



AR-II

ABSTRACT

Tamil Nadu Government Office Manual – Petitions presented to Government Offices - Procedures for dealing with grievance petitions – Instructions issued – Amendment to paragraph 167(ii) of chapter XXII of the Tamil Nadu Government Office Manual – Issued.

PERSONNEL AND ADMINISTRATIVE REFORMS (A) DEPARTMENT

G.O.(Ms).No.73

Dated : 11.06.2018

விளம்பி, வைகாசி 28,
திருவள்ளூர்வராண்டு 2049,

Read:

1. G.O.Ms.No.99, Personnel and Administrative Reforms (A) Department, dated 21.09.2015.
2. From the Principal Secretary / Commissioner of Revenue Administration, Chepauk, Chennai – 5. Letter No.R.A.2(3)/32051/2017, Dated:13.03.2018

ORDER:

The amendment suggested by the Principal Secretary / Commissioner of Revenue Administration in his letter read above is approved. The following amendment is issued to the Tamil Nadu Government Office Manual.

AMENDMENT.

In the said Manual, under the heading "petitions, their transmission and disposal", in paragraph 167(ii) of chapter XXII, for the existing sub-paragraphs I, II, III, IV and V, the following sub-paragraphs shall be substituted, namely:-

- 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 one month** of its receipt and it should be with a speaking order in the event of a redressal or rejection if found necessary.
- III. The citizens approaching the Government departments with their grievance petitions should be informed of the progress of his/her grievance.
- IV. In case, for some reason, additional time is required for its finalization, the person, who has given grievance petition, should be informed in writing of the extended period of time for its finalisation.

(P.T.O.)

- V. In case, it is found not feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within the stipulated time limit of one month.

(BY ORDER OF THE GOVERNOR)

GIRIJA VAIDYANATHAN
CHIEF SECRETARY TO GOVERNMENT.

To
The Principal Secretary / Commissioner of Revenue
Administration, Chennai – 600 005.
All Heads of Departments including District Collectors,
District Judges, Chief Judicial Magistrates.
The Registrar, High Court, Chennai – 600 104.
The Secretary, Tamil Nadu Public Service Commission,
Chennai – 600 003.

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12/6/18
SECTION OFFICER


11.6.18