Government of India
Central Public Works Department
Monitoring Cell, Directorate General
338 'C', A-Wing, Nirman Bhawan,
New Delhi-110011.
Phone : 011-23062058
e-mail : dirpm@nic.in

सत्यमेव जयते

भारत सरकार
केन्दीय लोक निर्माण विभाग
अनुवीक्षण शाखा, महानिदेशालय
338"सी" एविंग, निर्माण भवन
नई दिल्ली–110011
फोनः 011–23062058
ई मेल : dirpm@nic.in

फाईल सं0.2/4/2022/Appeal/Misc./M-DG/140 दिनांकः– 01/8/22

कार्यालय ज्ञापन

विषयः- Directions for disposal of public grievance cases and Appeal mechanism for redressal of Public Grievance.

Ref: (1) A-46020/01/17-PG dated 17.05.2022 (enclosed)

(2)A-46020/01/17-PG (Part file-I) dated 31.05.2022 (enclosed)

(3) S-15/3/2020-O/o DS(PG)(6580) dated 17.03.2020 (enclosed)

(4) S-15/11/2018-PG(States) (e-office No. 5685) dated 05.04.2018(enclosed)

MoUHA has appointed Additional Director General (Works), CPWD as Sub-Appellate Authority for Public Grievance cases of CPWD vide O.M. at s. no. 1 referred to above. All officers on P.G. portal are requested to check the appeals tab daily and send comments on time.

The steps to access appeal on PG portal after logging into are as follows–

Appeal -> Appeal Desk -> Comments required by sub-> Appellate Authority -> Action and Remarks -> Submit.

The time limit for disposal of appeal by the Appellate Authority is 30 days as decided by MoUHA vide O.M referred above at s. no. 2. It is therefore desired that all the officers should send their comments within 15 days of receipt of appeal for comment.

To minimize the appeal cases and improve the quality of replies, it is essential that the following points should be adhered to for disposal of PG cases.

1. **The public grievance reply must be given by an officer not below the rank of Executive Engineer or equivalent.**
2. It is observed that sometimes the petitions are forwarded to the same officer against whom the complaint has been made. All such complaints should be handled independently. **If the complaint is lodged against any particular officer, then reply must be given by next higher authority or above.**
3. As far as possible, an acknowledgment may be received from the petitioner for quality disposal of PG cases.
4. **Repeat petitions in respect of unsatisfactory redressal may be dealt with special care and a speaking reply may be furnished in such cases.**
5. In many cases the grievances are only partially redressed especially in maintenance complaints. These cases are closed either stating that the work is under progress or the case is under process. Competent authority is requested that in such cases, an interim reply with reasons for delay may be furnished to the petitioner rather than out rightly closing the PG Cases. **The cases should be closed only after the issues are completely resolved as far as possible or after the approval of higher authority.**

1.8.22

6. While sending replies communicating final decision rejecting a grievance petition, the grounds on which the petition has been rejected are not being communicated to the petitioner. As a result, the petitioner does not know the basis of the decision. Consequently, the decision being negative, the petitioner harbors a further sense of grievance. **It is, therefore, desirable that while rejecting a grievance petition, the reason or the rule(s), if any, under which it has been rejected should be communicated to the petitioner.**
7. If there is a complaint of multiple disciplines (Civil/Electrical/Hort), it should be closed at **Circle/ Zone level with a consolidated reply.**
8. For the complaints those can be closed only at headquarter level, concerned SE/CE/ADG/SDG must offer their agreement/disagreement with the proposed action before forwarding ATR to headquarter.
9. **Misleading, vague and casual replies by the officials should be avoided .**
10. A grievance should be redressed within a period of 30 days of its receipt.
11. If finalization of a decision on a particular grievance is anticipated to take longer than 45 days, an interim reply should invariably be sent.
12. If a grievance involves a policy decision / statutory change/court related matter, it could be closed under intimation to the petitioner with the comments that it could be revised, in case any fresh development in the matter, merits the same.
13. The suggestions from the citizens can be closed after due acknowledgement.
14. The officers are requested to send reasoned reply to the citizens before closing/disposing the grievances on the PG portal. The reply furnished to the citizen should also invariably be uploaded on PG portal which can be downloaded (including attachments, if any) by the citizen directly.
15. The hard copy of the grievance containing the same registration number should be linked with the electronic grievance registration number to ensure that only one action is taken on the grievance. It may also be ensured that grievances are invariably marked through the nodal officer for grievance handling and CPGRAMS management.
16. Sensitization of officers and use of technology to increase efficiency and effectiveness should be ensured.

यह महानिदेशक, केलोनिवि की अनुमति से जारी किया जाता है।

1-8-22

(राजन मोघा)
निदेशक (पी.एम.व पी.जी.)

प्रतिलिपिः– (वेवसाइट द्वारा)

सभी विषेश महानिदेशक /अपर महानिदेषक/मुख्य अभियन्ता/अधीक्षण अभियन्ता/कार्यपालक अभियंता को सूचनार्थ।

No. A-46020/01/17-PG
Government of India
Ministry of Housing & Urban Affairs
Public Grievance Cell
******

Nirman Bhawan, New Delhi-110011
Dated: 17 May, 2022.

OFFICE MEMORANDUM

Subject: - Appointment of Subordinate Nodal Appellate Authority for appeal of public grievances.

The undersigned is directed to refer to O.M. dated 27 April, 2022 of PG Cell of this Ministry on above mentioned subject and to inform that a list of nodal grievance officers and the sub appellate authority appointed as per information received from all Divisions/offices under this Ministry has been enclosed at Annexure-I. The log in ID and password for the accounts of sub appellate authorities on CPGRAMS portal have been sent to e-mail IDs as mentioned in the annexure-I. Any further modification/addition may be intimated on the mail ID- sopg-mud@nic.in.

2. It is requested to all the sub-appellate authorities to regularly check their accounts and timely dispose off the appeals on public grievances on CPGRAMS portal. A list of Subordinate-wise pendency as on date may be seen at annexure-II.

3. This issues with the approval of the competent authority.

निदे. (पी.एण्ड डब्ल्यू.ए.)	निदे. (पी.एम.एण्ड पी.जी.)
निदेशक (वित्त)	कार्य.अभि.(लाईसेंस फीस)
सं.नि.(पी.भा.)	पी.पी.एस.
आशुलिपिक ग्रेड-1(हि.)	2015

VDD G(N)
Sr. PPS
19.05.2022

17/5/22
(Sanchari Banerjee)
Section Officer(PG)
Phone: - 23062010

To,

1. All Ass/JSs/ JS &FA/ OSD(UT)/ EA(Housing) RABINDER KUMAR ADG (Works)
2. Head of all Organisations/Sub appellate authorities under M/o HUA (as per list).
3. I.T. Cell for uploading on eoffice notice board.

Copy for information to

1. All Dir/ DS in M/o HUA/nodal grievance officers in all organisations.

कार्य.अभि. (पी.एम.)
(पी.जी.)

DIR (PM&PG)/E
Dy. No.....
Date.....

Issued 17/5/22

Pertain to PG unit
24/05

17/5/22
(Sanchari Banerjee)
Section Officer(PG)

2067229/2022/EXECUTIVE ENGINEER(PG)

Annexure-I

Sl. No.	Divisions	Nodal Public Grievance Officers	Sub-Appellate Authority	Email ID of Sub-Appellate Authority
1.	Administration	Sh. Anand Prakash , Director	Sh. Sanjay Kumar, AS (N.I,&Admin)	Jsupa-mhupa@gov.in
2.	AMRUT	Sh. Vinay Pratap Singh, Director	Smt. D. Thara, AS (A,L&E)	tharad@ias.nic.in
3.	JNNURM Wing	Sh. Vinay Pratap Singh, Director	Smt. D. Thara, AS (A,L&E)	tharad@ias.nic.in
4.	Delhi Division	Sh. P.C.Dhasmana, Director	Sh. Kamran Rizwi, AS (D&UT)	asd-mhua@nic.in
5.	LSG	Sh. Niraj Kumar, Director	Sh. Sanjay Kumar, AS (N.I,&Admin)	Jsupa-mhupa@gov.in
6.	NULM-I/UPA	Sh. Neeraj Kumar, Director	Sh. Sanjay Kumar, AS (N.I,&Admin)	Jsupa-mhupa@gov.in
7.	NULM-II	Smt. Shalini Pandey, Director	Sh. Sanjay Kumar, AS (N.I,&Admin)	Jsupa-mhupa@gov.in
8.	PSP Division	Shri G.P. Sarkar	Smt. S.K.Ram, JS (PSP)	sk.ram@nic.in
9.	Smart Cities	Sh. J.K.Mehan, Deputy Secretary	Sh. Kunal Kumar, JS (SC)	krkunal@ias.nic.in
10.	Swachh Bharat Mission	Sh. R.S.Jayal, Deputy Secretary	Smt. Roopa Mishra, JS (SBM)	rmishra77@nic.in
11.	Urban Development	Sh. Yoginder Singh, Director	Sh. Sanjay Kumar, AS (N.I,&Admin)	Jsupa-mhupa@gov.in
12.	Urban Transport	Sh. Ravi Prakash, Director	Sh. Jaideep, OSD (UT)	osdut-moud@gov.in
13.	MRTS Division	Sh. Janardan Prasad, Director	Sh. Jaideep, OSD (UT)	osdut-moud@gov.in
14.	Vigilance	Sh. Vivek Omar, Director	Sh. Surendra Kumar Badge, AS(H&V)	as-housing@gov.in
15.	Works	Sh. Jaideep Roy Chowdhury, Director	Sh. Ved Prakash, JS (W)	vedprakash.2025@gov.in
16.	Housing	Smt. Sameera Saurabh, Director	Sh. Dinesh Kapila, EA (H)	dinesh.kapila@nic.in
17.	HFA	Sh. R.K. Gautam, Director	Sh. Kuldip Narayan, JS (HFA)	jshfa-mhua@gov.in
18.	IFD	Sh. Sudhir Chandra Jana, Director	Sh. Shyam S. Dubey, JS & FA	ss.dubey@nic.in

2067229/2022/EXECUTIVE ENGINEER(PG)

19.	PHE	Shri Binay Kumar Jha, Director	Smt. Roopa Mishra, JS (SBM)	rmishra77@nic.in
20.	Coordination Division	Sh. Deepak Kumar, Under Secretary	Shri Pankaj Singh, JS (C&NE)	pankajksingh@nic.in
21.	Coordination-II MoHUA	Sh. Narendra Vashista, Under Secretary	Shri Pankaj Singh, JS (C&NE)	pankajksingh@nic.in
22.	Mission Coordination Division	Sh. G. Ravinder, Director	Shri Pankaj Singh, JS (C&NE)	pankajksingh@nic.in
23.	CPWD	Shri Harish Kumar Bangar, DDG (Works)	Shri. Rabindra Kumar, ADG, CPWD	adg-arch.cpwd@nic.in
24.	Land & Development Office	Shri Din Dayal Dy. Land & Development Officer	Dr. Madhu Rani Teotia, L&DO	ldo@nic.in
25.	Directorate of Estates	Shri Raj Kumar, Director, Dte of Estate-II	Shri Ravi Kumar Arora Director of Estates -I	ravikumararora@ias.nic.in
26.	Directorate of Printing	Shri G.P.Sarkar, Director	Smt. S.K.Ram, JS (PSP)	sk.ram@nic.in
27.	National Building Organisation	Shri Umraw Singh, Director	Sh. Dinesh Kapila, EA (H)	dinesh.kapila@nic.in
28.	Pay and Account Office	Shri Pawan Kumar, Sr. Accounts Officer	Sh. Avtar Singh Sandhu, Chief Controller of Accounts	cca-mohua@gov.in
29.	Town & Country Planning Organization	Shri Mohd. Monis Khan Town and Country Planner	Shri Naresh Kumar Dhiran, Additional Chief Planner	cp.tcpo@yahoo.com
30.	Department of Publication	Smt. Lucy Jyoti Beck Assistant Controller	Shri G.P.Sarkar, Controller of Publication	cop-dep@nic.in
31.	Govt. of India Stationery Office	Shri B. Dhar, Asstt. Controller of Stationery	Shri G.P.Sarkar, Director & controller of Stationery	gour.sarkar@gov.in
32.	National Buildings Construction Corporation Ltd.	Smt.Divya Bharti, Senior Project Executive	Smt. Reshma Dudani, Executive Director	reshma.dudani@nbccindia.com
33.	Housing and Urban Development Corp.	Shri H M Bhatnagar, General Manager Law	Sh. Sh. M. Nagaraj, Director Corporate Planning	dcp@hudco.org

2067229/2022/EXECUTIVE ENGINEER(PG)

34.	Hindustan Prefab Ltd.	CS Namrata Srivastava, Company Secretary,	Shri G.S. Dhillon, CMD	gsdhillon@ord.gov.in
35.	Delhi Metro Rail Corporation Ltd.	Shri Omvir Singh Saini, GM (Planning)	Shri D.K. Saini, Director (Project)	dp@dmrc.org
36.	Delhi Development Authority	Shri Dharmender Sharma, Director (SA & GR)	Shri Dibakar Sarkar Commr.-cum-Secretary	d.sarkar416@dda.gov.in
37.	National Capital Region Planning Board	Smt. Nilima Majhi, Deputy Director Tech.	Shri Jagdish Parwani, Director (Admin & Finance)	ncrpb-dr@nic.in
38.	Delhi Urban Art Commission	Smt. Ruby Kaushal Secretary	Sh. Ajit Pai, Chairman	duac@gov.in
39.	Building Material & Technology Promotion Council	Shri S. K. Gupta, Deputy Chief TDEIC	Dr. Sailesh Kumar Agrawal, Executive Director	ska@bmtpc.org
40.	Central Government Employees Welfare Housing Organisation	Shri M. K. Maity, Dy. Director (Admn.)	Shri R.C. Agarwal, Director (Admin & Finance)	rca50335033@gmail.com
41.	Central Public Health Environmental Engineering Organisation	Shri V.K. Chaurasia, Joint Advisor	Dr. M. Dhinadhayalan, Adviser, CPHEEO	adviser-phee-mhua@gov.in
42.	National Cooperative Housing Federation of India	Shri N. S. Mehara Chief Executive	Sh. Dinesh Kapila, EA (H)	dinesh.kapila@nic.in
43.	National Capital Region Transport Corporation Ltd.	Shri Saket Kumar Singh, Company Secretary	Shri Yogesh Chandra Srivastava, Chief Engineer General	yogesh.srivastava@ncrtc.in
44.	Rajghat Samadhi Committee	Shri K. P. Singh, Secretary	Sh. Kamran Rizwi, AS (D&UT)	asd-mhua@nic.in

2067229/2022/EXECUTIVE ENGINEER(PG)

PG

PG Cases

No. A-46020/01/17-PG (Part file-I)
Government of India
Ministry of Housing & Urban Affairs
Public Grievance Cell
******

महानिदेशक, केन्द्रीय लो नि.
निर्माण भवन, नई दिल्ली-11
FTS/ e-Office No. 2042132
Date 01/06/22

NirmanBhawan, New Delhi-110011
Dated: 31st May, 2022.

OFFICE MEMORANDUM

Subject: - Redressal of Public Grievance cases pending for more than 45 days and PG Appeals - regarding.

The undersigned is directed to invite attention to the pendency of more than 45 days old Public Grievance cases (**copy enclosed**) and **PG Appeals** (**copy enclosed**) on CPGRAMS Portal. A number of PG Cases of more than 45 days old and PG appeals are pending with various Divisions/Organisations.

2. Therefore, it is requested to redress the PG Cases and upload the status of each case on the CPGRAMS portal accordingly.

3. Also, with reference to O.M No. A-46020/01/2017-PG dated 17.05.22, it is requested that the PG appeals may kindly be disposed of urgently. The **time limit for disposal of PG appeals is 30 Days** as per DARPG guidelines.

4. In addition to the above the Divisions/Subordinate offices where there are cases pending for more than 6 months may undertake a special drive for immediate redressal of such grievances.

5. The concerned Wing/Division heads in the Secretariat are requested to also review the pending cases/appeals of the **offices/organisations under their administrative control**. Before disposing the PG cases and Appeals the reply must be uploaded on the Portal. The quality of disposal may also be ensured to the satisfaction of the petitioner to the extent possible to avoid poor feedback.

Encl. As above

31/5/22
(Sanchari Banerjee)
Section Officer (PG Cell)
Phone: - 23062010

To

Put upon note for sub-appeals pending.

Monitoring Cell,
Dy. No. 57-E
Date 3/6/22

1. All Divisional Heads, Ministry of Housing and Urban Affairs.
2. All DSs/ Director, Ministry of Housing and Urban Affairs.
3. All Head of attached & subordinate offices of Ministry of Housing and Urban Affairs
4. All Head of autonomous & Statutory bodies of Ministry of Housing and Urban Affairs
5. All Head of CPSUs of Ministry of Housing and Urban Affairs
6. SO (IT Cell) please upload the OM on e-office notice board.

निदे. (पी.एण्ड डब्लू.ए.)	निदे. (पी.एम.एण्ड पी.जी.)
निदेशक (वित्त)	कार्य.अभि.(लार्ड्सेस फीस)
स.नि.(रा.भा.)	पी.पी.एस.
आशुलिपिक ग्रेड-1(हि.)	1/6/22

ADG(W)/ DDG(HR)-I
As PG to discuss.
DDG(W)
3/6/22

DG(CPWD)
31/5
कार्य.अभि. (पी.एम.)
1/6/22

Adv. to HR-I (Adm)

2072880/2022/O/o DDG-Works

F.No. S-15/3/2020-O/o DS(PG) (6580)
Government of India
Ministry of Personnel, Public Grievances and Pension
Department of Administrative Reforms and Public Grievances
Public Grievance Division
****

5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi-110001
Dated: 17th March, 2020

OFFICE MEMORANDUM

Subject: Meeting with regard to Public Grievances on CPGRAMS taken by the PMO on 04.03.2020 – issue of guidelines as follow-up action regarding

The undersigned is directed to say that the PMO in a meeting held on 04.03.2020 had indicated that the following specific points may also be incorporated in the Standard operating Procedures of the Department of Administrative Reforms and Public Grievances for strict compliance of the monitoring of Public grievances and also on CPGRAMS of the concerned Ministries/Departments/Organizations/States/UTs with specific attentions and priority on points *inter alia* mentioned as below:

a. The Nodal Officers in the concerned Ministries/Departments/Organizations/States/UTs to strictly monitor the disposal of petitions, especially the quality aspects of Disposal.
b. Repeat petitions in respect of unsatisfactory redressal may be looked at more closely and a speaking reply may be furnished in such cases.
c. The Ministries/Departments/Organizations/States/UTs Governments to rigorously pursue with their respective Sub-ordinate Organizations to ensure timely and quality disposal of petitions lodged in the system.
d. Departments to pursue systemic reforms to reduce the grievances being filed and the awards scheme is being reoriented to recognize such systemic reforms by Ministries/Departments.
e. Random checking process for the quality of grievance disposal to be introduced.
f. All long pending grievances be addressed on priority in time bound manner on ongoing basis.

Prisca 17/3/2020

(Prisca Mathew)
Deputy Secretary to the Government of India
Tel: 011-23401429

To,

1. Secretaries of all Ministries/Departments of Government of India
2. Chief Secretaries/Administrator of all States/UTs
3. PMO (Shri Ambuj Sharma, Under Secretary), South Block, New Delhi
4. NIC, DARPG for uploading on pgportal.gov.in.

Scanned with CamScanner

No S-15/11/2018-PG(States) (e-Office No. 5685)
Government of India/*Bharat Sarkar*
Ministry of Personnel, Public Grievances and Pension
Department of Administrative Reforms & Public Grievances
Public Grievance Division
*****

5th floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi – 110001
Dated the 5th April,2018

OFFICE MEMORANDUM

Subject: Meeting on Public Grievances and CPGRAMS taken by the PMO on 05.03.2018 – issue of guidelines as follow-up action regarding

The undersigned is directed to say that the PMO in a meeting held on 05.03.2018 had indicated that the following specific points may also be incorporated in the Standard operating Procedures by Department of Administrative Reforms and Public Grievances for strict compliance of the concerned Ministries/ Departments/ Organizations/ States which are as under:

a) The Nodal Officers in the concerned Ministries/Departments/Organizations/States to strictly monitor the disposal of petitions, especially the quality aspects of Disposal.
b) The reply to the petitioner must be uploaded on the system.
c) Repeat petitions in respect of unsatisfactory redressals may be looked at more closely and a speaking reply may be furnished in such cases.
d) It is observed that sometimes the petitions are forwarded to the same Officer against whom the complaint has been made eg. Complaint of corruption against manager of a Bank Branch is sent to the same Officer and the case is disposed off only on the basis of statements of the officer against whom the complaint has been made. All such complaints should be handed independently.
e) The Ministries/Departments/ Organisations/ State Governments being nodal need to rigorously pursue with their respective Sub-ordinate Organizations to ensure timely and quality disposal of petitions logged in the systems.

(Sumita Dasgupta)
Deputy Secretary to the Government of India
Tel:23741006

To,
(1) Secretaries of all Ministries/Departments of Government of India.
(2) Chief Secretaries/Administrators of all State Goverments/UTs.
(3) PMO (Shri Ambuj Sharma, Under Secretary), South Block, New Delhi.

Scanned with CamScanner

2080690/2022/O/o DDG-Works

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महानिदेशक, के.लो.नि.वि.
निर्माण भवन, नई दिल्ली–11
e-Office No. 1253293
Date 08/02/19

No. A-46020/01/17-PG
Government of India
Ministry of Housing & Urban Affairs
Public Grievances Cell
******

Nirman Bhawan, New Delhi-110011
Dated: 6th February, 2019.

Office Memorandum

Subject:- Minutes of the interactive session through Vedio Conferencing (VC) held on 21st January, 2019 from 03:00 PM to 04:00 PM under the chairmanship of Additional Secretary, D/o Administrative Reforms & Public Grievances (DARPG).

The undersigned is directed to circulate herewith a copy of minutes of the interactive session through VC held on 21st January, 2019 under the chairmanship of Additional Secretary, DARPG for information and compliance of the guidelines on grievance disposal.

2. All attached offices,subordinate offices,PSUs and other organisations of Ministry of HUA are requested to prepare/update Citizen's Charter keeping in view the DARPG framework indicated in the minutes and display it on Ministry's, as well as respective Organisation's website.

R Premanand

(R. Prem Anand)
Deputy Secretary (C&PG)
Tele:-23061425

Encl: as above.

To,

DDG(W)

1. AS (H)/AS (D), M/o HUA.
2. All JSs/Directors/DSs in the Ministry.
3. Heads of all Subordinate/Attached Offices under MoHUA.
4. Heads of all Statutory/Autonomous bodies/CPSUs under MoHUA.
5. SO, Coordination, M/o Housing and Urban Affairs, Nirman Bhawan, New Delhi.

Copy to: SO (IT Cell)- to upload on e-office.

(To me for info (7/2/19 EE(PG))

Dir(PG-PG)

Discuss

DDG(W)

Discussed with DDG (W)

EE(PG)

12/2/19

ADG(TD)

ADG(SD)

DW (Tech PM)

PRABHAKAR SINGH 12.2.19
DG, CPWD

Monitoring Cell,
Dy No. 55
Date 13/2/19

2080690/2022/O/o DDG-Works

46

No. F-20/1/2018-PG(C.I)
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 the 29th January, 2019

Office Memorandum

Subject:-Minutes of the interactive session through VC held on 21st January, 2019 from 3.00 p.m to 4.00 p.m under the chairmanship of Additional Secretary, Department of Administrative Reforms & Public Grievances
****

The undersigned is directed to enclose the minutes of the interactive session held through Video Conferencing on 21st January, 2019 between 3.00 p.m to 4.00 p.m under the chairmanship of Additional Secretary, Department of Administrative Reforms & Public Grievances with 40 Ministries/Departments for information and appropriate action.

Encl:-As stated above

Pratibha Ahuja
(Pratibha Ahuja)
Under Secretary to the Government of India
Tel : 23401467

Joint Secretaries/Directors of Public Grievances of 40 Ministries/Departments concerned (as per list attached).

Copy to:

1. Sr. PPS to Secretary (ARPG & Pension)
2. PPS 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)
7. Guard File

JOINT SECRETARY (A&C)
01 FEB 2019
Dy. No. 1248265

1.2.19

1225144

2080690/2022/O/o DDG-Works

Minutes of the Interactive Session through Video Conference held on January 21,2019 from 3 pm to 4 pm to review Status of Public Grievances and Citizens Charters under chairmanship of Additional Secretary DARPG

An interactive session through video conference to review the status of Public Grievances and Citizens Charters was held from 3 pm to 4 pm on January 21, 2019 under the Chairmanship of Additional Secretary (DARPG) with 40 Ministries/Departments. The list of the participating Ministries / Departments is at Annex - I.

In his opening remarks, Additional Secretary DARPG said that a robust internal mechanism to deal with public grievances has been operationalized in Government. The monitoring of grievances is being undertaken in Government in 21 major categories under 3 major heads: Grievance arising out of abuse of office/corruption on the part of public functionaries; Grievances arising out of systemic deficiencies within an organization and Grievances arising from non-fulfillment of needs/demands. For efficient functioning of this mechanism, a clear mapping of public grievances was necessary. It has been recognized that Departments had undertaken several corrective measures for simplifying processes for reducing public grievances. The interactive session also sought to focus on the status of review of Citizens Charters. The Citizens Charters represent effective tools for holding public servants accountable and improving service delivery. The DARPG has issued specific guidelines to achieve the above listed objectives. The Additional Secretary DARPG said that at the commencement of the calendar year it was important to reiterate the salient features of the guidelines issued by Government from time to time for reducing public grievances. The salient features of Government guidelines for effective disposal of public grievances which were highlighted in the discussion are enclosed at Annex - 2.

The Interactive session identified the Departments of Financial Services (Banking Division), Telecommunications, Railways, Posts and Petroleum & Natural Gas, Home Affairs, Health & Family Welfare as systemically important Departments for effective disposal of Public Grievances as they featured in a majority of the 21 categories in which grievances were being mapped. The Grievance Officers said that there was a need for improved consistency in mapping of grievances and greater efforts would be required in this direction. Several Grievance Officers said that a review of the status of grievances was being taken up as an agenda in Senior Officers Meetings. Further, Grievance Officers pointed out that reviews for effective disposal are being taken up with Subordinate Offices, Attached Offices and Public Sector Enterprises. All efforts are being made to ensure citizen satisfaction in accordance with the citizen centric governance mandate of the Government. Grievance Officers said that due to persistent efforts the average time for disposal of grievances was reduced and well within the prescribed norms. Not only were disposal percentages in most Departments in excess of 90 percent but also the disposal time was less than 30 days and effective communication was being sent to the Citizen in this regard. Grievance Officers said that Citizens Charters are an important aspect of improved service delivery and reviews are under way in Departments in accordance with the prescribed timelines. The Chairman said that the review of the Citizens Charters of Ministry of External Affairs and CBDT had resulted in improved service delivery in Passport processing and refund of IT returns. Departments were asked to study the Citizens Charters of Ministry of External Affairs and CBDT while undertaking reviews of their Citizens Charters. The Departments of Ex Servicemen Welfare, Financial Services and Women and Child Development could not attend the interactive session and it was decided that they would be invited to join the 2nd round of review for effective disposal of public grievances.

The meeting ended with vote of thanks to the Chair.

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Annexure

1. Department of Agriculture, Cooperation & Farmer's Welfare
2. Central Board of Direct Taxes (Income Tax)
3. Central Board of Excise and Customs
4. Ministry of Civil Aviation
5. Ministry of Coal
6. Ministry of Commerce
7. Department of Consumer Affairs
8. Ministry of Corporate Affairs
9. Department of Defence
10. Department of Defence Finance
11. Ministry of Drinking Water and Sanitation
12. Department of Economic Affairs
13. Ministry of Electronics & Information Technology
14. Ministry of Environment, Forest and Climate Change
15. Ministry of External Affairs
16. Department of Food and Public Distribution
17. Department of Heavy Industries
18. Department of Health & Family Welfare
19. Department of Higher Education
20. Ministry of Home Affairs
21. Ministry of Housing and Urban Affairs
22. Ministry of Information and Broadcasting
23. Department of Justice
24. Ministry of Labour and Employment
25. Ministry of Minority Affairs
26. Department of Personnel and Training
27. Ministry of Petroleum and Natural Gas
28. Department of Posts
29. Ministry of Power
30. Ministry of Railways, (Railway Board)
31. Department of Revenue
32. Ministry of Road Transport and Highways
33. Ministry of Rural Development
34. Department of School Education and Literacy
35. Ministry of Social Justice and Empowerment
36. Department of Telecommunications
37. Ministry of Water Resources, River Development & Ganga Rejuvenation

Annex - II

Recent Guidelines issued on Grievance disposal

- A grievance should be redressed within a period of maximum of two months of its receipt. **(No. K-11019/4/2015-PG, dated 12th March, 2015)**

- If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent. **(No. K-11019/4/2015-PG, dated 12th March, 2015)**

- If it is found that it is not feasible to accede to the request made then a reasoned reply may be issued to the aggrieved citizen within the stipulated time limit. **(No. K-11019/12/2013-PG, dated 10th December, 2014)**

- Case should be closed under intimation to the petitioner with reasoned reply to the aggrieved citizen within the stipulated time limit. **(No. K-11019/4/2015-PG, dated 12th March, 2015)**

- If a grievance involves a policy decision/statutory change/court related matter, it could be closed under intimation to the petitioner with the comments that it could be revised, in case any fresh development in the matter, merits the same. **(No. K-11019/12/2013-PG, dated 10th December, 2014)**

- Every Wednesday may be kept as meeting-less day for the Directors of Public Grievances for hearing the grievances of the citizens. The feedback mechanism may be ensured for an inbuilt mechanism to correct deficiencies. **(No. K-11019/4/2015-PG, dated 12th March, 2015)**

- The suggestions from the citizens can be closed after due consideration. **(No. K-11019/4/2015-PG, dated 28th August, 2015)**

- The name of the Director of Public Grievance Officer of the Ministries/Departments of Government of India may also be kept updated as per administrative changes as may be taking place. **(No. K-11019/4/2015-PG, dated 12th March, 2015)**

- Not more than ten days time should be taken for analyzing and transferring the grievance to other Ministry/Department. **(No. K-11019/4/2015-PG, dated 28th August, 2015)**

- The reply to the petitioner must be uploaded on the system. **(S-15/11/2018-PG-States, e-office No. 5685 Dated 5th April, 2018)**

- Sometimes the petitions are forwarded to the same Officer against whom the complaint has been made eg. Complaint of corruption against manager of a Bank Branch is sent to the same Officer and the case is disposed off only on the basis of statements of the officer against whom the complaint has been made. All such complaints should be handed independently. **(S-15/11/2018-PG-States, e-office No. 5685 Dated 5th April, 2018)**

- Ministries/Departments/Organizations/State Governments being nodal need to rigorously pursue with their respective Sub-ordinate Organizations to ensure timely and quality disposal of petitions logged in the systems. **(S-15/11/2018-PG-States, e-office No. 5685 Dated 5th April, 2018)**

- The hard copy of the grievance containing the same registration number should be linked with the electronic grievance registration number to ensure that only one action is taken on the grievance. It may also be ensured that grievances are invariably marked through the nodal officer for grievance handling and CPGRAMS management. **(S-15/11/2018-PG-States, e-office No. 5685 Dated 5th April, 2018)**

- The Nodal Officers in the concerned Ministries/Departments/Organizations to strictly monitor disposal of petitions, especially the quality aspects of Disposal. **(S-15/11/2018-PG-States, e-office No. 5685 Dated 5th April, 2018)**

- The reply furnished to the citizen should also invariably be uploaded on pgportal which can be downloaded (including attachments, if any) by the citizen directly. **No. K-11019/4/2015-PG, dated 09th November, 2015)**

- Decision to close a case may be taken at a sufficiently senior level of Director/Joint Secretary level in the Ministry/Department/Organization. **No. K-11011/4/2015-PG, dated 18th November, 2015)**

- The Ministries/Departments should expeditiously examine the grievances received by them and return back the grievances which do not pertain to them within a period of maximum five working days. All the attached and subordinate organizations under the Ministries/Departments should also be instructed accordingly. **(K-11017/3/2015-PG-C-1 Dated 15th / 22nd July, 2016)**

- Ministry should analyze the grievances (problems related to person, process, policy, in particular region/nature) and work accordingly for faster resolution. **(S-15/22/2017-PG-States Dated 12th October, 2017)**

- Sensitization of officers and use of technology to increase efficiency and effectiveness should be ensured. **(S-15/22/2017-PG-States Dated 12th October, 2017)**

- Efforts should be made to make systemic changes so as to minimize grievances. **(S-15/22/2017-PG-States Dated 12th October, 2017)**

- Details of the nodal Public Grievance Officer may be updated on "pgportal.gov.in". **(K-11017/3/2016-PG C-1 Dated 29th November, 2017)**

- Ministries/Departments which create subordinates offices under them, the grievances may be transferred to the subordinate offices through CPGRAMS. The closure of these cases has to be done by the concerned Ministry/Department only. **(K-11017/3/2016-PG C-1 Dated 23rd February, 2018)**

- Ministries/Departments can be taken up grievances with their subordinate office who will furnish action taken report/comments to the nodal ministry/Department who will consider the report/comments and accordingly dispose off the case. Such cases have

to be closed by the subordinate office (action taken report to be sent to the concerned Ministry/Department). **(K-11017/3/2016-PG C-1 Dated 23rd February, 2018)**

Training by DARPG

- Department of Administrative Reforms and Public Grievances with assistance from NIC has been providing necessary training to officers of different Ministries for better handling of grievances through CPGRAMS for effective redressal of grievances of citizens. **(No. K-11019/4/2015-PG, dated 12th March, 2015)**

- Operational training on CPGRAMS is held last Tuesday of every month. **(K-11017/3/2016-PG C-1 Dated 29th November, 2017)**

Citizen's Charter

- The Citizen's Charter of the Ministry/Department and other authorities under their jurisdiction may be updated and displayed on their website. **(No. K-11019/4/2015-PG, dated 12th March, 2015)**

- The citizen/Client's Charter of the Ministries/Departments and Sub-ordinate Organizations may kindly be updated and uploaded on the respective websites in bilingual on a half yearly basis. **(G-11012/02/2014-PG Dated 23rd March, 2015)**

Guidelines for an Ideal Citizen's Charter – DARPG Framework

- Vision statement
- Mission statement
- Identification of Services
- Identification of levels/Information about Contact points
- Identification of Client groups/Stakeholders/users
- Specification of Time-Frames for Services
- Specification of Service Quality Standard
- Specification of Service Delivery Standards
- Clear Information about Processes/Procedures to Access Service Benefits
- Information about Public Grievance Redressal
- Information regarding invitation, time-frame for review, processing, systemic review and outcome of Suggestions
- Information regarding Off-line and On-line Charter
- Information regarding RTI details

CPGRAMS – Other related provisions.

- Provisions on the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for uploading and diarizing of VIP References can also be generated for the purpose of monitoring. **(H-16011/10/2016-PG Dated 4th July, 2016)**

- The facility may be utilized for ensuring that such references are dealt with as per the provisions of CSMoP. **(H-16011/10/2016-PG Dated 4th July, 2016)**

2080690/2022/O/o DDG-Works **PGO's list of top 40 Ministries/Departments**

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S.No	Ministry/ Department
1	N. Srinivasa Rao Economic Adviser Department of Financial Services (Banking division) Room No.12-B, 3rd Floor, Jeevan Deep Building Building, Sansad Marg New Delhi, 110001
2	Shri Arjun Singh Department of Telecom Deputy Director General PG Room No.612,6th Floor Mahanagar Doorsanchar Bhawan Near Zakir Hussain College Old Minto Road New Delhi, 110002
3	SHRI VIVEK SRIVASTAVA Executive Director PG Ministry of Railways room no. 507A Rail Bhavan Raisina road New Delhi, 110001
4	Ms. Pratibha Nath Department of Posts DDG PG Room No. 312, Dak Bhavan, Parliament Street, New Delhi, 110001
5	Shri Vinod Kumar Ministry of Labour and Employment Director and PG R No 302, Third Floor, Shram Shakti Bhavan, New Delhi, 110001
6	Aashwita Lal Central Board of Direct Taxes Deputy Secretary D/o Revenue,Room No. 255, CBDT (HQ),North Block, New Delhi, 110001
7	Saheli Ghosh Roy Joint Secretary C&IC Ministry of Home Affairs Room No. 188, North Block, New Delhi, 110001
8	Shri Lalit Wadhwa Deputy Secretary (Pers) Department of Revenue Room No. 66-A, North Block, New Delhi, 110001

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9	Shri Vijoy Kumar Singh Joint Secretary Department of Personnel and Training Room No. 278-A, North Block New Delhi, 110001
10	Shri Nilambuj Sharan Economic Adviser Ministry of Health and Family Welfare Room No. 152, A Wing, Nirman Bhavan, New Delhi
11	Economic Advisor Department of Higher Education Ministry of Human Resource Development Room No. 107, D Wing Shastri Bhawan, New Delhi
12	Shri Gaurav Kumar Director, Ministry of Petroleum and Natural Gas Room No. 202, B Wing, Shastri Bhavan, New Delhi, 110001
13	Smt. Hemambika R. Priya Commissioner Coordination Central Board of Excise and Customs D/o Revenue, Room No. 245-C, North Block, New Delhi, 110001
14	Shri V.L.V.S.S.Subba Rao Economic Advisor Department of School Education Ministry of Human Resource Development Room No. 107 D Wing, Shastri Bhawan New Delhi, 110001
15	Shri V. Anandarajan JS PG &amp Coord and CAO Department of Defence Room No. 156, E Block,Dara Shikoh Road, New Delhi, 110011
16	Ms. Nandita Gupta Joint Secretary Ministry of Housing and Urban Affairs M/o HUA, Room No. 144, C Wing, Nirman Bhavan, Maulana Azad Road, New Delhi, 110011
17	N. Srinivasa Rao Economic Adviser Department of Financial Services (Insurance Division) Room No.12-B, 3rd Floor, Jeevan Deep Building Building, Sansad Marg New Delhi, 110001

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