

No. 6637/9/PLCY/90-PG(22)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhavan, Sansad Marg
New Delhi,
Dated 20-12-1990

OFFICE MEMORANDUM

Subject:—Grievances Officers—insertion in telephone directory

The undersigned is directed to refer to this Department's O.M. No. 1/PLCY/PG-88(7) dated the 1st March, 1988, regarding the strengthening of the machinery for redressal of public grievances, and to say that while most ministries/department/offices etc. have designated officers as Directors of Grievances or Grievance Officers, as the case may be, it however, appears that members of the public or client groups, who may be interested in these organizations, have little knowledge of this institution of grievance redressal. It is therefore, suggested that the name and the designation of the officer functioning as Direction of Grievances or Grievance officers should be separately incorporated in the list of officers appearing in the local telephone directories.

Sd/
(Avinash Kumar Singh)
Under Secretary to the Government of India

To
All Ministries/Departments