



No. 62/2020/CMCC

Dated, 3-08-2020

CIRCULAR

It has come to the notice that a large number of petitions received through the CMO Portal are seen pending with many departments in Secretariat without any action.

This is not in line with the objectives of the Chief Minister's Public Grievance Redressal System. Under the circumstances, the following instructions are issued with immediate effect for strict compliance.

1. Petitions received by the Nodal Officers through CMO Portal should be forwarded to the concerned Section Officers **on the same day itself**.
2. Petitions thus received should be disposed **within two weeks, by giving a reply to the petitioner.**
3. In case the petitions need to be referred to the Hon'ble Chief Minister for disposal, the same should be **circulated to the Hon'ble Chief Minister within two weeks.**
4. Section Officers should ensure that timely reports are received from the Head of Departments/Officers concerned in case petitions are referred to them.
5. All officers from Section Officers and above **should give due priority to the petitions received through the CMO Portal** and ensure that no such complaints are left to be disposed in the sections under their control.
6. **In order to avoid delay in processing files, all petitions pushed to e-Office as receipts should be converted into files and file number should be entered in the note portion of the CMO Portal.**
7. On completion of action in e-Office, the corresponding petition in the CMO Portal should also be closed.
8. Consolidated list of all such petitions received through CMO Portal shall be submitted by Secretary to Chief Minister and will be reviewed by Chief Secretary in the monthly meeting of Secretaries
9. The Secretaries/Nodal Officers of all Departments should ensure that the above instructions are scrupulously followed.


Dr. Vishwas Mehta
Chief Secretary

To,

All Additional Chief Secretaries/Principal Secretaries/Secretaries/Special Secretaries
All Additional/Joint/Deputy/Under Secretaries
All Department including Law and Finance
Stock File/office Copy

Copy to:

The Private Secretary to Chief Minister.