



Personnel and Administrative
Reforms (A) Department,
Secretariat, Chennai-9.
ஐய ஐப்பசி 17,
திருவள்ளூர் ஆண்டு-2045.

Letter No.41169/A/2014-1, dated: 03.11.2014.

From
Tmt. Anita Praveen, I.A.S.,
Principal Secretary to Government (i/c).

To
All Secretaries to Government, Chennai-9.
All Departments of Secretariat, Chennai-9.
All Heads of Departments including Collectors.
The Additional Chief Secretary and Commissioner of
Revenue Administration, Chennai-5.
The Secretary, Tamil Nadu Public Service Commission, Chennai-3.

Sir / Madam,

Sub: Petitions – Grievance Petitions presented to Government
Offices – Procedures for dealing with grievance petitions –
Instructions – Regarding.

Ref : 1. G.O.(Ms).No.114, Personnel and Administrative
Reforms (A) Department, Dated: 02.08.2006.
2. G.O.(Ms).No.114, Personnel and Administrative Reforms
(A) Department, Dated: 12.09.2013.

In the Government order 1st cited, instructions were issued regarding the
procedures for dealing with grievance petitions received in the Government
offices and in the Government order 2nd cited, instructions were issued regarding
the disposal of grievance petitions received through e-mail.

2. All the Government offices are required to strictly adhere to the above
said procedure and you are requested to communicate these instructions for
compliance to your subordinate offices also.

Yours faithfully,

P. Kalaiselvi
03/11/2014

for Principal Secretary to Government (i/c).

Copy to:

All Officers and Sections in Personnel and Administrative
Reforms Department, Chennai-9.
Personnel and Administrative Reforms (A.R.2) Department,
Chennai-9. (3 copies, to publish in the Internet).