

R. RANGANATHAN

सचिव

SECRETARY

Tele: 3014848

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D.O. No. K-13011/1/PG-95

भारत सरकार

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

नई दिल्ली-110001

GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES

AND PENSIONS

NEW DELHI-110001

6<sup>th</sup> March, 1995

Dear Shri

A recent analysis done of the grievances received by the Department of Public Grievances revealed that a large number of them related to service matters. You will agree that staff grievances are the concern of the concerned Ministries and Departments. In this connection, you may recall that vide his D.O.No. 39457/39/2/87/PG dated 5.12.88 the then Cabinet Secretary had suggested that each Ministry/Department of the Government should set up an institutionalized arrangement for dealing with the grievances of staff in a sympathetic and prompt manner. For your ready reference I am enclosing a copy of the said letter alongwith its annexure in which the essential features for setting up grievances redress machinery have been listed.

2. In view of the large number of grievances relating to service matters being received by us as also the large number of cases coming up before the various Benches of the CAT etc. There is need for each Ministry to review its set up for staff grievances redressal. I would, therefore, request you to review the grievance redressal machinery in your Ministry/Department in terms of the instructions issued in 1988. You may also like to look into the kind of grievances that have been received in your Ministries/Department in the past couple of years and identify the grievance prone areas with a view to remedying the defects, if any, in the system. Wherever the rules or procedures are cumbersome, steps may be taken to simplify them. I would particularly like to draw your attention to the need fix time norms for all staff matters, as it is the delay in the disposal of staff matters that most often drives the aggrieved Government servant redress through the courts.

3. Action taken in the matter may please be intimated to us in due course.

With regards,

Your sincerely,

Sd/-

(R. RANGANATHAN)

To

All Ministries/Departments.

No. K-12011/4/95-PG  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
(Department of Administrative Reforms and Public Grievances)

Sardar Patel Bhavan  
Sansad Marg  
New Delhi-110001.  
Dated: 10.07.95

**OFFICE MEMORANDUM**

**Subject:—Activating the existing Machinery for Redressal of Public Grievances**

The undersigned is directed to refer to this department's O.M. No. 1/PLCY/PG-88(7), dated the 1<sup>st</sup> March, 1988 in which detailed instructions regarding setting up of the Internal Grievance Redressal Machinery in each Ministry/Department/Public Sector Undertaking/Autonomous Organisation of the Government were issued.

2. While the Internal Grievance Redressal Machinery has now come to be established in all the ministries/departments, its effectiveness in settling public grievances expeditiously has not been upto the mark. The functioning of the Grievance Redressal Machinery in ministries/departments has, therefore, been reviewed from time to time with a view to devising measures for strengthening it and making it more responsive to the needs of the public. After careful consideration, it has been decided that the following steps should be taken to further strengthen the Internal Grievance Redressal Machinery.

- (i) The meetingless day on every Wednesday should be observed strictly.
- (ii) The receptionists, security personnel and peons should be given suitable instructions about the meetingless day so as to allow the members of the public to meet officers without prior appointment.
- (iii) The name, designation, room number, telephone number, etc., of the Director Grievance should be displayed prominently at the reception and other convenient place in the office buildings/ ministries.
- (iv) A locked complaint box should be placed at the reception.
- (v) In the interest of expeditious disposal of grievances the Director of Grievance should exercise more frequently the powers vested in him to call for papers/documents of cases pending for more than 3 months and take decisions with the approval of the Secretary of the Ministry/ Department or Head of the department/organizations.
- (vi) Each grievance petition must be acknowledged.
- (vii) Ministries/Department should analyse grievances received by them with a view to identifying the major grievance-prone areas and take corrective measures to reduce recurrence of such grievances.
- (viii) More publicity should be given about the grievance redressal machinery in the ministries/ departments/public sector undertakings/autonomous organizations.

- (ix) The grievance column of the newspapers should be regularly examined by each Ministry/ Department/agency of Government for picking up cases which relate to it and quick action should be taken for their redressal on a time-bound basis.
  - (x) Time norms for disposal of application/requests for services/activities which bring the public in contact with the Ministry/Department should be fixed so as to ensure improved public interface and greater accountability.
  - (xi) A Staff Grievance Officer (SGO) should be designated in every Ministry/Department/Office to deal with grievances of the employees.
  - (xii) The feedback mechanism and monitoring of grievances should be strengthened.
  - (xiii) Reports/returns required to be sent this Department should be sent as prescribed
3. All Ministries/Departments are requested to ensure strict compliance with the above instructions.
4. The receipt of this memorandum may kindly be acknowledged.

Sd/-  
(Kiran Aggarwal)  
Additional Secretary  
Tele: 3732133

To  
All Ministries/Departments.