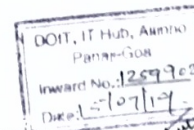




**DEPARTMENT OF PUBLIC GRIEVANCES**

Government of Goa,  
Secretariat, Porvorim, Goa-403 521.  
Ph. No. 2419864/2419766  
Email: [us-pgc.goa@nic.in](mailto:us-pgc.goa@nic.in)  
Website: [www.grievances.goa.gov.in](http://www.grievances.goa.gov.in)



*DDP/...*

*5/15/19*

**Dated: 11/07/2019**

*H.O.  
11/07/19  
N...*

**MOST IMMEDIATE**  
No. 11/10/2019/PG-Misc/606

**CIRCULAR**

In order to have citizen friendly and efficient administration, the public grievances should be attended in a timely, effective and efficient manner. The Directorate/ Department of Public Grievances, Government of Goa, Secretariat is receiving the grievances pertaining to various departments. In order to ensure timely and effective redressal of grievances in an efficient way, the following procedure shall be followed henceforth with immediate effect:-

1. As soon as any public grievance is received, either through Email or hard copy, the same shall be sent to the concerned department on their official Email ID and a copy shall be marked to the complainant. The concerned department shall send Action Taken Report (ATR) to the concerned through Email ID within 15 days, as far as possible, and the concerned department shall endorse a copy to the Directorate / Department of Public Grievances.
2. The Action Taken Report (ATR) should also be uploaded by the concerned department on their Portal. Henceforth, all the HODs shall personally check their emails, regularly, for taking prompt action.
3. All the HODs shall ensure to upload on their Website the details of Public Grievance Officer and his/her contact details for the convenience of the public. In case no officer is designated as Public Grievance Officer, the same should be done immediately.

The above instructions shall be followed strictly, with immediate effect, including Autonomous Bodies and Corporations.

*[Signature]*

*[Signature]* 11/7/19.  
(P.S. Reddy)  
Secretary (PG)

To  
All the Heads of Department / Autonomous Bodies and Corporations.

Copy for information to :  
All Secretaries to the Government