



ABSTRACT

Petitions - Petitions presented to Government Officers - Procedures for dealing with grievance petitions - Instructions - Issued.

Personnel and Administrative Reforms (A) Department

G.O.Ms.No.114

Dated 2.8.2006

Read:

1. G.O.Ms.No.66, Personnel and Administrative Reforms (A) Department, dated 23.2.1993.
2. G.O.Ms.No.89, Personnel and Administrative Reforms (A) Department, dt. 13.5.1999.
3. From the Govt. of India, Ministry of Personnel, Public Grievances and Pensions, New Delhi, D.O.No.G-13013/1/2006-PG dt. 5.5.2006.

ORDER:

In the Government Order first read above, instructions regarding acknowledging petitions given to the Government Offices/Officers in person were issued to all Government Officers. In the Government Order second read above, the Government issued instructions regarding the procedure for dealing with petitions.

2. In the Government of India D.O. Letter third read above, it has been suggested that an acknowledgement to the complainant should be sent within three days of the receipt of the grievance and the grievance itself should be redressed within a maximum period of two months of its receipt.

3. Based on the D.O. letter received from Government of India third read above, the Government modify the instructions issued in the Government Orders read above as follows:-

1. An acknowledgement should go immediately and at the most within **three days** of the receipt of grievance petitions.
2. Grievance itself should be redressed within a maximum period of **two months** of its receipt.

3. The citizens approaching the Government departments with their grievance petitions should be informed of the progress of his/her grievance.
4. If a particular grievance is expected to take longer than two months for its finalisation, an **interim reply** should invariably be sent.
5. In case, it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within the stipulated time limit of two months.

4. Necessary amendments to Secretariat Office Manual and Tamil Nadu Government Office Manual will be issued separately. The Special Commissioner and Commissioner of Revenue Administration, is requested to send necessary draft amendment to Tamil Nadu Government Office Manual.

(BY ORDER OF THE GOVERNOR)

L.K.TRIPATHY
CHIEF SECRETARY TO GOVERNMENT

To

All Secretaries to Government, Chennai-9.

All Departments of Secretariat, Chennai-9.

All Heads of Departments including Collectors / District Judges and Chief Judicial Magistrates.

The Special Commissioner and Commissioner of Revenue Administration, Chennai-5

The Registrar, High Court, Chennai-104

The Secretary, Tamil Nadu Public Service Commission, Chennai-2.

Copy to:

All Officers and Sections in Personnel and Administrative Reforms Department, Chennai-9.

Secretary to Government of India,

Ministry of Personnel, Public Grievances and Pensions,

North Block,

New Delhi - 110 001.

//FORWARDED BY ORDER//

SECTION OFFICER