

No. 26/3/90-PG(III)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhavan, Sansad Marg,
New Delhi,
Dated 4-11-1992

OFFICE MEMORANDUM

Subject:— Strengthening of Machinery for Redress of Public Grievances

The undersigned is directed to refer to the Department of Administrative Reforms and Public Grievances O.M. No. I/PLCY/PG-88(7) dated the 1st March, 1988, under which detailed instructions regarding setting up of the Internal Grievances Redressal Machinery in each ministry/department/public sector undertaking/autonomous organization of government were issued. These instructions provided, *inter-alia*, for the designation of a full-time grievance officer as the Director of Grievances and integration of the grievance redressal system into the decision-making process. These instructions have, by and large, been complied with by Ministries/Departments and the Internal Grievance Redressal Machinery has been set up by them.

2. Recently, the Estimates Committee of Parliament examined the Grievance Redressal System in the Government of India. In its first report on the Ministry of Personnel, Public Grievances and Pensions System of Redressal of Grievances-the Committee has laid much emphasis on strengthening the Internal Grievance Redressal Machinery in Ministries/Departments.

3. Under the present arrangement the Internal Grievance Redressal Machinery in Ministries/Departments is generally headed by an officer in the rank of Director/Deputy Secretary. On considering the matter afresh in the light of the report of the Estimates Committee it has been felt that the Internal Grievance Redressal Machinery in a Ministry/Department can become more responsive to public grievances and more effective in dealing with them if it is headed by a senior officer of the rank of Joint Secretary who by virtue of his greater experience and wider jurisdiction can be expected to take decisions more objectively and quickly. It is, therefore, requested that the Internal Grievance Redressal Machinery in your Ministry/Department may be reviewed and an officer of the rank of Joint Secretary may be designated as the Director of Grievances in those Ministries/Departments where this has not already been done in accordance with the instructions dated 1.3.1988 of this department.

4. It is requested that action taken in this regard may be intimated to this Department in due course.

Sd/-
(B.K. Bansal)
Deputy Secretary to the Government of India

To
All Ministries/Department