

No. 9/PLCY/PG-89(7)  
Government of India  
Department of Administrative Reforms and Public Grievances

Sardar Patel Bhavan, Sansad Marg,  
New Delhi-110 001.  
Dated: 26-6-1989

**OFFICE MEMORANDUM**

**Subject:—Evaluation/Inspection of the Grievances Redressal Machinery in various offices.**

The undersigned is directed to say that Point 20 of the Twenty-Point Programme, 1986, lays emphasis on a responsive administration. It emphasizes, inter-alia, the prompt and sympathetic attention to public grievances. It may be stated here that all the Ministries/Departments were requested to strengthen their public grievances redressal set-up vide this Departments' letter No. 9/PLCY/PG-88(7) dated 1-3-88 and it has been found that many Ministries/Departments have taken steps accordingly. With a view to ensuring that the grievance redressal machinery in the various offices etc. should be periodically evaluated/inspected, say once a year, a questionnaire has been prepared which is expected to help Ministries/Departments to undertake such evaluation/inspection. A copy of it is enclosed with the request that Ministries/Departments may make use of it.

2. It is further requested that a report on evaluation/inspection stating *inter-alia*, the number inspection carried out by the Ministry/Department/Organisation and brief results of the same may be sent to this Department at the end of the year, by the month of April.

To  
All Ministries/Departments

Sd/-  
(Nivedita Prantharthihran)  
Under Secretary to the Govt. of India

QUESTIONNAIRE\*

**Proforma for the evaluation of grievance redress machinery in Ministry/Department of: \_\_\_\_\_**

1. A brief note on the existing grievance redress machinery i.e. the procedure for processing of grievances received from public and the details of officials/sections generally responsible for dealing with those grievances in the Ministry/Department.
2. How is the progress on grievances monitored? Give details of register/diary, if any, being maintained for the same.
3. Computerization: (If Computer facility is available)
  - (a) Which areas of processing relating to public dealings have been computerized?
  - (b) Is the disposal of public grievances being done through computer? If nopt, is there scope for computerizing the system.
4. 

<i>Total No. of grievances (from all sources) during last 12 months</i>	<i>Disposed of</i>	<i>Carried forward</i>
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\*Note: This Questionnaire has been subsequently modified, Refer page 69.

## **IMPLEMENTATION OF THE GUIDELINES**

5. Follow-up the O.M. dated 1-3-1988:

(a) Has an officer been designated as Director of Grievances in the Ministry/Department? If yes, give his particulars, (Name, address, telephone no. etc.)

(b) Has the Director of Grievances been vested with powers to call for files/papers in respect of grievances pending for over 3 months and to take a decision to settle the same with the approval of the Secretary. If yes, a sample of the 3 such cases may be mentioned.

(c) Have grievance officers been designated in the offices/organizations under the control of the Ministry/Department? If yes, give their particulars.

(Name, address, telephone No. etc.

6. (a) Does the Ministry/Department and all offices under its control observe the weekly 'meetingless day' and have three hours been assigned for hearing the Public Grievances by the officers of the level of Deputy Secretary and above.

(b) If so, how many members of public, on an average, visit these officers on an assigned day for having their grievances redressed?

## **GENERAL**

7. Please enumerate the services/activities of the Department/office involving direct interaction with the public.

8. (a) Has the Ministry/Department fixed time norms for disposal of applications/request for services/activities which bring the public in contact with the Ministry/Department? If yes, attach copy of each of such booklets/pamphlets.

9. Has the Ministry/Department issued any booklets/pamphlets to publicise the services available for these public and also to educate the citizen on how to avail of these service? If yes, attach copy of each of such booklets/pamphlets.

10. Do all applications/proformas intended for public use contain full instructions for filling in, clearly indicating all the documents required with the applications? 2/3 samples?

11. Which are the different areas of public contact where no objection certificates are needed? Enumerate and also state whether a review was made in the recent past. Whether these are absolutely necessary or can be done away with.

12. Has the Ministry/Department undertaken studies to simplify rules, regulations and procedure for reducing avoidable contact points with the public so that service could be rendered without number of the public calling at the office.

13. Identify the areas where affidavit or certificates by gazetted officers are needed from public. Has any review been made to replace these with self statements/certificates?

14. Has the Department identified areas of recurring grievances? If yes, indicate a few "grievance prone areas" and also indicate the studies undertaken thereon.

15. Any special measures taken to look into the grievances of

(i) Scheduled Caste/Tribe

(ii) Women

16. Take a sample of PG Cases from the following time frames: 1-2 months, 3-6 months, 6 months-1 year and over 1 year. Find out the different categories into which long pending cases fall and the reasons for delay in setting the issues. Cull out grievance-prone areas from these.

17. (a) A brief note on the observations made during the visits to Ministries/Departments by Department of Administrative Reforms and Public Grievances team

(b) Suggestions for improvement

No. 58847/9/PLCY/PG-89(10)  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhavan, Sansad Marg  
New Delhi,  
Dated the 27<sup>th</sup> July, 1989

**OFFICE MEMORANDUM**

**Subject:—Public Grievances appearing in the columns of newspapers-need for prompt attention.**

As is well-known, Point 20 of the Twenty Point Programme, 1986, enjoins upon the Government to make the administration more responsive and with that end in view, institutional arrangements are to be made for attending promptly and sympathetically to public grievances. A number of newspaper run a grievances column in which they publish grievances received from the members of the public on matters arising from their interaction with various Government agencies.

While it is presumed that all Ministries/Departments take cognizance of such grievances with a view to redressing them, it is necessary to assess the effectiveness of these measures and to take further steps for establishing an institutional mechanism for attending to public grievances so received. Towards this end, it is requested that all Ministries/Departments and other agencies of Government may take the following steps:—

The Grievances column of the newspaper should be regularly examined by each Ministries/Departments/ agency of Government to pick up cases which relate to it. Quick action should be taken for redressing these grievances on a time bound basis. The complainant should be quickly informed of the action taken by way of redressal, where such redressal can be given within a month's time. Where redressal is likely to take longer, in interim reply should be sent to the complaint explaining the steps taken and assuring that further necessary action is being taken in the matter. Such a course of action will go a long way towards establishing the public's confidence in the effectiveness of the grievances redressal machinery of the Government agency.

It will be advisable to make a quarterly review of grievances received through the newspapers and action towards their redressal.

Kindly acknowledge the receipt of this O.M.

Sd/-  
(R.D. Samplay)  
Under Secretary to the Govt. of India

To

All Ministries/Departments of Government of India (Standard List)