

**CHAPTER-III**  
**GUIDELINES ON GRIEVANCE REDRESS**

No. K-11022/44/86-P

Department of Administrative Reforms and Public Grievances

Sardar Patel Bhavan,  
Sansad Marg, New Delhi.  
Dated 21st May, 1987.

**OFFICE MEMORANDUM**

Sub:- Implementation of Point 20 of Twenty Point Programme-Quarterly Progress Report of redressal of public grievances.

The Ministries/Departments were requested vide Secretary (Personnel)'s D.O. letter number K. 11022 54/86-P dated 27th November, 1986 to send every quarter a statement on progress of redressal of public grievances in the proforma prescribed in Annexure IV to the letter, while furnishing progress report on implementation of Point No. 20 of the Twenty Point Programme, 1986. Earlier in December, 1983, the Ministries/Departments were requested to send a half yearly return regarding the number of complaints received and disposed of vide Department of Personnel and A.R. O.M. No. 25/6/83-PG dated 16th December, 1983.

2. It has now been decided to obtain the information on progress of redressal of public grievances in a revised proforma as enclosed. It is requested that the above report may be sent to this Department in duplicate alongwith the progress report on implementation of Point No. 20 of TPP-1986, by the 5th July, 1987, 5th October, 1987, 5th January, 1988 and 5th April, 1988 and so on.

3. The Ministries/Departments may also communicate the above decision to all concerned and take action to collect the information from their attached and subordinate offices and public sector undertakings so as to furnish to this Department the consolidated information by the due dates.

4. The half-yearly return prescribed vide O.M. dated 16-12-83 referred to above may be discontinued.

Sd/  
(M. L. Malhotra)  
Deputy Secretary

All Ministries/Departments