

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:1602
ANSWERED ON:02.08.2000
OBSERVANCE OF WEDNESDAY AS PUBLIC GRIEVANCES DAY
JAI BHADRA SINGH;RAGHUNATH JHA;RAMJI MANJHI

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) whether a circular was issued in March, 1988 by the Department of Administrative Reforms Advising Ministries etc. to keep Wednesday meetingless day to attend the public grievances without prior appointment;
- (b) the reasons for the contents of the circular not being followed;
- (c) whether the Government propose to take any action to ensure that the officers remain available in their offices on Wednesdays, listen to the public grievances and reply the same in writing in specific language; and
- (d) if so, the details thereof?

Answer

THE MINISTER OF STATE FOR DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI ARUN SHOURIE)

- (a): Yes, Sir. The Department of Administrative Reforms and Public Grievances, had issued guidelines on 1 March, 1988 for strengthening of machinery for redress of public grievances through measures such as meetingless days, integration of grievances redress system into the decision making process, designation of a full time Grievance Officer etc.
- (b), (c) & (d): The various guidelines contained in the circular are generally being observed by various Ministries/ Departments. However, in order to periodically monitor the functioning of the grievance redress mechanism of the Central Government Ministries and Departments, a Standing Committee of Secretaries has been constituted. As a consequence of reviews undertaken by this Standing Committee, the Cabinet Secretary has issued fresh guidelines on February 17, 2000 to all Secretaries to the Government of India reiterating the importance of promptness and courtesy as an obligation of the public service and the need for accessibility to the public/user on specified days by the senior officials, particularly those at the Joint Secretary level.