

No. 19(4)/2006-O&M  
Government of India  
Ministry of Heavy Industries and Public Enterprises  
Department of Heavy Industry  
(O&M Section)

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Udyog Bhawan, New Delhi  
Dated the 22<sup>nd</sup> December, 2006

Office Memorandum

Subject: Handling of Public/Staff Grievances – observation of meetingless day

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The undersigned is directed to say that as per the instructions contained in the Chapter XIV –Checks on Delay of the Central Secretariat Manual of Office Procedure, all Officers of the level of Deputy Secretary and above would redress Public Grievances pertaining to Divisions under their charge. They would view Public Grievances with sympathy and make special efforts to decide on such cases expeditiously.

Every Wednesday of the week should be observed strictly as a meetingless day. The Director of the Grievances and other officers of the level of Deputy Secretary and above should remain in their Offices during specified hours (1000 to 1300 hours) on every Wednesday to receive and hear the grievances of the Public.

It is requested that the above instructions should be followed scrupulously by all concerned.

This issues with the approval of Hon'ble Minister(HI&PE).

  
(S.P.Veer)

Under Secretary

All Officers / Sections  
Department of Heavy Industry

Copy for information to:

- 1.PS to Hon'ble Min.(HI&PE)/MOS(HI&PE)
- 2.PS to Secy.(HI&PE)/AS&FA
- 3.PS to JS (S)/JS(C)/JS (M)/A (T)/CCA
- 4.Department of Administrative Reforms & Public Grievances, Sardar Patel Bhawan, New Delhi