

# HINDUSTAN PREFAB LIMITED

(A Govt. of India Enterprise)

Jangpura, New Delhi – 110 014



Ref.No.HPL/ESF /2011/355

September 22, 2011

## CIRCULAR

**Sub: Compilation of Guidelines for Redress of Public Grievances - Re-iteration of Govt. of India's guidelines on visiting hours for meeting citizens – reg.**

Govt. of India, Ministry of Urban Development vide letter No.A-46017/14/Misc./10-PG dated 5<sup>th</sup> September 2011 has specifically intimated through OM No.H-18011/36/2010-PG dated 09.08.2011 of Deptt of Administrative Reforms & Public Grievances that **every Wednesday** of the week shall be observed as a **meeting-less day** and three hours (**1000 to 1300 hrs**) on this day has been earmarked to be set apart for **grievance redressal**, when all Officers of the level of Heads of Departments / Heads of Regional Offices will remain in their respective offices and will receive and hear public grievances. These instructions will be invariably observed except in cases where urgent meetings cannot be delayed. In case an officer is required to be away from his office unavoidably during these hours, he may set apart three hours at any other time on Wednesday. The CMD be apprised of the change in the schedule as soon as possible.

Accordingly, all Heads of Departments / Heads of Regional Offices are requested to **designate one day of the week as a meeting-less day** for their sub-ordinates and **three hours on that day be fixed for receiving and hearing public grievances** so that Govt. of India's policy on meeting the public as per above may be adhered to for strict compliance on a regular basis.

This issues with the approval of competent authority.

**(K K Shukla)**  
Incharge (P&A)

Circulation to:

1. All Heads of Departments
2. Heads of All HPL Regional Offices / Site Incharges
3. General Manager (HQ)
4. Company Secretary
5. FA&CAO
6. Circular File
7. PS to CMD