

### **Business Rules of the department (Public Grievances):**

- The main function of the Department of Removal of Grievances is to find out ways and means to remove the grievances of the public effectively. To achieve this object, Removal of Grievances Committees has been constituted at the District Level and the Sub-Divisional level. Instructions are issued from time to time to the Heads of Departments and Deputy Commissioners etc. for taking appropriate action on the grievances of the general public.
- **ALLOCATION OF BUSINESS RULES:-**
- 1. Entertainment of all kinds of complaints from public against the State Government Departments and State undertakings.
- 2. Constitution of District Public Grievances Committee and nomination members to such Committees.
- 3. Framing of policies regarding redressal of public grievances and machinery thereof including:-
  - a. Advice and suggestions to the Heads of Departments and Deputy Commissioners to set up arrangement for quick disposal of public grievances.
  - b. Inquiries suo moto in cases of undue delay or those of urgent nature.
  - c. Study of cases of major grievances and proposing remedies where possible.