

F-17014/1/99-PG
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
SARDAR PATEL BHAVAN, SANSAD MARG, NEW DELHI-110001

Date 14-06-99

OFFICE MEMORANDUM

Subject: Activating the existing machinery for redress of Public/Staff Grievances.

The undersigned is directed to say that this Department has issued instructions from time to time for the setting up on an Internal Grievance Redress Machinery (PGRM) for the redress of public as well as staff grievances in each Ministry/Department/Public Sector Undertaking/autonomous organisation of the Government under the charge of a senior officer. The Parliamentary Standing Committee as well as the Cabinet Secretary have expressed their concern about the routine and lackadaisical manner in which these instructions are observed by most public agencies and the growing dissatisfaction of the public about delays, lack of information and un-sympathetic attitude of the officials at all levels.

2. The Standing Committee of Secretaries for Grievance Redress headed by Cabinet Secretary has directed as under:—

- (i) The Department of Administrative Reforms and Public Grievances in its O.M. No. K-11022/44/86-P dated 21st May, 1987 had requested the Ministries/Departments to collect the information regarding the grievances received by them and their attached/subordinate offices/PSUs and furnish a consolidated return to the Department of AR & PG indicating the position of receipt and disposal of grievances including the grievances received and disposed of in the prescribed proforma. The Committee has directed that Ministries/Departments should take stock of grievances received by them including their field agencies. These grievances should be monitored by Director(PG) and a quarterly report furnished to the Department of AR & PG.
- (ii) All Ministries/Departments should reflect their public/staff grievance redress work in the Annual Report which is laid before the Parliament as desired in the instructions issued by the Department of AR & PG vide their O.M. No. K-12014/9/96-PG dated 7-10-1996. This should cover the Public as well as the Staff Grievances Redress Machinery and statistics of grievances of the Ministry/Department and its field agencies/PSUs/attached/autonomous bodies.
- (iii) Each Ministry/Department should prepare a consolidated directory of officers handling public/staff grievances in its field offices/PSUs etc. alongwith the Director (PG) at headquarter and a copy of the compilation forwarded to the Department of AR & PG.

3. Ministries/Departments are requested to take action on the above instructions and report action taken to this Department by 15 July, 1999 so that the Committee of Secretaries may be apprised of the action taken in the matter.

4. The receipt of this memorandum may kindly be acknowledged.

Sd/-
(V. K. Agnihotri)
Additional Secretary

To,
The Secretaries of all Ministries/Departments

Dr. Vivek Agnihotri
Additional Secretary

भारत सरकार
GOVERNMENT OF INDIA
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES
सरदार पटेल भवन, संसद मार्ग, नई दिल्ली-110001
SARDAR PATEL BHAVAN, SANSAD MARG, NEW DELHI-110001

D.O. No. K-11013/9/99-PG

27 October, 99

I am enclosing a copy of the minutes of the meeting of the Standing Committee of Secretaries for Grievance Redress held on 23-9-99 under the Chairmanship of Cabinet Secretary.

2. In the connection, your attention is invited to the directions contained in para 5 of the minutes which requires that:—

- (i) Names of the grievance officers of the Ministries/Department may be published in the newspapers by the DAVP every month.
- (ii) Salient points of Citizens' Charters issued so far may be publicized through the print media.
- (iii) PIO may, in consultation with DAR&PG, consider the filming and broadcast of small audio visual capsules/spots on various measures taken by the Ministries/Departments to improve their services.
- (iv) All the Citizens' Charters may be placed on the Website of the DAR&PG by the NIC.
- (v) All the Ministries/Departments may focus attention on analysis of public grievances to identify grievance prone areas and implement systemic changes to reduce such grievances.
- (vi) Brochure/pamphlets prepared by various Ministries/Departments and their subordinate/attached/ autonomous agencies may be kept at accessible contact points including the railway stations, bus stands, etc.
- (vii) Citizens' level of satisfaction should be measured on a regular basis.
- (viii) In order to make the grievance redress mechanism more effective, the following steps need to be taken;
 - (a) Prompt acknowledgement of grievances;
 - (b) Their careful analysis;
 - (c) Obtaining feedback from the users;
 - (d) Decision on grievances to be taken at a fairly senior level;
 - (e) A reasoned reply to be sent to the complainant if a complaint is rejected; and
 - (f) Selective interaction with consumers/customers.

3. I would be grateful if action taken on the above directions intimated to us by 30 November, 1999.

4. Mrs. Devika Kumar, Director (PG) in this Department will be available in connection with matters relating to public grievances and Citizens' Charters and Shri B. S. Menon, Deputy Secretary (Publicity) will be available publicity.

5. I have separately requested the Principal Information Officer, Ministry of Information and Broadcasting and DAVP and Dr. B. K. Gairola, DDG (NIC) for necessary action in the matter. You may kindly liaise with PIO/DAVP and DDG (NIC) and send information regarding the name, address, telephone number etc. of the Directors (PG) and requisite information regarding the Citizens' Charter direct to them under intimation to us.

Your sincerely,

Sd/-

(V. K. AGNIHOTRI)

To

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

Copy to:

1. Smt. N. J. Krishna, PIO, Ministry of Information and Broadcasting, Shastri Bhavan, New Delhi.
2. Shri Suresh Chopra, Director General, DAVP, PTI Building, Sansad Marg, New Delhi.
3. Dr. B. K. Gairola, DDG (NIC), CGO Complex, Lodi Road, New Delhi regarding action on para 5 (iv).
4. Smt. Devika Kumar, Director (PG), Department of AR & PG.
5. Shri B. S. Menon, Deputy Secretary (Publicity), Department of AR & PG. S. P. Bhavan, New Delhi.

Sd/-

(V.K. Agnihotri)

मंत्रिमंडल सचिव
CABINET SECRETARY
NEW DELHI

PRABHAT KUMAR

D.O. No. K-11013/10/99-PG

30 October, 1999

Dear Sir,

The Standing Committee of Secretaries on Public Grievance Redress has observed while reviewing grievance redressal systems that in various Ministries/Departments/Offices not much attention is being given to the subject of public grievance redressal. As you are aware, this is a major source of public dissatisfaction and the subject of criticism by Member of Parliament and various Parliamentary Standing Committee.

2. The Department of Administrative Reforms & Public Grievances vide their O.M. dated 1 March 1988 (copy enclosed) has issued guidelines regarding strengthening of machinery and redressal of public grievances. However, it is also necessary to focus attention on the analysis of public grievances to identify grievance prone areas and to implement systemic changes to reduce recurrence of such grievances. It is suggested that the following measures may be taken to make grievance redressal mechanism more effective:

- (a) prompt acknowledgement of grievances;
- (b) their careful analysis;
- (c) obtaining feedback from the users;
- (d) taking decision on grievances at a fairly senior level;
- (e) sending reasoned reply to the complainant; and
- (f) selective interaction with consumers/customers

3. It is expected that the Citizens Charter pertaining to your Ministry/autonomous offices must have been formulated. The Citizens Charter needs to be placed on the website and publicized through the news media. The names of the Grievance Officers of your Ministry/Offices may be published in the newspapers.

4. I would request you to urgently review the public grievance redressal, machinery in your Ministry/Office and focus attention on regular analysis of public and staff grievances. A report on the action taken in this regard may be sent to the Department of Administrative Reforms & Public Grievances within the next one month to enable them to put up a consolidated report to me.

Your sincerely,

Sd/-
(PRABHAT KUMAR)

To
Secretaries of all Ministries/Departments