



D.O. No. K-11011/5/2003-PG

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
नई दिल्ली-110001

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS, NEW DELHI-110001

S.S.DAWRA

सचिव

Secretary

Tel. : 3094848

Fax : 3092432

May 3, 2003

Dear Secretary,

As you may be aware, instructions have been issued by Department of Administrative Reforms and Public Grievances (DAR & PG) from time to time to ensure that an effective institutional mechanism is established for attending to public grievances promptly. I feel that the system would be failing in its primary purpose if the barest minimum courtesy, that is, acknowledgment of the letter received from a complainant is not sent in time. The acknowledgement should go immediately or at the most within three days of the receipt of the grievance.

2. Normally a grievance should be redressed be within a period of three months of the receipt. Instructions on the subject of 'Directors of Grievances' envisage that if a grievance is not redressed within a period of three of months, Director of Grievances of the concerned Ministry/Department should call for the documents of the case and take decision with the approval of the Secretary of the Ministry/Department or Head of the Department/Organisation. The petitioner should be informed of the progress of his/her grievance.

3. I hope that the above time limits in processing of the grievances are followed in your Ministry/Department. This would go a long way in established public confidence in the effectiveness of the grievance redressal mechanism of the Government.

With regards,

Yours sincerely,

(S.S.DAWRA)

Secretaries/Ministries/Departments



सत्यमेव जयते

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S.S.DAWRA
सचिव
Secretary
Tel. : 3014848
Fax : 3012432

May 28, 2003

D.O. No. K-11011/5/2003-PG

Dear Secretary,

I am enclosing a copy of the observations/recommendations made by the Parliamentary Standing Committee in para 48 of its 99th Report on Demands for Grants (2003-20004) for the Ministry of Personnel, Public Grievances and Pensions, pertaining to the Department of Administrative Reforms and Public Grievances.

2. The Parliamentary Standing Committee, has laid emphasis upon evolving a grievance redress mechanism that would serve the less literates. Since the Committee desired to see the results of at least one such monitoring, I would be grateful if you could take appropriate action in this regard and arrange to furnish a monitoring report within a period of six months from the receipt of this communication to additional Secretary, Department of Administrative Reforms and Public Grievances, Sardar Patel Bhavan, New Delhi-110001.

With regards,

Yours sincerely,

(S.S.DAWRA)

Encl : as above
All Secretaries of Ministries/Deptts. of Govt. of India

Extracts from 99th Report of the Department Related Parliamentary Standing Committee on Home Affairs on Demands for Grants (2003-2004) of the Ministry of Personnel, Public Grievances and Pensions

Para 48

"The Committee, while taking note of the above measures to strengthen the grievance mechanism, recommends that all out efforts should be made to effectively monitor the same and due attending should be given to timely redressal of grievances lodged. It is also of the considered view that officers responsible for brooking delay should be made accountable and suitable action taken against them. This mechanism may bring some success to computer savvy public, but the bulk of India lives in villages. It is therefore that stress has been laid for evolving a mechanism that would serve the less literates. The Committee expresses a desire to see the results of one such monitoring of each Department"