

No. K-11017/3/2015-PG C1
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 15th July, 2016

Office Memorandum

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Subject:-Strengthening of Grievance Redress Mechanism – strict adherence to time limit for disposal of grievances

The Department of Administrative Reforms & Public Grievances has been regularly monitoring and analyzing the disposal of Public Grievances in various Ministries/Departments. It is hereby observed that Ministries/Departments take considerable time to return back the grievances which do not pertain to them to the nodal Departments. Similarly attached/subordinate offices take too long to return back grievances which do not pertain to them to their Ministries/Departments thus leading to long periods of pendency.

2. Therefore, it is suggested that the Ministries/Departments should expeditiously examine the grievances received by them and return back the grievances which do not pertain to them within a period of maximum five working days. All the attached and subordinate organizations under the Ministries/Departments should also be instructed accordingly.

(Sumita Dasgupta)
Director of Public Grievances &
Deputy Secretary to the Government of India

d/c

To

Secretary,
All Ministries/Departments (As per list)

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