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भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS
NEW DELHI-110001

D.O. No. 48011/1/95-O&M

August 23, 1996.

On 20th of August 1996, in the meeting of the Department-related Standing Committee of the Parliament, the Members expressed their concern about of lack of Promptitude of some Ministries and the Union Territory Administrations to grievances and replies to letters of Members of the Parliament.

I enclose a copy of the instruction issued by this Ministry on this important subject, and request you to kindly give due priority to letters from Members of Parliament and send them at least an interim reply if a final reply is likely to take time.

A detailed Note on the subject is enclosed.

With regards,

Your sincerely,
Sd/-
(P.C. HOTA)

To
All Ministries/Departments/
Chief Secretaries of States/
Administrators of UTs

Extract of Paras 57, 60, 122, 115 and 116 of the Manual of Office Procedure

Para 57: Correspondence with Members of Parliament

- (i) Communications received from members of Parliament should be attended to promptly.
- (ii) Where a communication is addressed to a Minister, it should as far as practicable be replied to by the Minister himself. In other cases a reply should normally be issued over the signature of an officer of the rank of Secretary only.
- (iii) Where, however, a communication is addressed to the Head of an attached or subordinate office, it should be replied to by the addressee himself. In routine matters not involving questions of policy, he may send an appropriate reply on his own. In matter involving questions of policy, however, the officer should have prior consultation with higher authorities before sending a reply.
- (iv) Normally information sought by a Member should be supplied unless it is of such a nature that it could have been denied to him even if asked for on the floor of the House of Parliament.

Para 60: Prompt response to letters received

- (i) Each communication received from a member of Parliament will be replied to within 15 days.
- (ii) Where delay is anticipated in sending a final reply or information has to be obtained from another ministry or office, reply will be sent within a fortnight indicating the possible date by which a final reply can be given.
- (iii) If any such communication is wrongly addressed to a department, it will be transferred within 3 days to the appropriate department under intimation to the party concerned.
- (iv) Where the request of the Member of the Public can not be acceded to for any reasons, reasons for not acceding to such a request should be given.

Para 122: Watch on disposal of communications revived from members of Parliament

- (i) Each section/personnel section will maintain a register of communication received from Members of Parliament.
- (ii) On 1st and 15th day of each month the sections will submit the register along with the report on the disposal/status/reasons of pendency of such communication to their senior officers for scrutiny and for such other appropriate action considered necessary.

Para 115A Time limits

Time limits will be fixed for disposal of as many types of cases as possible handled in the department through departmental instructions. The system of exception reporting will be introduced to monitor the disposal of receipts.

Para 116A Handling of Public Grievances

- (i) Delay in the movement of papers concerning public grievances will be checked at decision-making levels.
- (ii) All officers of the level of Deputy Secretary and above will redress public grievances pertaining to the divisions under their charge. They will view public grievances with sympathy and make

special efforts to decide on such cases expeditiously. They will individually acknowledged, follow up and redress complaint cases which come to them. In the acknowledgement letters a specific time-limit proposed for redress will be indicated.

- (iii) The Director of Grievances appointed in each department will monitor the disposal of grievances by the concerned departmental officers.

NOTE

The Ministries/Department and the Administrations of the Union Territories are requested;

- (a) to take immediate action for effective redressal of grievances in all Departments of the Union-Territories, attached/subordinate offices and statutory bodies.
- (b) to give wide publicity to the machinery as well as the procedure for redressal of public grievances.
- (c) to ensure enforcement of *time limits* for sending replies to references received from *Members of Parliament* and *monitor their disposal*.
- (d) to include in the performance appraisal of the officials, the quality of their performance in grievance redressal.
- (e) to initiate disciplinary action for deliberate default, in terms of the conduct rules applicable to various employees, and
- (f) to include in the Annual Action Plan of the Administration various steps taken for redressal of grievances.

संख्या/No. K-12014/9/96-PG

भारत सरकार / GOVERNMENT OF INDIA

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

सरदार पटेल भवन, संसद मार्ग, नई दिल्ली-110001

SARDAR PATEL BHAVAN, SANSAD MARG, NEW DELHI-110001

दिनांक / DATED 7-10-1996

OFFICE MEMORANDUM

Subject: Inclusion of the Public Grievance Redressal work and receipt disposal statistics relating to redress of public grievances in the Annual Action Plan and the Annual Administrative Report of Ministries/Departments.

The undersigned is directed to say that while examining the work of this Department the Parliamentary Standing Committee has desired to prioritize public grievance redressal in the Ministries/Departments and to make the Public Grievance Redressal Machinery more responsive. The machinery and work relating to public grievances and the statistics relating to receipt/disposal of public grievances should form a part of the Annual Action Plan and the Annual Administrative Report of the Ministry/Department.

2. It is, therefore, requested that necessary action to include the above items in the Annual Action Plan and the Annual Administrative Report of your Ministry/Department may please be taken. Action taken in the matter may please be intimated to this Department.

Sd/-

(Sushmita Dasgupta)

Deputy Secretary to the Government of India

Tele. : 3360369

To

All Ministries/Departments

No. K-13011/2/94-PG

Government of India

Ministry of Personnel, Public Grievances and Pensions
(Department of Administrative reforms and Public Grievances)

Sardar Patel Bhavan, Sansad Marg,
New Delhi, the 31st October, 1996.

OFFICE MEMORANDUM

Subject: – Introduction of uniform computer package for monitoring Public Grievances.

The undersigned is directed to refer to the National Informatics Centre attached to this Department's letter No. 1/PUB/ ARPG/NIC dated 30-8-95 vide which a copy of database structure prepared by this department for monitoring public grievances .was forwarded to you for adoption keeping in view the user specific requirements of your Ministry/Department. The 'List of Grievance Codes' which formed part of the database has since been revised to make it more coherent and included in the database. It incorporates the previous grievance code. The code nos. of the old code incorporated in the new code are placed in brackets. Both codes are enclosed.

2. It is requested that the revised grievance code may please be adopted in place of the one already sent. It is essential that intimation of .adoption of this code be sent urgently as this is part of the follow up action on the observation of the Parliamentary Standing Committee. It is to be adopted by the end of this year positively. Date of adoption may be intimated to the undersigned.

Sd/-
(Devika Kumar)
Director

To
All Ministries/Departments

LIST OF GRIEVANCE CODES

Grievance Code	Description
1.	Complaints regarding delay in deciding a case (including delay in taking action/supplying information).
2.	Complaints regarding delay in implementation/non-implementation of a decision.
3.	Complaints against quality of services provided by Government agencies.
4.	Complaints against corruption/malpractices.
5.	Complaints against harassment /misbehaviour by Government officials.
6.	Settlement and payment of family pensions, DCRG etc.
7.	Service matters (other than those relating to disciplinary action).
8.	Service matters (relating to disciplinary action).
9.	Complaints regarding civic amenities.
10.	Complaints regarding levy of taxes/cesses/charges/duties.
11.	Billing complaints.
12.	Payment of claims/dues.
13.	Requests for employment on compassionate grounds.
14.	Request relating to problems of ex-servicemen.
15.	Welfare of pensioners.
16.	Booking/Cancellations/Refunds—Complaints regarding.
17.	Loans and repayment.
18.	Construction of a premises and allied matters.
19.	Complaints relating to revenue matters.
20.	Complaints other than Revenue/Law and Order matters.
21.	Complaints relating to Law and Order.
22.	Disputes regarding tenancy of premises.
23.	Miscellaneous: Central Government Organisations.
24.	Miscellaneous: State Government Organisations.
25.	Allotment of land/houses and other allied matters.
26.	Problems of workers/labourers.
27.	Matters relating to examinations (by Government agencies).
28.	Matters relating to welfare of Scheduled Castes/Tribes and other backward classes.
29.	Matters relating to payment of compensation.
30.	Complaints relating to distribution system and related matters.

31. complaints relating to social evils.
32. Request for monetary help.
33. Request for employment assistance.
34. Requests relating to the problems of the handicapped.
35. Removal of encroachments/eviction of unauthorised occupations.
36. Matters relating to private industries.
37. Membership of Committees/Councils/Associations/Societies/Organisations etc.
38. Matters relating to payment of Interest/Bonus/Share-Money/Debentures/dividend etc.
39. Service matters of persons employed in the Private sector.
40. Grant of pension and other facilities to Freedom Fighters.
41. Misuse/misappropriation of Government premises/machinery/funds etc.
42. Complaints against theft/pilferage/impersonation etc.
43. Matters relating to police inaction/investigation of crimes, etc.
44. Request for providing services/facilities/amenities by the Government.