

661760/2020/Coordination Section  
 SANJAY AWASTHI  
 JOINT SECRETARY  
 Tele: 011-23725477  
 Fax: 011-23316674  
 E-mail: jsrd-dowr@gov.in



भारत सरकार  
 जल शक्ति मंत्रालय  
 जल संसाधन, नदी विकास  
 और गंगा संरक्षण विभाग  
 श्रम शक्ति भवन  
 रफी मार्ग, नई दिल्ली-110 001  
 GOVERNMENT OF INDIA  
 MINISTRY OF JAL SHAKTI  
 DEPARTMENT OF WATER RESOURCES,  
 RIVER DEVELOPMENT & GANGA REJUVENATION  
 SHRAM SHAKTI BHAWAN  
 RAFI MARG, NEW DELHI-110 001  
 Dated: 19th October, 2020

D.O. No. F-12011/39/2020-Coord

Dear

*Colleague,*

Hon'ble Minister(Jal Shakti) has had occasion to express displeasure over instances of inordinate delay in sending replies to VIP references/PMO grievances. It has been observed from VIP reference monitoring system portal of this Department that out of total **156 VIP references**, **46 VIP references** are pending for more than six months.

2. Similarly, Public Grievances Portal reveals that out of total **123 PMO grievances**, **20 PMO grievances** are pending for more than 60 days but less than 180 days and **8 PMO grievances** are pending for more than six months.

3. In this regard, it is requested to ensure that responses to VIP references/PMO grievances are given due consideration and appropriate replies should be put up to Competent Authority as soon as possible. Also, information required by DoWR for framing reply to VIP references/PMO grievances must be sent promptly to concerned Division of DoWR.

4. In case, delay is anticipated in sending a final reply, or information has to be obtained from another Ministry/Department or State, an interim reply should be sent within a month from the date of receipt indicating the possible date by which a final reply can be sent.

With regards

Yours sincerely,

*(Signature)*  
 (Sanjay Awasthi)

To

All Wing/Organization/Division Heads under DoWR, RD & GR.



जल बचत - जल संवर्धन

वेबसाइट/ Website : <http://www.mowr.gov.in>

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With Regards

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