

No. K-11017/3/2016-PG C1
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances and Pension
Karmik, Lok Shikayat Aur Pension Mantralaya
Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar Aur Lok Shikayat Vibhag

5th floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi – 110001
Dated 29th November, 2017

Office Memorandum

Subject:-Strengthening of Grievance Redress Mechanism – Expeditious and effective disposal of grievances

The undersigned is directed to reiterate the instructions given by Hon'ble Prime Minister during the PRAGATI meeting on 27.01.2016 that "Secretaries of all Departments having substantial public dealing should personally examine ten grievances every week and Addl. Secretary/CMD rank and Joint Secretary Officers should examine 20 and 30 grievances respectively every week".

2. It is also requested that the details of the nodal Public Grievance Officer may be updated on "pgportal.gov.in". The Public Grievance Officer and the staff dealing with public grievances should be well versed with the public grievances portal. It is reiterated that the operational training on CPGRAMS is held last Tuesday of every month besides which open house training to address the problems relating to CPGRAMS is held every Tuesday from 11 AM to 1 PM. The nominations for attending the operational training may be sent to this Department in advance. All the attached and subordinate organizations under the Ministries/Departments should also be instructed accordingly.



(Sumita Dasgupta)
Director of Public Grievances &
Deputy Secretary to the Government of India

To
Secretary,
All Ministries/Departments (As per list)

Copy to:

1. Sr. PPS to Secretary (ARPG & Pension)
2. PS to AS(ARPG)
3. PPS to JS(PG)
4. PS to DS (PG)
5. Shri K. Madhavan, Tech. Director, NIC
6. US(PG-States)/US(PG-II)/US(Policy)

for uploading on pgportal.gov.in

30/11/17