

C/85606/Adm/GC/DGQA (Coord)

09 Mar 2017

MINISTRY OF DEFENCE
(DEPARTMENT OF DEFENCE PRODUCTION)
DGQA (GRIEVANCES CELL)

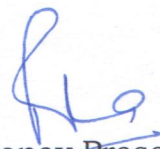
REDRESSAL OF PENDING PUBLIC GRIEVANCES IN
MINISTRIES/DEPARTMENTS-REG

1. A meeting was held at higher level in Department of Administrative Reforms & Public Grievance to review pending grievances. It has been stated that disposal of grievances is of utmost importance. Before disposal of cases on the portal, a reasoned reply should be sent to the citizen duly uploaded on the grievance portal.

2. The following initiatives have been suggested to ensure effective redressal of public grievances:-

- i) The grievances received should be analyzed to identify grievance prone areas for taking remedial measures.
- ii) The disposal of the grievances must be uploaded on the system.
- iii) A grievance should be redressed within a period of maximum of 2 months of its receipt and in case it is anticipated to take longer time, an interim reply should be sent.
- iv) If a grievance involves policy decision/statutory change/court related matter, it could be closed under intimation to the petitioner with the comments that it could be revisited, in case any fresh development in the matter merits the same.
- v) It is required to examine the type of cases pending and immediately return the grievances to the sender organization in case it do not pertain to receiver organisation within a period of maximum 5 days.
- vi) The citizen sending their grievance on email should be requested to lodge grievance on "pgportal.gov.in".
- vii) The name of the Nodal Public Grievance Officer is to be updated on pgportal.

3. It is requested that highest priority be accorded for disposing the grievances pertaining to different Directorates under DGQA within the stipulated time frame.


(Pranay Prasoan)
Dy Director
DGQA (Coord/Griev Cell)
For DGQA

All Tech Coords

 **SDCC**

: For uploading on DGQA Website