

F.NO. 8/8/2012-B.O.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
11th March, 2013

To,

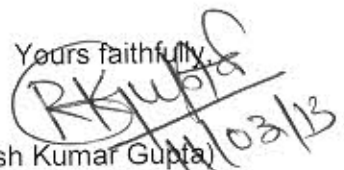
- (1). The Chief Executives of all Public Sector Banks;
- (2). The Chief General Manager, Customer Service Department, Reserve Bank of India, Central Office, Mumbai; and
- (3). The Chairman, Indian Banks' Association, Mumbai.

Sub.: **Guidelines on Grievance Redress Mechanism and to fix timeline for redressal of greivances.**

Sir,

I am directed to enclose herewith copies of the guidelines issued by the Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances and Department of Pension & Pensioners' Welfare, New Delhi vide their OM No. K-11028/1/2012-PG dated 18th February 2013 and No. 55/20/2012-P&PW(C) dated 18th February 2013, **respectively**, on the above subject for strict compliance in its words and spirite.

Yours faithfully,


(Rakesh Kumar Gupta)
Under Secretary
Tel. 011-2334 8993

OUT TODAY

(42)

No.K-11028/1/2012-PG
 Government of India/Bharat Sarkar
 Ministry of Personnel, Public Grievances & Pensions
Karmic, Lok Shikayat aur Pension Mantralaya
 Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar aur Lok Shikayat Vibhag

with

5th Floor, Sardar Patel Bhawan Sansad Marg, ,
New Delhi-110001, Dated: 18th February, 2013

OFFICE MEMORANDUM

Subject : Reiteration of Guidelines on Grievance Redress Mechanism

The undersigned is directed to state that Guidelines on Grievance Redress Mechanism in Government of India have been issued by the Department of Administrative Reforms and Public Grievances, from time to time. These ensure that an effective institutional mechanism is established in each Ministry/Department/Organisation of Government of India for the expeditious redress of grievances. However, this Department has been receiving complaints regarding delay and lack of response from Ministries/Departments/Organisations in acknowledging and redress of grievances. As such, the following important guidelines as per D.O.No.G-13013/1/2006-PG dated 5th May, 2006 are reiterated:

- (1) All grievances need to be acknowledged within three days.
- (2) All grievances are to be finally redressed within 60 days. If longer period is involved, the complainant is to be informed through an interim reply within 60 days indicating the reason for delay and additional time required for final redress..
- (3) All grievances received by post or hand directly in the Ministry/ Department/ Organisation should be scanned and uploaded on pportal/CPGRAM by the Ministry/Department/Organization concerned.

2. It would be appreciated if a copy of the internal instructions issued for implementing the above is endorsed to this Department also.

3. This issues with the approval of the Competent Authority..

BO/11/1/12
2012

8/1/13 (ESTH)
21/2/13

for all banks for shift
compliance

adm.
24/2
to D

Shailja N. Joshi
18/2/2013

Deputy Secretary to Government of India
Tel.No:011-23401409

Copy to:

Circulated to all
Staff Members
S/In P...
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D...

1. Secretaries of all Ministries/Departments in Govt. of India as per list.

2. Smt.Triplichi Ghosh, Director (Pension), Department of Pensions & Pensioners' Welfare, Lok Nayak Bhavan, 3rd Floor, Khan Market, New Delhi.

41

D.O. NO. G-13013/1/2006-PG

भारत सरकार

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

नार्थ ब्लॉक, नई दिल्ली-110001

GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS

NORTH BLOCK, NEW DELHI-110001

सचिव
SECRETARY
Tel.: 23094848

5th May, 2006

Dear,

Several guidelines have been issued by the Department of Administrative Reforms and Public Grievances from time to time in order to ensure that an effective institutional mechanism is established in each Ministry and Department of Government of India for the expeditious redress of public grievances. Despite all these guidelines, complaints continue regarding the delay and lack of response. The Departmental Parliamentary Standing Committee has taken a serious view of the present state of affairs that is prevailing in the matter of settlement of public grievances. It has been pointed out that the response of the public servants towards citizens' grievances is lukewarm and often borders on complete indifference.

2. The grievance redress system would be failing in its primary purpose if the minimum courtesy of acknowledging receipt of a complaint is not sent in time. It is, therefore, reiterated that an acknowledgement should go immediately and at the most within three days of the receipt of the grievance and a grievance should be redressed within a period of a maximum two months of its receipt. In case it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit. Further, if the finalization of a decision on a particular grievance is expected to take longer than two months, an interim reply should invariably be sent. Efforts may be made for prompt redressal and for identification of grievance prone areas of government departments to eliminate the causes of grievances.

3. I would request you to take suitable measures in bringing about a change in the prevailing situation in order to ensure that the grievances of the citizens are settled expeditiously.

With regards,

Yours sincerely,

(Pratyush Sinha)

All Secretaries of Ministries/Departments of Govt. of India

(4)

F. No. 55/20/2012-P&PW(C)
Government of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan,
New Delhi, the 18th February, 2013

8278

To

All Nodal Officers of all Ministries/ Departments
(Web Based Pensioners' Portal)

Subject: To fix timeline for redressal of grievances.

Sir/ Madam

As per software developed for monitoring of Pension related grievances, all on-line grievances of pensioners are being fed through web application CPENGRAMS available in the Pensioners' Portal maintained by Department of Pension & Pensioners' Welfare and the same are forwarded online to the concerned Ministries/Departments/Organizations for their redressal. It has, however, been felt that timely action is not being taken by various Ministries/ Departments/ Organizations for redressal of grievances and same remain pending for unduly long periods. There is thus need to emphasis upon the concerned officers dealing with these grievances in your Department for taking timely action on the grievances of pensioners so that unnecessary delays could be avoided. The regional offices and field officers, wherever they exist also need to be sensitized in this regard accordingly.

2. Any grievance redress system would be failing in its primary purpose of the minimum courtesy of acknowledging receipt of a complaint is not observed. As per the guidelines issued by Administrative Reforms and Public Grievances vide its Office Memorandum No. K 15011/1/2006-PG, dated 22nd May, 2006, an acknowledgement has to be sent immediately and at the most within a period of three days of the receipt of the grievance and the grievance itself should be redressed within a maximum period of two months of its receipt. cases where it is not possible to give immediate reply, an interim reply should be given to the applicant. An immediate action by the concerned Ministries/ Departments/ Organizations will be steps towards pensioners' welfare and will go a long way in ameliorating the hardships of Pensioners. Further, 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.

3. As already requested earlier vide this Department's letters No. 41/30/2011-P&PW(C) dated 13.01.2012 and 15.10.2012, you are once again requested to fix the time-line for timely redressal of grievances as per the guidelines issued by Department of AR&PG (copy enclosed). A detailed report on the action taken for implementation of these guidelines may also please be sent to this Department.

Yours faithfully
Tripti P. Ghosh
(Tripti P. Ghosh)
Director

Copy to:

1. NIC - For updating the letter on Pensioners' Portal.

~~Dr. (P&PW)~~
for your file
21/2/13
JSC AB
Director BO III
US BO III
Receipt
22/2/13
Consultant
(BO III)
24/2/13
h.d

(29) 156

No. K-15011/1/2006-PG
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

Sardar Patel Bhawan, Sansad Marg
New Delhi, Dated: May 22, 2006

OFFICE MEMORANDUM

Subject: Activating machinery for Redress of Public Grievances.

The undersigned is directed to refer to the consolidated guidelines issued by the Department of Administrative Reforms and Public Grievances for prompt and effective redress of public grievances. It has been emphasized that a fully functional redress mechanism needs to be in place in all Ministries of Government of India and in the Department/Organizations under the Ministries for expeditious redressal of public grievances. It has further been emphasized that the system of grievance redress mechanism should be well publicized to ensure that the citizens are aware of the system and can interact with the Department to settle their grievances. However, complaints still continue regarding the delays and lack of response.

2. It is now reiterated that the following step may please be taken to ensure that the internal grievance redress machinery is in order for prompt redressal of grievances of citizens:-

- (i) A grievance should be acknowledged immediately and at the most within three days of the receipt of the grievance. A grievance should be redressed within a period of a maximum of two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent.
- (ii) 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.
- (iii) Grievances received in the Ministries may be analyzed periodically at a senior level to identify grievance prone areas of the Ministries/Departments to adopt systemic changes to eliminate the causes of grievances.
- (iv) Wide publicity of the grievance mechanism available in the Ministry and the names, designation and address of Director of Public Grievances may be given.
- (v) The Director of Public Grievances of the Ministries/Departments of Government of India may call for the documents of the case and take a decision with the approval of the Secretary of the Ministry/Head of the Department/Organization if a grievance is not redressed within a period of three months.
- (vi) 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 mechanisms to correct deficiencies.
- (vii) In order to promote responsive administration, the system of regular dialogue with user and citizen groups on grievance redress mechanism and service delivery may be strengthened.

(viii) The software (PGRAMS) developed by the Department of Administrative Reforms and Public Grievances in consultation with National Informatics Centre (NIC) for efficient management of public grievances may be installed in all Ministries/Departments of Government of India.

(ix) The 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 PGRAMS for effective redressal of grievances of citizens.

All Ministries/Departments are requested to strengthen the Grievance Redress Mechanism to ensure effective redressal of public grievances. Action taken on the issues may be communicated to this Department.

(Shyamalima Banerjee)
Director (PG)
Tele: 23745472

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