

No S-15/11/2018-PG(States) (e-Office No. 5685)  
Government of India/*Bharat Sarkar*  
Ministry of Personnel, Public Grievances and Pension  
Department of Administrative Reforms & Public Grievances  
Public Grievance Division

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5th floor, Sardar Patel Bhavan,  
Sansad Marg, New Delhi – 110001  
Dated the 5<sup>th</sup> April, 2018

OFFICE MEMORANDUM

Subject: Meeting on Public Grievances and CPGRAMS taken by the PMO on  
05.03.2018 – issue of guidelines as follow-up action regarding

The undersigned is directed to say that the PMO in a meeting held on 05.03.2018 had indicated that the following specific points may also be incorporated in the Standard operating Procedures by Department of Administrative Reforms and Public Grievances for strict compliance of the concerned Ministries/ Departments/ Organizations/ States which are as under:

- a) The Nodal Officers in the concerned Ministries/Departments/Organizations/States to strictly monitor the disposal of petitions, especially the quality aspects of Disposal.
- b) The reply to the petitioner must be uploaded on the system.
- c) Repeat petitions in respect of unsatisfactory redressals may be looked at more closely and a speaking reply may be furnished in such cases.
- d) It is observed that sometimes the petitions are forwarded to the same Officer against whom the complaint has been made eg. Complaint of corruption against manager of a Bank Branch is sent to the same Officer and the case is disposed off only on the basis of statements of the officer against whom the complaint has been made. All such complaints should be handed independently.
- e) The Ministries/Departments/ Organisations/ State Governments being nodal need to rigorously pursue with their respective Sub-ordinate Organizations to ensure timely and quality disposal of petitions logged in the systems.

  
(Sumita Dasgupta)

Deputy Secretary to the Government of India  
Tel:23741006

To,

- (1) Secretaries of all Ministries/Departments of Government of India.
- (2) Chief Secretaries/Administrators of all State Governments/UTs.
- (3) PMO (Shri Ambuj Sharma, Under Secretary), South Block, New Delhi.