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No H- 18011/36/2010-PG
Government of India/ Bharat Sarkar
Ministry of Personnel, Public Grievances and Pensions
Karmik, Lok Shikayat Evam Pensions Mantralaya
Department of Administrative Reforms and Public Grievances /
Prashasnik Sudhar Evam Lok Shikayat Vibhag
(Public Grievances Division / Lok Shikayat Prabhag)

3th floor, Sardar Patel Bhawan,
Sansad Marg,
New Delhi 110001
9th August 2011

OFFICE MEMORANDUM

Subject: Re-iteration of guidelines on visiting hours for meeting citizens – regarding –

Attention of all concerned is invited to three specific guidelines in 'Compilation of Guidelines for Redress of Public Grievances' as listed below:

1. **OM No. 1/PLCY/PG- 88(7) dated 1st March 1988** : In paragraph I thereof the following policy has been made -

I. Meetingless Day:

(i) Every Wednesday of the week shall be observed as a meeting-less day in the Central Secretariat . Three hours (1000 hours to 1300 hours) on this day may be set apart for grievance redressal when all officers of the level of Deputy Secretary and above will remain in their offices and will receive and hear public grievances. No inter-ministerial meetings will be schedules on a Wednesday. However, intra-ministerial meetings, which cannot be postponed, may be fixed on Wednesday after 1300 hours.

(ii) All Ministries / Departments may also designate one day of the week as a meetingless day for their Subordinate / Attached / Field offices keeping in view their local requirements. Three hours on that day may be earmarked for receiving and hearing public grievances.

(iii) These instructions will be invariably observed except in cases where Parliamentary business requires an officer to be away from his office on Wednesday between 1000hours to 1300 hours or in cases where urgent internal meetings cannot be delayed. In case an officer is required to be away from his office unavoidably during these hours, he may set apart three hours at any other time on Wednesday. The Secretary of the Ministry / Department may be apprised of the change in the schedule as soon as possible.

2. **OM No. 9/PLCY/PG – 93(8) dated 07.09.1993**: This inter alia refers to the above OM of 1.3.1988 to re-iterate the following:

(i) The meetingless day should be observed strictly. The Director of Grievances and other officers of the rank of Deputy Secretary and above should remain in their offices during specified hours (1000 hours to 1300 hours) on every Wednesday to receive and hear grievances of the members of the public.

(ii) The receptionists, security personnel and peons should be given suitable instructions about the meetingless day so as to allow the members of the public to meet officers on that day without prior appointment.

3. **OM No. K-15011/1/2006-PG dated 22.5.2006** : This inter alia includes the following:-

(vi) Every Wednesday may be kept as meeting-less day for the Directors of Public Grievances for hearing the grievances of the citizens. The feedback mechanism may be ensured for an inbuilt mechanism to correct deficiencies.

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