



ABSTRACT

Petitions – Grievance Petitions presented to Government Offices –
Procedures for dealing with grievance petitions – Instructions – Issued.

PERSONNEL AND ADMINISTRATIVE REFORMS (A) DEPARTMENT

G.O.Ms.No.114

Dated : 12.09.2013

விஜய ஆவணி 27,
திருவள்ளூர் ஆண்டு 2044.

Read:

G.O.(Ms).No.114, Personnel and Administrative Reforms (A)
Department, dated 02.08.2006.

ORDER :

In the Government order read above, instructions have been issued regarding the procedures for dealing with grievance petitions received in the Government offices.

2. Internet facilities have been provided to almost all Government Offices through the Tamil Nadu State Wide Area Network Horizontal connectivity. The Government have examined in detail and decided to furnish reply for the grievance petitions received through e-mail from the general public in Government Offices.

3. Accordingly the following instructions issued in the Government Order read above shall also be followed to the Grievance petitions received through e-mail.

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.

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

(BY ORDER OF THE GOVERNOR)

P.W.C. DAVIDAR
PRINCIPAL SECRETARY TO GOVERNMENT.

To

All Additional Chief Secretary / Principal Secretaries /
Secretaries to Government, Chennai-600 009.
All Departments of Secretariat, Chennai-600 009.
All Heads of Departments including Collectors/District Judges and Chief
Judicial Magistrates.
The Additional Chief Secretary and Commissioner of
Revenue Administration, Chennai-5 /
The Registrar, High Court, Chennai-104 /
The Secretary, The 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 |

29. 08. 2013
SECTION OFFICER.
13.9.2013

Mr
13/09/13