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F.No.12/59/2012-O&M / 2041-2056  
Government of India  
Central Water Commission  
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326(S), Sewa Bhavan, R.K.Puram,  
New Delhi.

Dated, the 23<sup>rd</sup> December, 2014.

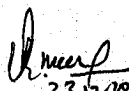
**OFFICE MEMORANDUM**

**Subject:** Acknowledgement and prompt redressal of Public Grievances- regarding.

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A copy of the Ministry of Water Resources, River Development and Ganga Rejuvenation letter No.F-11011/2/2014-Coord(Pt.) dated 21.11.2014 alongwith the copies of DARPG D.O.letter No.30014/2/2014-O&M dated 17.10.2014 and No.K-11017/1/2014-PG C.I (Vol.IV) dated 31.10.2014 on the subject mentioned above is sent herewith for information and strict compliance.

You are, therefore, requested to kindly ensure that the guidelines prescribed in the enclosed papers for redressal of grievances are strictly adhered to.

  
(D.R.Meena)

Under Secretary (O&M).  
Tel. No. 26711 031.

To ( Grievance Officers designated in field Organizations)

1. Superintending Engineer (C), Shillong.
2. Superintending Engineer (C), Patna.
3. Superintending Engineer (C), Lucknow.
4. Superintending Engineer (C), Bangalore.
5. Superintending Engineer (C), Bhopal.
6. Superintending Engineer (C), Bhubaneswar.
7. Superintending Engineer (C), Coimbatore.
8. Superintending Engineer (C), New Delhi.
9. Superintending Engineer (C), Siliguri.
10. Superintending Engineer (C), Chandigarh.
11. Superintending Engineer (C), Nagpur.
12. Superintending Engineer (C), Gandhinagar.
13. Superintending Engineer (C), Hyderabad.
14. Director (A&C), Pune.
15. Director (SMD), CWC for uploading on CWC Website.
16. Guard File (O&M Section)

S. No. 19 (R)

- 2 -

F-11011/2/2014-Coord.(Pt.)  
Government of India  
Ministry of Water Resources,  
River Development and Ganga Rejuvenation

Shram Shakti Bhavan, Rafi Marg,  
New Delhi, dated: 21<sup>st</sup> November, 2014

To,

- (i) Heads of all Organizations under MoWR, RD & GR
- (ii) All Public/Staff Grievance Officers under MoWR, RD & GR  
(As per list attached)

**Subject: Acknowledgement and prompt redressal of Public Grievances -  
regarding**

Sir,

Please find enclosed a copy of DARPG D.O. letter No. 30014/2/2014-O&M dated 17.10.2014 and No. K- 11017/1/2014- PG C.I (Vol. IV) dated 31.10.2014 on the subject cited above for information and necessary action. DARPG in their above mentioned letters has reiterated the need for sensitization of functionaries/employees for acknowledgement and prompt redressal of grievances as per the existing guidelines contained in Central Secretariat Manual of Office Procedure (CSMOP). DARPG has mentioned that they are in receipt of a number of letters from various members of public that their grievances are not being acknowledged and also being replied to. DARPG has also requested to include monitoring of grievances pendency as an agenda item in the review meetings and also mentioned that unwarranted delays in redressing grievances would be viewed seriously.

2. Para 121 of the CSMOP has prescribed time limit of 07 days for disposal of papers by Government employees. Para 122 of the CSMOP prescribes relevant time for sending acknowledgement to a public grievance within 03 days and sending of a final reply in response to the grievance within 60 days.

3. You are, therefore, requested to kindly sensitize functionaries/employees dealing with grievances in your organization for prompt redressal of grievances. You are also requested to ensure that the guidelines regarding grievances are strictly adhered to and all the grievances be acknowledged and settled within the prescribed time limit.

**Encl. As above.**

- Yours faithfully,

*Banarsi Ram*  
(Banarsi Ram) 21/11/2014  
Deputy Secretary to Govt. of India  
Tel No. 23716747

Copy to: The Under Secretary (PG), Department of Administrative Reforms and Public Grievances, Ministry of Personnel, PG & Pension, Sardar Patel Bhawan, Sansad Marg, New Delhi w.r.t their D. O. No. D.O. letter No. 30014/2/2014-O&M dated 17.10.2014 and No. K- 11017/1/2014- PG C.I (Vol. IV) dated 31.10.2014. A copy of data on profile of grievances receipt as updated on 30.09.2014 is enclosed.

Secretary  
DV. NO. 2943  
Date 03/12/14  
C.W.C.

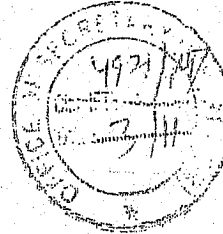
सचिव  
SECRETARY



कार्मिक, लोक शिकायत तथा पेंशन विभाग  
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: 17<sup>th</sup> October, 2014.

Sir,

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 Alok Rawat  
Secretary

Ministry of Water Resources, River Development &  
Ganga Rejuvenation, Room No. 412,  
Shram Shakti Bhavan, Rafi Marg,  
New Delhi-110001.

We need to issue  
instructions to all.

on file R.  
us/c) ~~DIR (A)~~

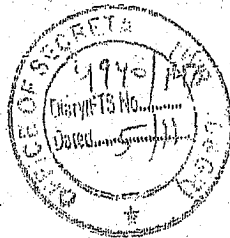
7/11/2014

Ans  
5/11/14



सूचना का  
अधिकार

सचिव  
SECRETARY



कामिक 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. K-11017/1/2014-PG C.I. (Vol.IV)

Dated 31<sup>st</sup> October, 2014

Dear Secretary,

An effective grievance redress mechanism is a critical part of good governance and is also a priority of the Government.

2. I take this opportunity to request you to kindly sensitize functionaries in your department on the need for a prompt redress of grievances and include monitoring of grievance pendency as an agenda item in review meetings held in your Ministry/Department. It may also be made clear that unwarranted delays in redressing grievances would be viewed seriously.

3. I would further request that data on profile of grievances receipt, as updated on 30.09.2014 may also be provided to DAR&PG.

With good wishes,

Yours sincerely,

31.10.2014

(Alok Rawat)

Shri Anuj Kumar Bishnoi,  
Secretary,  
Ministry of Water Resources,  
Shram Shakti Bhavan,  
New Delhi.

A circular be  
sent to all concerned.  
Do we have PG all  
in our dept?

Ans  
5/10/14

PI for up.  
10/11  
4/11/14  
10/11  
D.R.(A)

