

No. 8/8/2012-BO.III
Government of India
Ministry of Finance
Department of Financial Services
(BO.III Section)

2nd Floor, Jeevan Deep Building,
10, Parliament Street, New Delhi-110 001
04th December, 2014

To

- (1). The Chief General Manager, Customer Service Department, Reserve Bank of India, Central Office, Mumbai.
- (2). C.E.O., Insurance Regulatory Development Authority (IRDA), Hyderabad.
- (3). CEOs of all Public Sector Banks/Financial Institutions/Public Sector Insurance Companies.

Sub.: Reference from the Secretary, Ministry of Personnel, Public Grievances and Pensions (Department of Administrative Reforms, Public Grievances and Pension) on sensitizing employees on timely acknowledgement/disposal of public grievances.

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Sir,

I am directed to enclose herewith a copy of DO letter No.30014/2/2014-O&M dated 17th October, 2014 received from the Secretary, Ministry of Personnel, Public Grievances and Pensions (Department of Administrative Reforms, Public Grievances and Pension) on the subject cited above requesting for acknowledgement/disposal of Public Grievances within the prescribed period.

2. It is requested that the matter may kindly be looked into urgently and to issue necessary directions to sensitize concerned official of your organization to follow the instructions of the DAR&PG both in letter and spirit by ensuring acknowledgement of public grievance within 3 days and disposing of within 60 days.

Yours faithfully,

(Rakesh Kumar Gupta)

Under Secretary to the Government of India
Ph: 011-2334 89 93

एन. रवि शंकर
N.RAVI SHANKER, IAS

सचिव
SECRETARY



सत्यमेव जयते

भारत सरकार,
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली-110001

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



D.O.No.30014/2/2014-O&M

Dated: 17th October, 2014.

Department of Administrative Reforms & Public Grievances has been receiving a number of letters from various members of public that their grievances are not being acknowledged and also being replied to.

2. Paragraph No.121 of the Central Secretariat Manual of Office Procedure (CSMOP) has prescribed time limit of 7 days for disposal papers by Government employees. Paragraph No.122 of the CSMOP prescribes relevant time limits for sending an acknowledgement to a 'public grievance' i.e. within 3 days and sending of a final reply in response to the grievance within 60 days.

3. I would request you to consider sensitising your employees on the need to follow the guidelines of the CSMOP both in letter & spirit.

With Regards

Yours sincerely,

N. Ravi Shanker
(N. Ravi Shanker)

To

Shri Gurdial Singh Sandhu
Secretary
Department of Financial Services
New Delhi.

EA on leave

DS (Both)

27/10

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सूचना का
अधिकार