

**F. No. C 36012/04/2022-PG**  
Government of India / Bharat Sarkar  
Ministry of Education / Shiksha Mantralaya  
Department of Higher Education / Uchhtar Siksha Vibhag  
Public Grievance Section / Lok Shikayat Anubhag

Shastri Bhawan, New Delhi  
Dated: 24<sup>th</sup> February, 2022

OFFICE MEMORANDUM

**Subject:** Online awareness about the role and responsibility of the Directorate of Public Grievances (DPG), Cabinet Secretariat among general public – regarding.

The undersigned is directed to forward herewith a copy of D.O. letter no. 42/02/2022-DPG dated 4.2.2022 received from Directorate of Public Grievances, Cabinet Secretariat on the subject cited above, whereby it has been proposed to display scroll message / note or pop-up on the websites of identified Ministries / Departments that are part of the mandate of the Directorate for enhanced outreach among the general public about the role and responsibility of the DPG.

2. Necessary action is being taken to display the message on this Ministry's Website. However, it is felt that it would be appropriate if action is taken by Organizations / Institutions under this Department also to display similar message on Homepage of their respective Websites. The message to be displayed could be as under :

*"If complainants fail to get redress to Grievances from (Organisation / Institution Name), they can approach Directorate of Public Grievance (DPG) at <https://dpg.gov.in/> for redress of grievance."*

3. In view of the above, all Bureau Heads are requested to circulate the above-mentioned DO letter to all the autonomous / Institutions / PSUs under administrative control of this Department for taking necessary action in this regard.

**Encl: As above**

Under Secretary to the Government of India

To

The All Bureau Heads  
Department of Higher Education

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S. G. (Signature)  
MS. Anand (Signature)  
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