

Dr. Vivek K. Agnihotri, IAS
Additional Secretary

भारत सरकार
कार्मिक लोक शिकायत तथा पेंशन मंत्रालय
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद मार्ग
नई दिल्ली-110001

GOVERNMENT OF INDIA,
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
& PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
SARDAR PATEL BHAVAN, SANSAD MARG
NEW DELHI-110001.

D.O. No. K-11013/9/99 PG

Dated: 9-2-2000

Please refer to my d.o. letter of even number dated 27.10.99 forwarding therewith a copy of the minutes of the meeting of the Standing Committee of Secretaries for grievance redress held on 23.9.99 under the Chairmanship of Cabinet Secretary for necessary action on the directions contained in para 5 (i) of the minutes.

2. The Committee has now further directed that all the Ministries/Departments be asked to send a package of information/advertisement containing details of services etc. provided by the Ministry/Department including their grievance redress mechanism to the PIO for publicizing through the print media and/or the Doordarshan, for which the funds will have to be provided by the concerned Ministry/Department.

3. In view of the above I am to request that the detailed information in respect of your Ministry/Department be sent to "Smt N.J. Krishna, Principal Information Officer, Press Information Bureau Shastri Bhavan, New Delhi" by the end of February and a copy of it may be marked to us.

Yours sincerely,

Sd/-

(V.K. AGNIHOTRI)

To
Directors (PG) of all
Ministries/Departments.

Copy to:

Smt. N.J. Krishna, PIO PIB, Shastri Bhavan, New Delhi

Sd/-

(V.K. AGNIHOTRI)
Additional Secretary

PRABHAT KUMAR

मंत्रिमंडल सचिव
CABINET SECRETARY
NEW DELHI

D. O. No. 11011/1/2000-PG

February 17, 2000

Dear Secretary

I would like to invite your attention to my d.o. No 502/1/1/98-CA. V. dated September 21, 1999 wherein the importance of promptness and courtesy as an obligation of the public service had been highlighted.

2. It has come to my notice that senior officials, particularly those at the Joint Secretary level, have not been prompt in responding to or returning telephonic calls and messages. Nor are they accessible to the public/user on specified days.

3. I would, therefore, request you to kindly ensure that the obligations of public service, including promptness and courtesy, are reiterated and carried out in their true spirit. The personal staff of the senior officers may also be properly advised in this regard.

Your sincerely,

Sd/-

(Prabhat Kumar)

To
All Secretaries of the Govt. of India

PRABHAT KUMAR

मंत्रिमंडल सचिव
CABINET SECRETARY
NEW DELHI

D. O. No. 11011/3/2000-PG

27 March, 2000

Dear Secretary,

Please refer to Department of Administrative Reforms & Public Grievances' OM No. 58847/9/PLCY/PG-89(10) dated 27 July 1989 (copy enclosed for ready reference) regarding the need for prompt attention on grievances appearing in the columns of newspapers. These guidelines have been reiterated by the DAR & PG from time to time to ensure that an effective institutional mechanism is established for attending to grievances appearing in newspapers' columns for prompt disposal of such grievances. These guidelines require each Ministry/Department/Organisation of Government to pick up cases appearing in newspapers' column which pertain to them and take quick action to redress the grievances in a time bound manner.

2. In spite of these guidelines, complaints continue to persist regarding the lack of promptitude in attending to such grievances. In all such cases, the complaint should be acknowledged quickly and redressed within three months, failing which an interim reply indicating the expected date of final disposal should be sent. A rejoinder should be issued after investigation in cases which are found to be baseless and/or damaging to the image of the organization in order to create a responsive and interactive administration. This would go a long way in establishing public confidence in the effectiveness of the grievance redress machinery of the Government.

3. A quarterly review of grievances received through the newspapers and action towards their redress may please be intimated to Additional Secretary, Department of Administrative Reforms and Public Grievances.

With regards,

Yours sincerely,

Sd/-

(PRABHAT KUMAR)

To
Secretaries of all Ministries/Departments



डा. विवेक अग्निहोत्री
अपर सचिव
Dr. Vivek Agnihotri, IAS
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D.O. No. 11-18013/1/2000-PG

19 May, 2000

I am enclosing a copy of the observations/recommendations made by the Parliamentary Standing Committee in para 12.8 to its 60th Report on Demands for Grants (2000-2001) for the Ministry of Personnel, Public Grievances and Pensions pertaining to this Department, The Committee has taken serious note of the lax monitoring to the disposal of grievances in Ministries/Departments. The Committee has also noted with concern that Ministries/Departments not only do not reply to the writers of letters appearing in the Letters to Editors Columns but also give evasive replies when Questions are raised in Parliament.

2. In this connection, I would draw your attention to D.O. letter No. 11011/3/2000-PG dated 30 March, 2000 of Cabinet Secretary addressed to the Secretary of your Ministry/ Department regarding lack of promptitude in attending to grievances appearing in newspapers columns, requesting for quick acknowledgment of grievances and redressing the same within three months failing which to send an interim reply indicating the expected date of final disposal. He also requested that a re-joinder should be issued after investigation in cases which are found to be baseless and/or damaging to the image of the organisation. I am also enclosing a copy of my D.O. letter No. K-11023/6/2000-PG dated 17 May, 2000 requesting inter alia to keep a statistical record of the number of grievances received and disposed of through newspapers scan.

3. I would be grateful if necessary action is taken to settle these grievances expeditiously and to issue rejoinders wherever necessary. Statistical data regarding the number of replies sent to the writers of 'Letters to the Editors' by your Ministry/ Department during the last one year may be sent to us by 20 June, 2000.

Yours sincerely,

(V.K. AGNIHOTRI)

Joint Secretaries/
Directors (PG) of all
Ministries/ Departments.

Extract from 60th Report on Demands for Grant (2000-2001) of Ministry of Personnel, PG & Pensions

12.8 The initiative taken by the Government is undoubtedly laudable and should enable the public at large to get their grievances redressed. However, it appears that the monitoring of the system is not up to the mark. Details given by the Secretary, Personnel, are only on paper and are merely rhetoric. The Committee is not sure as to whether replies are being sent to the writers of the 'Letters to the Editors'. It appears that Ministries/Departments not only do not reply to the writers but even when question are raised in Parliament, the Ministries/Department take pleasure in giving evasive replies. In this connection attention is drawn to unstarred Question No.949 answered in the Rajya Sabha by the Minister of State in the Ministry of Health and Family Welfare (Independent Charge) on March 3, 2000. A Copy of the same is placed as

Annexure-I The Committee would, therefore, like to know that during the last one year how many replies to the writers of 'Letters to the Editors' have been sent by the Ministries/Departments. The information should be furnished Ministry-wise/Department-wise.



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अपर सचिव
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K- 11023/6/2000-PG

17 May, 2000

The Standing Committee of Secretaries for Public Grievance Redress, chaired by Cabinet Secretary, in its meeting held on 27.4.2000, directed the Department of administrative Reforms & Public Grievances to obtain newspaper cuttings pertaining to public grievances and forward them to the concerned Ministries/ Departments for necessary action and for recording the receipt and disposal of these grievances.

2. We will be forwarding to your Director for Public Grievances public grievances/staff grievances received from the office of the Press Information Officer, Ministry of Information & Broadcasting, pertinent to your organisation. You are requested to

- (a) settle the grievances;
- (b) issue a rejoinder wherever considered necessary; and
- (c) keep a statistical record of the numbers of public/staff grievances received and disposed of through newspaper scan.

3. Data of grievances received & disposed of as well as rejoinders issued may kindly be sent to this Department without fail on the 7th of each month for the preceding month.

Yours sincerely,

Sd/-

(V.K. AGNIHOTRI)

Secretaries of all Ministries/Departments



डा. विवेक अग्निहोत्री, आई ए एस
अपर सचिव
Dr. Vivek Agnihotri, IAS
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D.O. No. K-11011/17/2000-PG

26.6. 2000

The Department of Administrative Reforms and Public Grievances as the nodal agency for institutionalising Public/staff grievances redress machinery in Central Ministries/Departments/ Organisations, has issued guidelines from time to time for effective handling, monitoring and disposal of grievances. Doubts have been expressed by certain Ministries/Departments regarding what constitutes "public grievances" Further, most of the Ministries/Departments which do not deal with the public directly contend that they have no public interface and hence do not receive public grievances.

2. It is clarified that in the context of public grievances "public" is a generic term used to indicate various types of stakeholders, by the Ministries/Department/Organisations providing service to or having interface with any other Ministry/Department/Organisation or State Governments or a group of individuals, associations, industrialists, professionals, Non-Governmental Organisations or members of the public Hence, grievances received from any of them would constitute "public grievances".

3. Grievances received from retired/serving employees would be treated as "staff grievances".

Yours sincerely,

(V.K. Agnihotri)

JS/Dir(PG) of all Ministries/Depts.