

FREQUENTLY ASKED QUESTIONS ON GRIEVANCE REDRESS MECHANISM IN GOVERNMENT OF INDIA AND THE ROLE OF DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES, NEW DELHI, THEREIN

Sl. No.	Question
1	<p>What are the contact details of the Department of Administrative Reforms and Public Grievances?</p> <p>Department of Administrative Reforms and Public Grievances, 5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110001.</p> <p>Website: www.darpg.gov.in</p> <p>Tele fax – 23741006</p>
2.	<p>Where can the grievances be sent?</p> <p>The grievances can be sent to :</p> <ul style="list-style-type: none">a) The Department of Administrative Reforms and Public Grievances.(DAR&PG) (http://pgportal.gov.in)b) The Department of Pensions and Pensioners' Welfare.(DP&PW) (http://pgportal.gov.in/pension/) <p>The above nodal agencies receive grievances online through http://pgportal.gov.in as well as by post or by hand in person, from the public.</p>

3.	<p>How do I lodge the grievance?</p> <p>The grievances can be lodged online on pgportal.gov.in.</p> <p>In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. There is no prescribed format.</p> <p>The grievance may be written on any plain sheet of paper or on a Postcard / Inland letter and addressed to the Department.</p>
4.	<p>What happens when I lodge the grievance?</p> <p>The grievance is acknowledged online or by post. A unique registration number is given to each grievance.</p>
5.	<p>How do I track my grievance?</p> <p>It may be tracked on the pgportal by clicking view status and entering the unique registration number.</p>
6.	<p>What happens to the grievances? How are the grievances dealt with in Central Ministries/Departments?</p> <p>Every Central Ministry / Department has designated a Joint Secretary or a Director / Deputy Secretary, as its 'Director of Grievances'. He / She is the nodal officer for redress of grievances on work areas allocated to that particular Ministry / Department.</p>
7.	<p>After redress, can the grievance be re-opened for further correspondence about it having been closed without details etc.?</p> <p>No. In such situations, the citizen will have to lodge a fresh grievance drawing reference to the closed grievance, and call for details.</p> <p>Sometimes, the details are sent by post and mentioned in the final report.</p> <p>The postal delivery may be awaited before lodging a fresh grievance.</p>
8.	<p>What are the contact details of the Nodal Officers of Public Grievances</p>

	<p>in Ministries/Departments?</p> <p>The list is accessible on the Department's website at www.darpg.nic.in and at www.pgportal.gov.in. In addition to this, it is also available in the Citizen's Charter of the Ministries/Departments hosted on their websites.</p>
9.	<p>What is the system of granting personal hearing on grievances?</p> <p>Every Wednesday of the week has been earmarked for receiving and hearing of grievances by the Director of Public Grievances in person.</p>
10.	<p>What are the types of grievances which are not taken up for redress by the Department?</p> <p>(a). Subjudice cases or any matter concerning judgment given by any court.</p> <p>(b). Personal and family disputes.</p> <p>(c). RTI matters.</p> <p>(d). Anything that impacts upon territorial integrity of the country or friendly relations with other countries.</p>
11.	<p>What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning Central Ministries/Departments/ Organizations?</p> <p>The Department of Administrative Reforms & Public Grievances is the chief policy making, monitoring and coordinating Department for public grievances arising from the work of Ministries/Departments/Organizations of the Government of India. The grievances received in the department are forwarded to the Ministries/Departments concerned. Redressal of grievances is done by respective Ministries/Departments in a decentralized manner. The Department periodically reviews the status of redressal of public grievances under CPGRAMS of Ministries/Departments for speedy disposal of grievances / complaints.</p>

12.	<p>What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning State Government?</p> <p>All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are sent to the State/ UT/ NCT Government concerned.</p> <p>Citizens may take up matter regarding pendency of their grievances directly with the State Government concerned also.</p>
13.	<p>What is the time limit for redress of grievance?</p> <p>Sixty (60) days. In case of delay an interim reply with reasons for delay is required to be given.</p>
14.	<p>What action can be taken by me in case of non-redress of my grievance within the prescribed time?</p> <p>You may take up the matter with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the pgportal.</p>