

संजय कुमार श्रीवारस्तव
भारत सरकार के सचिव
Sanjay Kumar Srivastava
Secretary to Government of India



मंत्रिमण्डल सचिवालय
राष्ट्रपति भवन, नई दिल्ली-110004
CABINET SECRETARIAT
RASHTRAPATI BHAWAN
NEW DELHI - 110004

D.O. No. 42/13/2016-DPG

June 27, 2016

Dear

As you are aware, the Directorate of Public Grievance (DPG) in the Cabinet Secretariat is mandated to look into unresolved public grievances on issues pertaining to some identified Central Government Ministries/Departments.

2. In keeping with the renewed focus of the Government on public grievance redress, we have taken several initiatives to make the redress system more responsive and effective, like providing a dashboard to the Secretaries and the Nodal Officers for PG with real time data for effective monitoring of pending grievances, launch of Hindi version of PGRAMS to widen its coverage, upgrading PGRAMS to make it more interactive and user friendly etc. Many other initiatives are also planned.

3. There is, however, a need felt to increase awareness about the role and responsibility of DPG among general public. The Department of Administrative Reforms have recently posted an advisory in this regard on the PG Portal on our request. To further this end, we request you to consider including in your official publications, newsletters etc. brought out by your Ministry/Department and the CPSEs and other organizations under its administrative control.

4. A copy each of English and Hindi version of the material to be published is enclosed. I request you to issue appropriate instructions for publication of the same in all the official publications/newsletters etc. of your Ministry/Department and other bodies under its control. A copy each of all such publications may be made available to us.

Yours sincerely,

Encl: Annexure I & II
(English & Hindi)

sd/-

(Sanjay Kumar Srivastava)

As per the list attached.

Copy N.O.O. to:

1. OSD to Cabinet Secretary.
2. Secretary, Deptt. of AR & PG, Sardar Patel Bhawan, New Delhi.

(Rajneesh Tingal)
Joint Secretary

