

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)