

No.K-11022/1/2016-PG (part)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhawan,  
Sansad Marg, New Delhi.  
Dated : 7<sup>th</sup> April, 2016

OFFICE MEMORANDUM

Subject :- Review of Grievances - PRAGATI (Pro Active Governance and Timely Implementation)  
meeting of 23.03.2016

During the PRAGATI interaction on 23.03.2016, the issue regarding 'Analysis of handling of Public Grievances 'got done by DARPG for top 20 Ministries/ Departments receiving maximum number of grievances was taken up by the Hon'ble PM. A presentation on the issue was made by Secretary(DARPG). After the presentation the Hon'ble PM made the following observations, viz.

- Secretaries, Addl. Secretaries, Joint Secretaries of all the Ministries/ Departments should review grievances personally.
- Ministries/ Departments should review and streamline their policies/ procedures to tackle grievances expeditiously.
- Maximum use of technology should be ensured.
- Secretary, DARPG should send the analysis report to Secretaries of all the Ministries/ Departments on monthly basis.

The Hon'ble PM also desired that all efforts should be made to reduce the time taken for redress of a grievance from the existing 2months period to 1month.

2. The Department of Administrative Reforms and Public Grievances is reviewing the status of grievances, of various Ministries/ Departments, on qualitative basis, by taking up a random sample of 10 disposed and 5 pending grievances. The analysis report is being sent to the concerned Secretaries for their perusal and necessary action.

3. Accordingly, all Ministries / Departments are requested to note the above instructions for strict compliance to ensure effective redress of public grievances and to dispose of grievances as per above.

  
(Sumita Dasgupta)

Director of Grievances (DARPG)

To

Secretaries of all Ministries / Departments (As per list attached)

