

CHAPTER XII

O&M AND PUBLIC GRIEVANCES REDRESSAL

An information and facilitation counter (IFC) has been set up in the Ministry to provide effective and responsive administration to citizens, provide information to them and to create awareness. Some important material on varied subjects that have utility for the general public has been kept at the IFC. In addition to supplying information, public grievance petitions are also received, which are then passed on to the concerned authorities.

As per the manual of office procedure, an annual organisation and method (O&M) inspection of all the sections/desks in the Ministry has been carried out and the corrective measures suggested by the inspection officers implemented. In addition, 'Executive Summary for Secretary' is being submitted on a quarterly basis as per orders of the Department of Administrative Reforms & Public Grievances and follow-up action is being taken.

The grievance redressal machinery set up in the Ministry is headed by the joint secretary (administration), who is the Director of public grievances. Prompt action is taken and grievance cases referred to the concerned administrative units for early redressal. Periodic/monthly reviews are carried out by the director of grievances and necessary action taken. A citizen's charter disseminating information about the Ministry's work, the personnel to be contacted for additional information, settling grievances, etc., has been published and also placed on the Ministry's website. The website is updated regularly. The PGRAMS software provided by the Department of Administrative Reforms & Public Grievances has also been put into operation.

Record Cell

Due attention is being paid to record management. During 2003-04, special drives were launched to record, review and weed out old records. Up to November 2003, 236 files were weeded out and 131 files of a non-current nature, over 25 years old, were transferred to the National Archives of India (NAI) for permanent retention.



Ministry of Road
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