



## 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.99**

**Dated : 21.09.2015**

மன்மத புரட்டாசி - 4

திருவள்ளூர் ஆண்டு 2046

#### Read:

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.
3. Government letter No.41169/A/2014-1, Personnel and Administrative Reforms (A) Department, dt.03.11.2014.
4. Order of the High Court of Madras in W.P.No.20527 of 2014, dated 01.08.2014.

\* \* \* \* \*

#### ORDER :

In the Government Orders first and second read above, instructions were issued regarding the procedures to be followed for dealing with the grievance petitions received in the Government offices.

2. In the judgement of High Court of Madras in W.P.No.20527/2014, it has been directed to issue the Government Order directing all concerned authorities to redress the grievance petition within a maximum period of 30 days from the receipt of grievance petition with a speaking order. In case, for some reason, additional time is required, the person, who has made the representation, would be informed in writing for the extended period of time.

3. Accordingly, the following revised procedures issued for dealing with the grievance petition received through online and off-line in the Government Offices:-

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 for the extended period of time for its finalization.

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 one month.

4. All the Government offices are directed to strictly adhere to the above said procedures for dealing with the grievance petition received in the Government Offices. All the Government offices are requested to communicate these instructions for compliance to the subordinate offices also.

5. Necessary amendments to the Tamil Nadu Secretariat Office Manual and the Tamil Nadu Government Office Manual will be issued separately. The Commissioner for Revenue Administration, Chepauk, Chennai-5 is requested to send necessary draft amendment to the Tamil Nadu Government Office Manual.

(BY ORDER OF THE GOVERNOR)

P.W.C. DAVIDAR

PRINCIPAL SECRETARY TO GOVERNMENT

**To**

All 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 Commissioner for Revenue Administration, Chennai-5  
The Registrar, High Court, Chennai-104  
The Secretary, The Tamil Nadu Public Service Commission, Chennai-3.

**Copy to:**

Private Secretary to the Chief Secretary to Government, Chennai -9.  
Private Secretary to the Principal Secretary to Government,  
Personnel and Administrative Reforms Department, Chennai -9.  
Private Secretary to the Principal Secretary(Training) to Government,  
Personnel and Administrative Department, Chennai -9.  
Personnel and Administrative Reforms (AR-II/CC) Department,  
Chennai - 9 ( to publish in the internet )  
All Officers and Sections in Personnel and Administrative  
Reforms Department, Chennai-9.  
SF/SC.

/ Forwarded by order /

P. Icalaiselvi  
21/09/2015

SECTION OFFICER

21.9.15