

Proforma for Quarterly progress report on Redress of Public Grievances

Name of the Ministry/Department _____

Quarter ending _____

No. of grievances outstanding at the beginning of the quarter	No. of grievances received during the quarter with broad categorization: pertaining to					No. of grievances disposed of		
	(a)	(b)	(c)	(d)	(e)	(a)	(b)	(c)
	Procedural delay	Misbehaviour or un-sympathetic behaviour of staff	Service matters	Others	Total	In favour of complainant	In rejection	Total
1				2			3	

No. of grievance cases outstanding at the end of the quarter

No. of cases pending For less than 3 months	No. of cases pending for 3—6 months	No. of cases pending for 6—12 months	Pending for more than a year	Total of 4, 5, 6 & 7
4	5	6	7	8