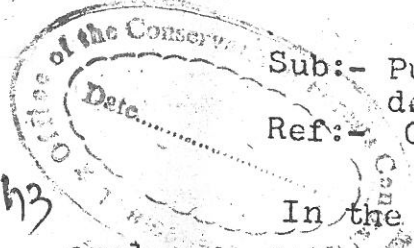


No. 6245/D2/92/P&ARD.

Personnel & Administrative Reforms (D) Department, Thiruvananthapuram, Dated: 31-5-1995.

C I R C U L A R

Sub:- Public Grievances - Redressal of - Avoidance of delay - Instructions - Issued.  
Ref:- Circular No. 4264/D2/92/P&ARD, dated 28.4.1992.



h3  
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In the circular referred to above, a copy of which is enclosed, for ready reference, Government have issued circular directions regarding the procedure to be followed in the matter of dealing with petitions, memoranda, representations and grievances from the public.

Now it has come to the notice of the Government that certain departments/offices/officers are not following the instructions in the true spirit and this causes inconvenience to the public.

On receipt of petitions, memoranda etc., the action taken on such petitions, memoranda, should be promptly intimated to the petitioner as stipulated in the circular. In the case of offices having public dealings, the date of rendering service should be indicated in the acknowledgement card. Wherever necessary, enquiry counters may be opened and definite dates should be informed to the petitioners, etc by which action will be finalised on the representation to avoid wasteful and repetitive trips by the members of the public to the public offices.

The contents of the circular under reference may kindly be borne in mind and followed seriously. Government will view non-adherence to the instructions, very seriously.

K. UPPLIAPPAN,  
COMMISSIONER AND SECRETARY TO GOVERNMENT.

TO  
All Heads of Department.

xx xx

Endt. on E6-27620/95, Dated. 27.6.1995.  
Copy with copy of Government Circular No. 4264/D2/92/P&ARD, dated. 28.4.92 communicated to Chief Conservator of Forests, Vigilance/Social Forestry/Wildlife/ for information.  
Copy with copy of Circular dtd. 28.4.92 forwarded to all Conservator of Forests/Divl. Forest Officers, Asst: Conservator of Forests, Working Plan Officers, Wildlife Wardens/S.R.O. & WPO'S. The Instructions contained in the Circular should be followed scrupulously. Copy to all Branch Officers and Section Heads in office for information and necessary action. PA to PCCF/CCF(D) & CFS to all branches.

M S.F.

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