

सचिव
SECRETARY
Tel.: 23094848

D.O. NO. G-13013/1/2006-PG
भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
नार्थ ब्लॉक, नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS
NORTH BLOCK, NEW DELHI-110001
5th May, 2006

Dear,

One of the important obligations of public service is the prompt redressal of public grievances and identification of grievance prone areas of Government Department in order to eliminate the causes of these grievances of citizens. The Department of Administrative Reforms and Public Grievances have been issuing guidelines from time to time in order to ensure that an effective institutional mechanism is established in each government department for the expeditious redress of Public Grievances. Despite all these guidelines and various efforts made by the State Governments, complaints continue regarding the delay and lack of response in handling public grievances. The Parliamentary Standing Committee attached to the Ministry of Personnel, Public Grievances and Pensions has taken serious view of the state of affairs prevailing in the matter of settlement of public grievances. It has been pointed out that the response of the public servants towards citizens' grievances is lukewarm and often borders on complete indifference.

2. Any grievance redress system would be failing in its primary purpose if the minimum courtesy of acknowledging receipt of a complaint is not observed. It is, therefore, reiterated that an acknowledgement should go immediately and at the most within three days of the receipt of the grievance and the grievance itself should be redressed within a maximum period of two months of its receipt. The citizens approaching the government departments with their grievance petitions should be informed of the progress of his/her grievance. In case it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit. Further, if the finalization of a decision on a particular grievance is expected to take longer than two months, an interim reply should invariably be sent.

3. I would request you to take suitable measures in bringing about a change in the prevailing situation in order to ensure that the grievances of the citizens are settled expeditiously.

With regards,

Your sincerely

(Pratyush Sinha)

Chief Secretaries of States and UTs.

D.O. NO. G-13013/1/2006-PG

भारत सरकार

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

नार्थ ब्लॉक, नई दिल्ली-110001

GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES

AND PENSIONS

NORTH BLOCK, NEW DELHI-110001

सचिव
SECRETARY
Tel.: 23094848

5th May, 2006

Dear,

Several guidelines have been issued by the Department of Administrative Reforms and Public Grievances from time to time in order to ensure that an effective institutional mechanism is established in each Ministry and Department of Government of India for the expeditious redress of public grievances. Despite all these guidelines, complaints continue regarding the delay and lack of response. The Departmental Parliamentary Standing Committee has taken a serious view of the present state of affairs that is prevailing in the matter of settlement of public grievances. It has been pointed out that the response of the public servants towards citizens' grievances is lukewarm and often borders on complete indifference.

2. The grievance redress system would be failing in its primary purpose if the minimum courtesy of acknowledging receipt of a complaint is not sent in time. It is, therefore, recreated that an acknowledgement should go immediately and at the most within three days of the receipt of the grievance and a grievance should be redressed within a period of a maximum two months of its receipt. In case it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit. Further, if the finalization of a decision on a particular grievance is expected to take longer than two months, an interim reply should invariably be sent. Efforts may be made for prompt redressal and for identification of grievance prone areas of government departments to eliminate the causes of grievances.

3. I would request you to take suitable measures in bringing about a change in the prevailing situation in order to ensure that the grievances of the citizens are settled expeditiously.

With regards,

Yours sincerely,

(Pratyush Sinha)

All Secretaries of Ministries/Departments of Govt. of India

No. K-15011/1/2006-PG
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

Sardar Patel Bhawan, Sansad Marg
New Delhi, Dated: May 22, 2006

OFFICE MEMORANDUM

Subject: Activating machinery for Redress of Public Grievances.

The undersigned is directed to refer to the consolidated guidelines issued by the Department of Administrative Reforms and Public Grievances for prompt and effective redress of public grievances. It has been emphasized that a fully functional redress mechanism needs to be in place in all Ministries of Government of India and in the Department/Organizations under the Ministries for expeditious redressal of public grievances. It has further been emphasized that the system of grievance redress mechanism should be well publicized to ensure that the citizens are aware of the system and can interact with the Department to settle their grievances. However, complaints still continue regarding the delays and lack of response.

2. It is now reiterated that the following step may please be taken to ensure that the internal grievance redress machinery is in order for prompt redressal of grievances of citizens:-

- (i) A grievance should be acknowledged immediately and at the most within three days of the receipt of the grievance. A grievance should be redressed within a period of a maximum of two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent.
- (ii) In case it is not feasible to accede to the request made in the petition, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit.
- (iii) Grievances received in the Ministries may be analyzed periodically at a senior level to identify grievance prone areas of the Ministries/Departments to adopt systemic changes to eliminate the causes of grievances.
- (iv) Wide publicity of the grievance mechanism available in the Ministry and the names, designation and address of Director of Public Grievances may be given.
- (v) The Director of Public Grievances of the Ministries/Departments of Government of India may call for the documents of the case and take a decision with the approval of the Secretary of the Ministry/Head of the Department/Organization if a grievance is not redressed within a period of three months.
- (vi) Every Wednesday may be kept as meeting-less day for the Directors of Public Grievances for hearing the grievances of the citizens. The feedback mechanism may be ensured for an inbuilt mechanisms to correct deficiencies.
- (vii) In order to promote responsive administration, the system of regular dialogue with user and citizen groups on grievance redress mechanism and service delivery may be strengthened.

- (viii) The software (PGRAMS) developed by the Department of Administrative Reforms and Public Grievances in consultation with National Informatics Centre (NIC) for efficient management of public grievances may be installed in all Ministries/Departments of Government of India.
- (ix) The Department of Administrative Reforms and Public Grievances with assistance from NIC has been providing necessary training to officers of different Ministries for better handling of grievances through PGRAMS for effective redressal of grievances of citizens.

All Ministries/Departments are requested to strengthen the Grievance Redress Mechanism to ensure effective redressal of public grievances. Action taken on the issues may be communicated to this Department.

(Shyamalima Banerjee)
Director (PG)
Tele: 23745472

Directors of Grievances of all Ministries/Departments
of Government of India