

No. K-11022/1/2008-PG

Government of India

Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

Sardar Patel Bhawan, Sansad Marg
New Delhi-110001, the 01st January, 2010

OFFICE MEMORANDUM

I am directed to inform that the issue of merger of DARPG & DPG was considered in the meeting of the Standing Committee for grievances of officers of JS and above held on 1st Dec., 2009, under the Chairmanship of Cabinet Secretary. The Committee decided that:

- (i) DPG & DARPG may remain separate. While DARPG would focus on all grievances & monitor their disposal, DPG could concentrate on cases which are more than a year old and those cases where there is a prima facie case of miscarriage of justice. There would be facility for transfer of such cases from the DARPG to the DPG.
- (ii) The PMO would also be linked with the Centralized Public Grievance and Monitoring System (CPGRAMS) which is presently installed in all Departments for redress of grievances and its monitoring
- (iii) All grievances need to be properly acknowledged in the language in which they are received. For this purpose standardized formats could be prescribed.
- (iv) Multiple copies of an application need not be acted upon and may be filed except by the concerned Ministry/Department. Nevertheless, the complaints which reflect delay or injustice will be pursued by the DPG.
- (v) The above guidelines may be placed on the grievances portal of the DPG, the DARPG and the PMO.

(Manish Mohan)
Director (PG)
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