

By E-Mail

S-15/5/2020-O/o DS(PG)-DARPG(C.No.6596)
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar aur Lok Shikayat Vibhag

5th Floor, Sardar Patel Bhavan, Sansad Marg,
New Delhi-110001, Dated: 20th April , 2020

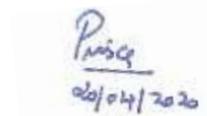
Office Memorandum

Subject:- ‘Disposal of COVID-19 related Public Grievances’ -success stories regarding.

The undersigned is directed to refer to Ministry of Home Affairs Order No.40-3/2020-DM-I(A) dated 29th March, 2020 regarding Constitution of the Empowered Groups under the Disaster Management Act,2005, and to say that Secretary, DARPG is a Member of the Empowered Group-10 relating to 'Public Grievances and Suggestions'. In a meeting taken with the Conveners of all the Empowered Groups it was decided that ‘Good news stories/Success stories where grievances have been settled should be tweeted / forwarded to the Ministry of Information & broadcasting for publicity’

2. In view of the above decision, DARPG is to collect ‘Goods news/success stories’ with a very brief description on the delivery achievements made while taking up the task of resolution of public grievances by Ministries/Departments. Accordingly, it is requested that success stories of your Ministry/Department in disposing off COVID-19 related Public Grievances along with an appropriate picture may please be shared with DARPG.

This issues with approval of Secretary DARPG.



(Prisca Mathew)

Deputy Secretary to the Government of India

To,
All Nodal Grievance officers of Ministries / Departments of Government of India.