

File No.S-15/4/2020-DARPG (C.No.6594)
Government of India
Department of Administrative Reforms and Public Grievances
Public Grievances Division

5TH floor, Sardar Patel Bhawan
Sansad Marg, New Delhi-110001
Dated 8th April, 2020

OFFICE MEMORANDUM

**SUBJECT: HANDLING PUBLIC GRIEVANCES
PERTAINING TO COVID-19 IN MIISTRIES/
DEPARTMENTS OF GOVERNMENT OF INDIA**

The undersigned is directed to refer to the OM of even number dated 30th March,2020 regarding appointment of nodal officers in each Ministry/ Departments to handle COVID 19 related public grievances in CPGRAMS promptly within a timeline of 3 days.

2. Over the last few days CPGRAMS has seen exponential increase in public grievances related to COVID, which are likely to increase further in the coming days. Such a large volume of grievances has necessitated to review the strategy so that the critical grievances shall get due attention and resolved as quickly as possible. Therefore, nodal officers are advised to prioritize the cases depending upon their criticality and speed up resolution of the grievances which require immediate attention.

3. Further, certain instances have been brought to the notice of this Department, which raise a concern on qualitative disposal of the grievances. For example, a grievance pertaining to non-availability of courier service for supply of essential medicine to a cancer patient was disposed of by stating that *“An empowered Committee has been constituted under the Chairmanship of Secretary Department of Higher Education for Grievance relating to COVID 19 matters, thus the same be transferred to him for taking further necessary action in the matter.”* Such insensitive and casual approach will defeat the entire purpose of this exercise. Hence the nodal officers are also being advised to follow a more sensitive and responsible approach while disposing grievances.

4. On a general analysis of grievances in CPGRAMS, it appears that a number of suggestions are also there along with grievances. The line Ministries are better positioned to understand whether a particular case is a grievance from the person in distress that needs to be addressed promptly or a suggestion by the citizen for a larger systemic improvement. Hence, while

grievances may be accorded top priority for resolution, keeping in mind the utmost satisfaction of the citizen, as early as possible and maximum within 3 days, the suggestions may be forwarded to MyGov and cc to Empowered Group-10 to enable a well-coordinated and integrated response to the COVID-19.

This issues with approval of Secretary DARPG.

P. Prisca
8/14/2020

(Prisca Poly Mathew)
Deputy Secretary to Government of India

To:
The Public Grievance Nodal Officers of all Ministries/Departments

Copy for information to :

1. Principal Secretary to Prime Minister
2. Advisor to the Prime Minister (Mr. Bhasker Khulbe)
3. Cabinet Secretary
4. All Secretaries to Government of India
5. Chairman and Members of the Empowered Group-10
6. Chief Executive Officer, MyGov, Ministry of Electronics and Information Technology.