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Immediate

NoP-17025/2/2015-RC
Government of India
Ministry of Rural Development
Department of Rural Development
RC Division

Room No. 278, Krishi Bhawan
New Delhi, dated 1st December, 2015

CIRCULAR

Subject: Timeline in disposing of public grievances received directly or through MPs/VIPs/President Secretariat/ Directorate of Public Grievances, Department of AR&PG/e-mail, etc.

This Ministry has been receiving feedback from various Hon'ble Members of Parliament that their grievances on the implementation of RD Schemes, including PMGSY, are not being addressed in a time bound manner. This issue was also raised in the Privileges Committee (Lok Sabha) in its meeting held on 20th November 2015.

2. As per the Manual of Office Procedure (MoP), all public grievances received directly or through MPs/VIPs/President's Secretariat/Directorate of Public Grievances (Cabinet Secretariat)/Department of AR&PG/e-mail, etc., will be registered and processed in the computerized Public Grievance Redress and Monitoring System (CPGRAMS). Action to acknowledge and dispose of the grievances according to time norms fixed will be taken.

3. In order to ensure prompt response to letters/complaints received from MPs regarding implementation of PMGSY, it has been envisaged that:

- (i) Each communication received from VIPs, including Members of parliament, will be formally acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent;
- (ii) Where, delay (as in (i) above) is anticipated in sending a final reply, or information has to be obtained from another Ministry/Office, an interim reply will be sent within a month (from the date of receipt) indicating the possible date by which a final reply will be made;
- (iii) If any such communication is wrongly addressed to a Department, it will be transferred promptly (within a week) to the appropriate Department under intimation to the party concerned;

4. The Ministry of Rural Development from time to time has been drawing attention of the State Governments to the critically important role of Hon'ble Members of Parliament in the planning and implementation of Pradhan Mantri Gram Sadak Yojana (PMGSY). The role of MPs in respect of PMGSY can be appreciated in three broad areas -- mandatory consultation with the MPs before formulating and finalizing the annual proposals to be sent by the State to the Ministry (it is expected that the SRRDAs would formally communicate with the concerned MPs by name and request for their suggestions), foundation stone and inauguration of the PMGSY Roads to be mandatorily done by the MPs as prescribed in the advisories issued to the States, from time to time and regular on site inspections of the PMGSY works by the MPs (for this purpose the concerned Chief Engineer/ Superintending Engineer would formally request and seek convenience of the MP). Recently, some of these instructions were reiterated in the Ministry's letters dated 23.7.2015 and

SE (PMGSY)

SE (WB)

APB

SE (Punjab)

CE (PMGSY)

CE (PMGSY)

for Terminal

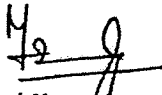
Chief Engineer (PMGSY)

RR No. 3924, Date: 21/12/15

31.7.2015. These are also available on the Ministry's website (www.pmgysy.nic.in) under 'Circular section.

5. In order to promptly redress the public grievances about implementation of PMGSY, States are requested to ensure that the preparation of projects and its implementation under PMGSY are made strictly as per the stipulations in the PMGSY guidelines, in consultation with the MPs, in the prescribed manner.

6. It is also requested that necessary instructions may please be issued to the concerned Departments/officials to ensure that public grievances received through Hon'ble MPs, etc., are attended to in a time bound manner. Accordingly, it is further requested in all those cases where the Ministry seeks State's assistance in disposing of public grievances received through MPs, etc., the requisite information/data/comments of the State Government may please be furnished to the Ministry within 15 days of the receipt of such communications from the Ministry.


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Distribution:

1. Principal Secretary/Secretary (In-charge of implementation of PMGSY) of all States/UTs
2. Engineer-in-Chief/Chief Engineer of the PMGSY (All States/UTs)
3. Dir(RC-YSD)/Dir (RC-PR), Ministry of Rural Development, Krishi Bhawan New Delhi
4. All Directors in NRRDA, New Delhi.

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2. PPS to Secretary (RD)/ PPS to AS(FA)/ PPS to JS(RC)
3. DS(GC), MoRD
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2. File No.17017/6/2015-RC