



Personnel and Administrative
Reforms (A) Department
Secretariat, Chennai-600 009.
Panguni - 1
Thiruvalluvar Aandu 2041.

Letter No. 8454 /A/2010 , dated: 15-03-2010

From
Thiru K.N.Venkataramanan, I.A.S.,
Secretary to Government.

To
All Secretaries to Government, Chennai-9.
All Departments of Secretariat, Chennai-9.
All Head of Departments including Collectors/District
Judges and Chief Judicial Magistrates.
The Principal Secretary and Commissioner of
Revenue Administration, Chennai - 5.
The Registrar, High Court, Chennai-104.
The Secretary, Tamil Nadu Public Service Commission,
Chennai-2.

Sir/Madam,

Sub: Petitions - Petitions presented to Government
Offices / Officers - Acknowledgement within
stipulated period - Instructions - Reiterated.

Ref: G.O.Ms.No. 24, P&AR(ARI) Department,
dated.10-02-2010.

In the Government Order cited, the Government have issued orders on the recommendation of the Administrative Reforms Committee constituted under the Chairmanship of Dr. Justice A.K.Rajan, Retired Judge of Madras High Court. On the recommendation that every letter or petition received from the public in Government Office should be acknowledged within the stipulated period, the Government have ordered that the Personnel and Administrative Reforms (A) Department will issue instructions reiterating its earlier instructions relating to this recommendation to all departments of Secretariat and all Head of the Departments.

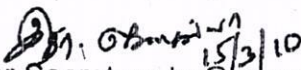
2. In G.O.Ms.No. 114, Personnel and Administrative Reforms (A) Department, dated. 2-8-2006, the following instructions were issued regarding acknowledging the petitions given to the Government Offices/ Officers.

- (i) An acknowledgement should go immediately and at the most within three days of the receipt of grievance petitions.
- (ii) Grievance itself should be redressed within a maximum period of two months of its receipt.
- (iii) The citizens approaching the Government departments with their grievance petitions should be informed of the progress of his/her grievance.
- (iv) If a particular grievance is expected to take longer than two months for its finalisation, an interim reply should invariably be sent.
- (v) 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.

3. All the departments of Secretariat and Heads of departments are requested to follow the above instructions scrupulously. The Heads of departments are also requested to instruct all the Sub-ordinate Offices under their control to follow the instructions issued in G.O.Ms.No.114, Personnel and Administrative Reforms (A) Department, dated. 2-8-2006 without fail.

4. The Personnel and Administrative Reforms (Inspection) Department are also instructed to watch the implementation of G.O.Ms.No.114, Personnel and Administrative Reforms (A) Department, dated. 2-8-06 at the time of inspection.

Yours faithfully,


for Secretary to Government

Copy to

All Sections / Officers in P&AR Department, Chennai-9.
Personnel and Administrative Reforms (Inspection I / II / III)
Department, Chennai - 9.
SF/SC.