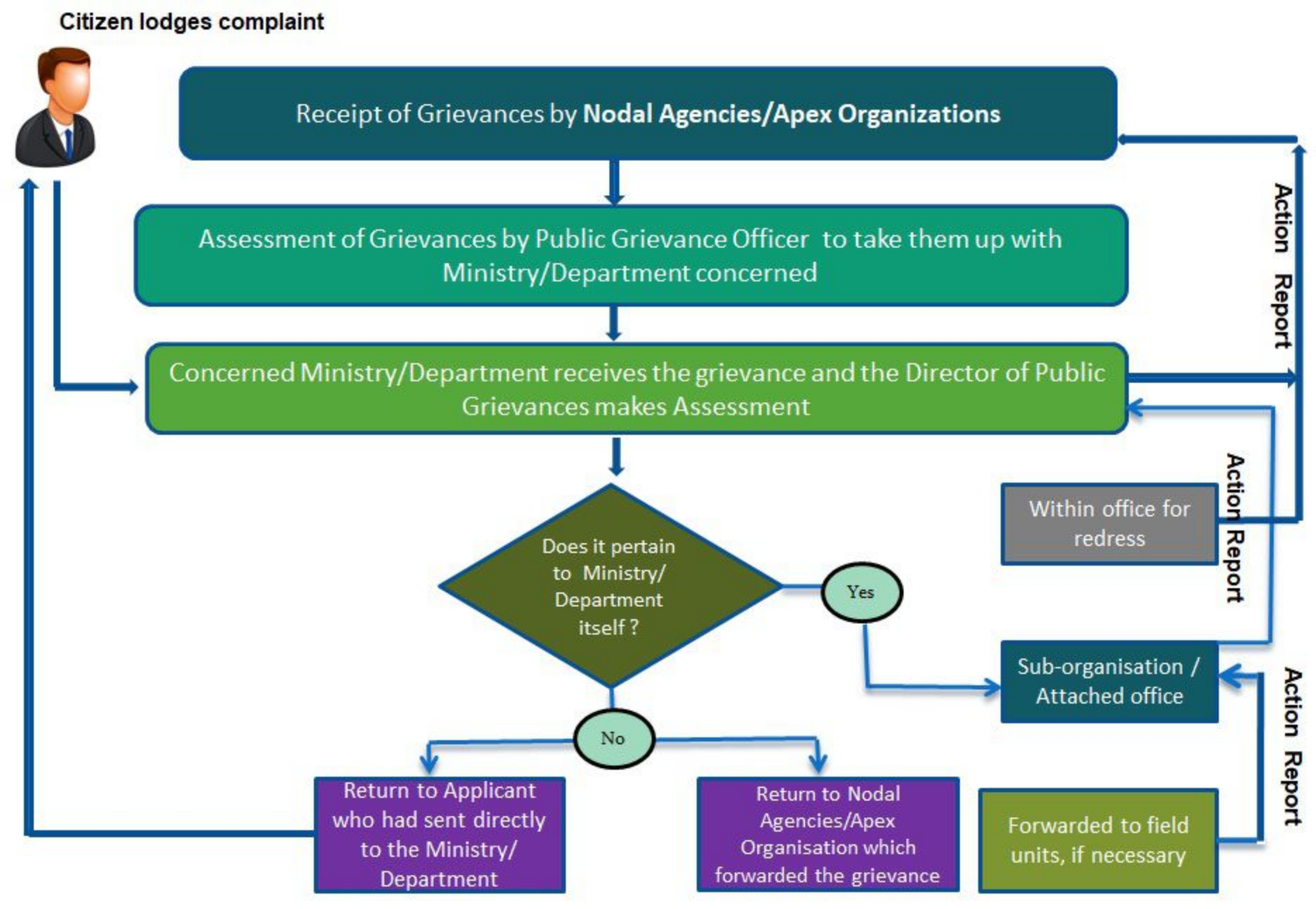
Citizen lodges complaint
Receipt of Grievances by Nodal Agencies/Apex Organizations
Assessment of Grievances by Public Grievance Officer to take them up with Ministry/Department concerned
Concerned Ministry/Department receives the grievance and the Director of Public Grievances makes Assessment
Does it pertain to Ministry/ Department itself ?
Yes
No
Within office for redress
Sub-organisation / Attached office
Forwarded to field units, if necessary
Return to Applicant who had sent directly to the Ministry/ Department
Return to Nodal Agencies/Apex Organisation which forwarded the grievance
Action Report
Action Report
Action Report