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सरदार पटेल भवन, संसद मार्ग
नई दिल्ली- 110001

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL PUBLIC
GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
SARDAR PATEL BHAVAN, SANSAD MARG
NEW DELHI-110001

D.O. No. K-11011/17/2000-PG

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The Department of Administrative Reforms and Public Grievances as the nodal agency for institutionalising Public/staff grievances redress machinery in Central Ministries/Departments/ Organisations, has issued guidelines from time to time for effective handling, monitoring and disposal of grievances. Doubts have been expressed by certain Ministries/Departments regarding what constitutes "public grievances" Further, most of the Ministries/Departments which do not deal with the public directly contend that they have no public interface and hence do not receive public grievances.

2. It is clarified that in the context of public grievances "public" is a generic term used to indicate various types of stakeholders, by the Ministries/Department/Organisations providing service to or having interface with any other Ministry/Department/Organisation or State Governments or a group of individuals, associations, industrialists, professionals, Non-Governmental Organisations or members of the public Hence, grievances received from any of them would constitute "public grievances".

3. Grievances received from retired/serving employees would be treated as "staff grievances".

Yours sincerely,

Sd/-

(V.K. Agnihotri)

To,
JS/Dir(PG) of all Ministries/Depts.