

No.42/34/2018-DPG
Government of India
Directorate of Public Grievances
(Cabinet Secretariat)

2nd Floor, Sardar Patel Bhawan,
New Delhi-110001.

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Subject: Advisory on handling of grievances received in the Directorate of Public Grievances.

The Directorate of Public Grievances (DPG) has a dedicated Portal (<http://dpg.gov.in>) to facilitate lodging of grievances online. The portal generates unique registration number of grievances automatically and marks the complaints to the concerned Public Grievance Officer. This not only speeds up the process of disposal significantly, but also keeps the complainants informed of its status. It is, therefore, always advisable to lodge the complaints/grievances online through the Portal.

2. At present, fifteen Ministries/Departments are under DPG's purview. They are (i) Ministry of Railways (ii) Department of Posts (iii) Department of Telecommunications (iv) Ministry of Housing and Urban Affairs (erstwhile Urban Development) (v) Ministry of Petroleum and Natural Gas (vi) Ministry of Civil Aviation (vii) Ministry of Shipping (viii) Ministry of Road Transport & Highways (ix) Ministry of Tourism (x) Department of Financial Services (Banking and Insurance, only Public Sector) (xi) Ministry of Labour (EPFO and ESI) (xii) Ministry of External Affairs (Regional Passport Authorities) (xiii) Ministry of Health and Family Welfare (CGHS only) (xiv) Ministry of Human Resource Development and (xv) Ministry of Youth Affairs. Hence complaints/grievances relating to these Ministries/Departments can be lodged on the Portal.

3. DPG entertains grievances after the complainants fail to get satisfactory redressal from the Ministry/Department concerned within a reasonable period of time. Another essential parameter used in assessment of a complaint is its gravity. The complaints assessed fit for intervention by DPG are taken up and the rest are transferred to the Ministries/Departments concerned for appropriate action.

4. DPG is not mandated to look into a grievance that relates to a policy matter or a matter that has already been disposed of at the level of the Minister incharge of the Ministry/Department. Likewise, grievances relating to service matters (excluding those relating to payment of terminal benefits, like gratuity, GPF), commercial contracts, sub-judice matters or where quasi-judicial procedures are prescribed for decision making fall outside its purview.

5. DPG accepts grievances through e-mail also. However, such grievances are processed as physical complaints. In the absence of any prescribed structure, the e-mails are often without basic details and relevant information. In order to identify genuineness of the grievance and to ensure their appropriate disposal, the following procedure has been laid down for handling of grievances received through e-mails:

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(i) There would be a unique e-mail ID for all PG officers of DPG, i.e., pgoofficer@dpg.gov.in. The e-mails received would be distributed in separate folders by the responsible official of the Directorate. The PG Officers would assess the e-mails and take appropriate action.

(ii) All grievances received through e-mails would be assessed based on parameters laid down in DPG.

(iii) The e-mails addressed exclusively and/or originally to DPG would only be acted upon. E-mails addressed to multiple authorities would not be acted upon. However, e-mails copied to other authorities would also be accepted if these are addressed originally to DPG.

(iv) E-mails pertaining to issues outside purview of DPG would be returned to the sender with the advice that grievance may be taken up with the concerned relevant authority.

(v) Repetitive/reminder e-mails or e-mails containing complaints which have already been examined in DPG would not be acted upon unless substantive new/additional facts are brought out.

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To

- (i) All officers/officials of DPG.
- (ii) Office of Joint Secretary (DPG).
- (iii) Office of Secretary (C&PG)