

No. C-36012/26/2014-PG  
Government of India  
Ministry of Human Resource Development  
Department of Higher Education  
Public Grievances Section

Shastri Bhawan,  
New Delhi, the 25th Oct, 2016

OFFICE MEMORANDUM

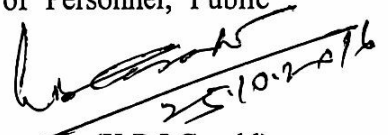
**Subject: Reiteration of guidelines on Visiting Hours for meeting citizens – regarding**

The undersigned is directed to forward a copy of O.M. of even no. dated 30th Sep, 2014 on the above mentioned subject vide which, it was desired that **all officers of the level of Deputy Secretary and above in the Ministry would, on each Wednesday of the Week, remain in their offices and would, from 1000 hours to 1300 hours, attend to the public grievance work pending with them and would hear public grievances, if any. No officer in the Ministry would schedule any inter-ministerial meeting on Wednesdays and where such a meeting has to be fixed under circumstances of extreme public interest, it may be scheduled after 1300 hours.**

2. All officers of the level of Deputy Secretary and above were also asked to issue suitable instructions to the peons attached with them to allow the members of the public a free access during the aforesaid period.

3. Also, S&S Division was asked to issue, under intimation to PG Section, separate instructions to the receptionists and security personnel so as to allow the members of the public, a free access (after mandatory check) to enable them to meet the concerned officers without any prior appointment for redress of their grievance, if any.

4. All officers are once again requested to attend to the Public grievance petitions on priority and ensure compliance of directions issued by the Ministry of Personnel, Public Grievances and Pensions from time to time.

  
25.10.2016

(K.P.J. Gerald)

Under Secretary (Public Grievances)

Encl: as above

All Bureau Heads in the Ministry

All Deputy Secretary / Director level officers in the Ministry

US(S&S) for action on para 3

Copy for information to:

PS to Secretary (HE) and PS to Secretary (SE&L)

FTS:- 135105/2016

135105(1)/2016

No. C-36012/26/2014-PG  
Government of India  
Ministry of Human Resource Development  
Department of Higher Education  
Public Grievance Section

Shastri Bhawan,  
New Delhi, the 30<sup>th</sup> Sep, 2014

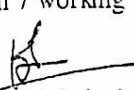
**Subject: Reiteration of guidelines on Visiting Hours for meeting citizens -regarding**

The undersigned is directed to enclose herewith a copy of O.M. No. C-36012/11/2011-PG dated 5<sup>th</sup> Sep, 2011 on the above mentioned subject vide which, it was, inter-alia, directed that all officers of the level of Deputy Secretary and above in the Ministry would, on each Wednesday of the Week, remain in their offices and would, from 1000 hours to 1300 hours, attend to the public grievance work pending with them and would hear public grievances, if any. No officer in the Ministry would schedule any inter ministerial meeting on a Wednesday and where such a meeting has to be fixed under circumstances of extreme public interest, it may be scheduled after 1300 hours.

2. All officers of the level of Deputy Secretary and above were also directed to issue suitable instructions to the peons attached with them to allow the members of the public a free access during the aforesaid period.

3. Also, S&S Division was directed to issue, under intimation to PG Section, separate instructions to the receptionists and security personnel so as to allow the members of the public a free access (after mandatory security check) to enable them to meet the concerned officers without any prior appointment for redressal of their grievance, if any.

4. All officers are once again requested to attend to the Public grievance petitions on a top priority basis and should ensure that no public grievance petition received by them directly or through Ministry of Personnel, Public Grievances and Pensions or through the President Secretariat or from the Public Grievance Division of the Ministry or through e-mail remains pending with them for more than 7 working days.

  
(K.S. Mahajan)

Under Secretary (Public Grievance)

Encl: as above


All Bureau Heads in the Ministry

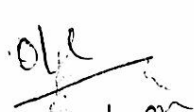
All Deputy Secretary/ Director level officers in the Ministry

[ US(S&S) for action on para 3 and 4 of annexure

Copy for information to:

PS to HRM/ PS to Secretary (HE) and PS to Secretary (SE&L) / NIC/ Also Standard Distribution

  
8/10/14

  
Handed on 7/10/2014.

  
8/10

S. NO. 1 (4)

**ATTENTION/PUBLIC GRIEVANCE MATTER/urgent**

No C-36012/11/2011-PG  
Government of India  
Ministry of Human Resource Development  
Department of Higher Education  
Public Grievance Section

New Delhi, the 5th September, 2011

Subject: - Reiteration of guidelines on Visiting Hours for meeting citizens - regarding

The undersigned is directed to enclose herewith a copy of Office Memorandum No H-18011/36/2010-PG dated 9<sup>th</sup> August, 2011 received from the Ministry of Personnel, Public Grievances and Pension on the subject mentioned above and to say that in compliance of the said instructions, it has been decided to keep every Wednesday of the Week in the Ministry as a meeting-less day. Accordingly, all officers of the level of Deputy Secretary and above in the Ministry would, on each Wednesday of the Week, remain in their offices and would, from 1000 hours to 1300 hours, attend to the public grievance work pending with them and would hear public grievances, if any. No officer in the Ministry would schedule any inter ministerial meeting on a Wednesday and where such a meeting has to be fixed under circumstances of extreme public interest, it may be scheduled after 1300 hours.

2. All officers of the level of Deputy Secretary and above would issue suitable instructions to the peons attached with them to allow the members of the public a free access during the aforesaid period.

3. S&S Division would issue, under intimation to PG Section, separate instructions to the receptionists and security personnel so as to allow the members of the public a free access (obviously after mandatory security check) to enable them to meet the concerned officers without any prior appointment for redressal of their grievance, if any.

4. With a view to sensitize the General Public about the above arrangement to enable them to take advantage of the same, a notice to the aforesaid effect would be displayed by S&S Division at the Information Facilitation Counter and also in E-office. PG Section would provide the content of the notice.

5. All Officers are advised to attend to the Public grievance petitions on a top priority basis and should ensure that no public grievance petition received by them directly or through Ministry of Personnel, Public Grievances and Pensions or through the President Secretariat or from the Public Grievance Division of the Ministry or through e-mail remains pending with them for more than 7 working days.

This issues with the approval of Secretary (HE).

(K.S. Mahajan)  
Under Secretary (Public Grievance)

All Bureau Heads in the Ministry

All Deputy Secretary/Director level officers in the Ministry.

US (S&S) for action on para 3 & 4 above.

Copy for information to:

PS of HRM/PS to Ministers of State/PSO to Secretary (HE) and PSO to Secretary (SE &L)/  
NIC/Also Standard Distribution