievance Redress Mechanism for dealing with such grievances.

2. The need for such emphasis emanated from a decision that to reduce grievances of the employees and the number of applications preferred by them before CAT, assertive action by the Staff Grievances Officer was essential. In this context, our instruction of 01.01.10997 may kindly be referred to (copy enclosed). The staff grievances redress mechanism existing in Government of India is also enclosed.

3. Current reviews reveal that there are about 27,000 pending applications in all the Administrative Tribunals, with enormous implications of cost and adversarial relations both for the government and the employees. We, therefore, consider it necessary that urgent preventive measures based in the role of the government as a good and caring employer, are promptly undertaken to reduce the number of employees' grievances and raise their satisfaction and morale.

4. Recently, the Department related Parliamentary Standing Committee has also stressed the necessity for activating the Staff Grievance Redress Mechanism (SGRM).

5. In the light of these facts, I shall be grateful if you could kindly arrange a review of the Staff Grievances Redress Mechanism in your Ministry/Department and provide a feedback to us so that the Department related Parliamentary Standing Committee could also, in turn, be apprised of the efforts being undertaken to improve the current position.

With regards.

Yours sincerely,

(P.I. Suvrathan)

Shri Prasanna K.Hota  
Secretary  
Department of Health and Family Welfare  
Ministry of Health and Family Welfare,  
Nirman Bhavan,  
New Delhi.

Shri Dhirender Singh  
Secretary  
Ministry of Home Affairs,  
North Block,  
New Delhi.

Shri Navin B. Chawla  
Secretary  
Ministry of Information and Broadcasting,  
Ministry of Health and Family Welfare,  
Shastri Bhavan,  
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Shri K.M. Sahni  
Secretary  
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Ministry of Railways,  
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