



ABSTRACT

Tamil Nadu Government Office Manual - Petition presented to Government Offices - Procedures for dealing with grievance petitions - Instructions issued - Amendment to paragraph 167 (ii) of Chapter XXII of the Tamil Nadu Government Office Manual - Issued.

PERSONNEL & ADMINISTRATIVE REFORMS (A) DEPARTMENT

G.O.Ms.No.7

Dated:21.01.2008.

Sarvajith, Thai 7, Thiruvalluvar Aandu-2039.

Read:

G.O.Ms.No.114, Personnel and Administrative Reforms(A) Department, dated: 2.8.2006.

Read also:

From the Special Commissioner & Commissioner of Revenue Administration Lr.No.IC2/90206/2007, dated: 18.12.2007.

ORDER:

The amendment suggested by the Special Commissioner and Commissioner of Revenue Administration in his letter read above is approved. The following amendment is issued to the Tamil Nadu Government Office Manual.

AMENDMENT

In the said Manual, for the heading "Petitions, their transmission and disposal" of paragraph 167 of Chapter XXII the following instructions shall be added to the existing instructions in paragraph 167 (ii) of chapter XXII, namely:-

- i) An acknowledgement should go immediately and at the most within three days of the receipt of grievance petitions.
- ii) Grievance itself should be redressed within a maximum period of two months of its receipt.
- iii) The citizens approaching the Government departments with their grievance petitions should be informed of the progress of his/her grievance.
- iv) If a particular grievance is expected to take longer than two months for its finalisation, an interim reply should invariably be sent.
- v) In case, it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within the stipulated time limit of two months.

2. The Special Commissioner & Commissioner of Revenue Administration is requested to take necessary action for issue of correction slips to the Tamil Nadu Government Office Manual.

(BY ORDER OF THE GOVERNOR)

T. S. SRIDHAR,
SPECIAL COMMISSIONER AND
SECRETARY TO GOVERNMENT.

To.
The Special Commissioner & Commissioner of Revenue
Administration, Chennai-5.
All Heads of Departments including District Collectors,
District Judges, Chief Judicial Magistrates.
The Registrar, High Court, Chennai-104.
The Secretary, Tamil Nadu Public Service Commission,
Chennai-2.

Copy to:

Revenue Department, Chennai-9.
All Departments of Secretariat, Chennai-9.
All Sections of Personnel and Administrative Reforms Department,
Chennai-9.
Sf/Sc.