

F.NO. 8/8/2012-B.O.III
Government of India
Ministry of Finance
Department of Financial Services

2nd Floor, Jeevan Deep Building,
Sansad Marg, New Delhi-110 001
Dated: 11th August, 2016

To

1. CMDs/MDs of all PSBs, PSICs, FIs;
2. Chairman of State Bank of India, Central Office, Mumbai and MDs of All Associate Banks of SBI;
3. The Chief General Manager, Customer Service Department, Reserve Bank of India, Central Office, Mumbai; and
4. Chairman, IBA, IRDA & PFRDA.

Subject: Strengthen^{ing} of Grievance Redress Mechanism – strict adherence to time limit for disposal of grievances.

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Sir/Madam,

I am directed to enclose a copy of Department of Administrative Reforms & Public Grievances (DARPG) OM No. K-11017/3/2015-PG C1 dated 22/07/2016 and to request that instructions contained in the said OM be brought to the notice of all concerned officers/staff of your organisation for strict compliance. Action taken report in the matter may be sent to this Department on priority basis.

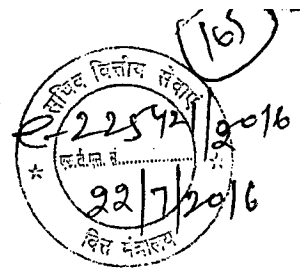
Yours faithfully,



(Rakesh Kumar Gupta)

Under Secretary to the Government of India

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No. K-11017/3/2015-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 15th July, 2016


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Office Memorandum

Subject - Strengthening of Grievance Redress Mechanism – strict adherence to time limit for disposal of grievances

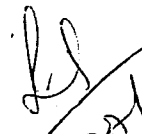
The Department of Administrative Reforms & Public Grievances has been regularly monitoring and analyzing the disposal of Public Grievances in various Ministries/Departments. It is hereby observed that Ministries/Departments take considerable time to return back the grievances which do not pertain to them to the nodal Departments. Similarly attached/subordinate offices take too long to return back grievances which do not pertain to them to their Ministries/Departments thus leading to long periods of pendency.

2. Therefore, it is suggested that 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.


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

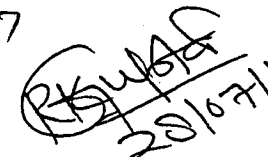
To

Secretary,
All Ministries/Departments (As per list)


28/7/2016
DS (GAS)

le. put up in file
28/7

US (GAS)


28/7/16
OSD (TD)

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24.	Secretary, Ministry of Development of North Eastern Region, Vigyan Bhavan Annex, Maulana Azad Road, New Delhi-110108.
25.	Secretary, Ministry of Drinking Water & Sanitation, 4 th Floor, Paryavaran Bhavan, C.G.O. Complex, Lodhi Road, New Delhi-110003.
26.	Secretary, Ministry of Earth Sciences, Mahasagar Bhavan, Block - 12, C.G.O Complex, Lodhi Road, New Delhi-110003
27.	Secretary, Ministry of Environment, Forests & Climate Change, Indira Paryavaran Bhavan, Jor Bagh Road, New Delhi-110003.
28.	Foreign Secretary, Ministry of External Affairs, South Block, New Delhi-110011.
29.	Secretary(East), Ministry of External Affairs, South Block, New Delhi-110011
30.	Secretary(West), Ministry of External Affairs, Jawaharlal Nehru Bhawan, Room No. 2139, New Delhi-110011.
31.	Secretary(ER), Ministry of External Affairs, Jawahar Lal Nehru Bhawan, Room No. 2139, 2 nd Floor, C-Wing Opposite National Museum New Delhi
32.	Secretary, Ministry of Finance, Department of Economic Affairs, North Block, New Delhi-110001
33.	Secretary, Department of Financial Services, Jeevandeep Building, Parliament Street, New Delhi-110001.
34.	Secretary, Department of Expenditure, North Block, New Delhi-110001.
35.	Secretary, Department of Revenue, North Block, New Delhi-110001.