

No.K-11022/5/2016-PG
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi.
Dated: 20.09.2016

OFFICE MEMORANDUM

Subject :- Review of Grievances - PRAGATI (Pro Active Governance and Timely Implementation) meeting held on August 24, 2016.

This is with reference to point 4 of the Minutes of the PRAGATI meeting held on 24.08.2016, wherein it is stated that:

'Ministries / Departments should analyse the grievances (problems related to person, process, policy & resources) and work accordingly for faster resolution.'

2. All Ministries / Departments are requested to analyse the grievances being received for failure at the level of policy/ process/ resources or person to ensure effective redress of public grievances. Department of Administrative Reforms has conducted a study for top 20 maximum grievance receiving Ministries/ Departments to analyse the root cause of grievances. In furtherance to the study a project management unit has been set up to track the systemic reforms that are required to be taken to attend to the focus issues identified. Further root cause analysis for next 20 departments is being undertaken. A similar approach may be adopted by all Ministries/ Departments for identifying root cause of grievances and taking corrective measures.


(Sumita Dasgupta)

Deputy Secretary to the Govt. of India

To

Secretaries of all Ministries / Departments (As per list attached)

