

Copy of Government. Circular no. 3461/A2/85/P&ARD dt. 30-3-85 from the Chief Secretary, Govt. of Kerala.

Sub:- Public grievances redress of advance if delay instructions issued.

In the matter of dealing with petitions/memoranda/representations and grievances from the public, the following should be done by all Heads Departments and Heads of offices with immediate effect.

- (a) Action to be taken on petitions/ memoranda/ other written communications/ Received in Govt. offices from the public.
 - (i) Receipt of the petitions/memoranda/other written communications/ Miscellaneous applications, etc. will be acknowledged within one week.
 - (ii) Action taken will be intimated to the party, within one month.
 - (iii) Final decisions taken on the petitions/memoranda, etc. will be communicated to the party within a period of 3 months at the latest.

In the case of statutory applications received in offices like the Village office/ Taluk office, Collectorate, office, District Supply Office, Sub Registry office, Dist. Registrar's office, Motor Vehicle Inspector's office, Regional Transport Office, Transport Commissioner's Office Excise office, Sales Tax Office, Panchayat Office, City Corporation Offices Agricultural Office, Industries offices, and other of issue of the certificate/permit license/other relevant paper etc. will the indicated in the acknowledgement card itself and the document will be supplied to the persons concerned on the appointed date and time. The time limit fixed should be reasonable.

- (b) Opening of Enquiry Counters:

A general enquiry counter will be open in each office frequented by the public which will function from 10 30 am to 1.00 pm and 2 pm to 4.30 pm on all working days. The counter will be under the direct control of the head office and manned by a team consisting of an officer in the cadre of Junior Supdt, one clerk and one peon, to be found by suitable employment of the existing staff on rotation basis. The enquiry counter is indented to serve the general public who come to the office for redress of provinces or for seeking information on some problems, of for some other service. The staff at the enquiry counter will ascertain the problem from the visitor and after consulting and section concerned, convey information regarding the exact position of the matter. Whenever it is possible redress of grievance or sanction a request immediately, definite date should not possible to sanction a request immediately, a definite date should to intimated so that repeated futile and expensive visits by a

petitioner can be avoided to the parties after making necessary services in a register not in the counter .were action will Be taken whenever non – compliance of the instruction contained in this circular and delay are noticed.

All Head s of offices will submit a feed back report to the concerned head of Department on the implementation of the above instructions and their functioning, within a month positively.. The Heads of Departments will be assess the performance of the system and submit a report to the concerned administrative department in the secretariat within two months.

Chief Secretary to Government.

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For Conservator of Forests,
Central Circle.
Trichur.