



Devika Kumar
Director (PG)
Tel. 3362523

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-110 001

अ.शा.सं.

D.O. No. K. 13011/14/98-PG

दिनांक

Dated 08-10-98

Dear Sir,

It has been represented to this department that Ministries/Departments do not indicate the telephone/fax number of the officer over whose signature a communication regarding the decision/reply is to issue to the petitioner.

2. I shall be grateful if care is taken to indicate the telephone/fax number of the officer over whose signature such communication is to issue. In this connection, your attention is also invited to para 62(12) of the Manual of Office Procedure which requires that the name, designation and telephone number of the officer, over whose signature a communication is to issue, should invariably be indicated.

With regards,

Yours sincerely,

Sd/-

(Devika Kumar)

To,

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

D.O. NO. 12011/1/99-PG

B.B. TANDON
सचिव
SECRETARY

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
नई दिल्ली-110001
GOVERNMENT OF INDIA
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NEW DELHI-110001

Tele: 3014848
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21.12.98

Dear Secretary,

As you are aware, Point 20 of the Twenty Point Programme – 1986 enjoins upon the Government to make the administration more responsive to the public and with that end in view, this Department had issued guidelines vide O.M. No. 58847/9/PLCY/PG-89(10 dated 27 July, 1989 (copy enclosed for ready reference) requesting all Ministries/Departments to make institutional arrangements for attending promptly and sympathetically to public grievances appearing in newspaper columns in respect of matters arising from their interaction with various Government agencies.

2. I am sure institutional arrangement must have accordingly been made in your Ministry/Department and the offices thereunder for redressing such grievances. By way of reiteration, I may mention that the grievances columns of the newspapers should be regularly examined by your Ministry/Department/Agency for picking up cases which relate to it. Quick action should be taken for 'redressing these grievances, on a time-bound basis. The complainant should be quickly informed of the action taken to redress the grievance, where such redress can be given within a month's time. Where redress is likely to take longer, an interim reply should be sent to the complaint explaining the steps taken and assuring that further necessary action is being taken in the matter. Such a course of action will go a long way towards establishing the public's confidence in the effectiveness of the grievance redressal machinery of the Government agency.

3. I shall be grateful if a quarterly review of grievances received through the newspapers and action towards their redress is also arranged and this Department kept informed of the action taken.

With regards,

Yours sincerely,

Sd/-
(B.B. TANDON)

To,
All the Secretaries to the
Government of India (By name).