

No.K-11017/3/2016-PG(C.I)

Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances and Pension
Karmik, Lok Shikayat Aur Pension Mantralaya
Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar Aur Lok Shikayat Vibhag


5th floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi- 110001
Dated the 9th August, 2018

Office Memorandum

Subject:- Strengthening of Grievance Redress Machinery - Uniformity of action on electronic and physical copy of grievances – regarding –

The undersigned is directed to state that in a public grievance review meeting held in Department of Administrative Reforms & Public Grievances on 27th July, 2018, it was observed that grievances received on paper are being scanned and lodged online and sent to the concerned Ministries/Departments with the system generated grievance registration number. Hard copies are also sent to the concerned Ministry/Department. However in many cases the hard copy of grievances received are being handled by different Divisions, resulting in different actions on the same complaints.

2. Therefore, the hard copy of the grievance containing the same registration number should be linked with the electronic grievance registration number to ensure that only one action is taken on the grievance. It may also be ensured that grievances are invariably marked through the nodal officer for grievance handling and CPGRAMS management.

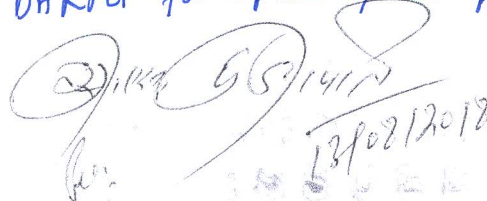

(Smita Kumar)

Joint Secretary to the Government of India

Encl:-As stated above

To,

- (i) Secretaries of all Ministries/Departments of Government of India
- (ii) Chief Secretaries/Administrators of all State Governments/UTs
- (iii) PMO (Shri Ambuj Sharma, Under Secretary), South Block, New Delhi
- ✓(iv) NIC, DARPG for uploading on pgportal.gov.in


13/08/2018