

F.No.K-11019/12/2013-PG  
Government of India/Bharat Sarkar  
Ministry of Personnel, Public Grievances & Pensions  
Karmik, Lok Shikayat Evam Pensions Mantralaya  
Department of Administrative Reforms & Public Grievances  
Prashasnik Sudhar Evam Lok Shikayat Vibhag  
(Public Grievances Division/Lok Shikayat Prabhag)

Sardar Patel Bhawan, 5<sup>th</sup> Floor,  
Sansad Marg, New Delhi  
Dated: 10<sup>th</sup> December, 2014

OFFICE MEMORANDUM

Sub: Strengthening of the Grievance Redress Mechanism for Redress of Public Grievances.

Department of Administrative Reforms & Public Grievances has been issuing several guidelines for prompt & effective redress of public grievances. It has been emphasized therein that a grievance should be redressed within a period of maximum of two months of its receipt. It has further been emphasized that if finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent. In case it is not feasible to accede to the request made in the petition, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit.

2. Complaints have been received that grievances are being closed without furnishing any reply to the petitioner.
3. In this regard, it may be considered, that, if a grievance involves policy decision/statutory change/court related matter, it could be closed under intimation to the petitioner with the comments that it could be revisited, in case any fresh development in the matter, merits the same.
4. The receipt of this memorandum may kindly be acknowledged.
5. This issues with the approval of the competent authority.

  
(Sumita Dasgupta)

Deputy Secretary to the Government of India  
Tele: 011-23741006

To

Directors of Grievances of all Ministries/Departments of Government of India.

