

**Government of Odisha**  
**General Administration & Public Grievances Department**

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NO.GAD-PG-PG2-0020-2019/

4125 / GA&PG

dt.17.12.2019

To

The Additional Chief Secretaries/  
Principal Secretaries/  
Commissioner-Cum-Secretaries/  
Special Secretaries/  
All Heads of Department/  
All RDCs/  
All Collectors

Sub-General Guidelines to all Public Authorities in the state in the line with the decision of Hon'ble Lokpal In Case No. 112-A of 2004

Sir/Madam,

I am directed to invite a reference to erstwhile P.G. & P.A. Department letter No. 1836 dated 20.03.2012(Copy enclosed) and G.A. and P.G. Department letter No. 3827/GA. & PG., dated 14.09.2017 (Copy enclosed) on the above subject and to say that certain guidelines in the matter for furnishing of acknowledgement to an applicant of petition or representation etc. were issued in the line with the report of the Hon'ble Lokpal. It was impressed upon in that report to give the diary number or to put signature on the slip produced by the applicant indicating the details of documents in brief. Further, it was observed by the Hon'ble Lokpal that in case of a copy of the document is produced along with the original, a receipt stamp with signature can also be put there. This is all to eradicate maladministration. In the said guideline, it has been stipulated to fix up responsibility on the persons who refuse to give acknowledgement.

It has come to the notice of the Government that the above guidelines are not being followed scrupulously by the Public Authorities. In the meanwhile the Hon'ble Odisha Human Right Commission while taking cognizance of the matter in a complaint case filed before them have sought for the response of the Principal Secretary, GA. and PG. Department.

In the above backdrop, it is once again impressed upon all the Public Authorities to ensure that the above guidelines are followed in its true spirit without any deviation. In case any official supposed to give acknowledgement, during discharge of his duties, refuses to give acknowledgement, such conduct may be treated as misconduct and suitable action initiated.

Yours faithfully



17.12.2019

Director PG & Ex-Officio,  
Additional Secretary to Government

ODISHA POLICE  
STATE HEADQUARTERS  
CUTTACK.

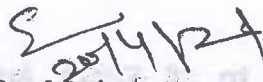
E.MAIL

Memo No. 15705 /Min.

Dtd. 20.04.2021.

Copy alongwith its enclosures forwarded to all Heads of Police Dists./Estts., Odisha for favour of information and necessary action.

(V-4-2016)

  
AIG of Police (Personnel),  
Odisha, Cuttack.

OD

No. 15706 /min.  
Dtd. 20.4.21

- i) Copy to Sr. Officers for information.
- ii) Copy to all Branch Officers/all Sectional Heads/Inspr., Control Room/Inspr., IT Cell/Librarian for information and necessary action.

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**Government of Odisha**  
**General Administration & Public Grievance Department**

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No. PG (I) Misc-15/2017-

3827/GA&PG.,

Dated. 14.09.2017

To

All Departments /  
All Heads of Department /  
All Collectors.

Sub:- General guideline to all public authorities in the state in line with the decision of the Hon'ble Lokpal in Case No. 112-A of 2004.

Sir,

In continuation to erstwhile PG&PA Department Letter No. 1836, dated 20.03.2012 (Copy enclosed) on the captioned subject, I am to say that in the said letter general guideline to all public authorities in the state in line with the decision of the Hon'ble Lokpal in Case No. 112-A of 2004 was issued to all concerned which are given below:-

(i) The applications / documents received from an applicant in an office may be diarized after being signed by the concerned officer with date and seal. The diary number and date may be furnished to the applicant submitting the document if demanded.

(ii) When acknowledgement due of a letter sent by registered post signed, the speed post letter is received after signature and a packet received from courier service is also received, the same may be diarized after being signed by the concerned officer with date and seal. The diary number and date may be intimated to the applicant submitting the document if demanded.

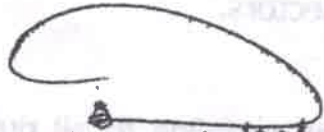
(iii) In case the application / document is received by hand and a person himself writes a slip, the receiving officer may also sign the slip in token of receipt of document described in the slip.

(iv) Responsibility may be fixed on the person responsible in refusing the received letters and give acknowledgement receipt on demand.

In addition to aforementioned guidelines the Government have been pleased to issue further following guideline in this context.

(i) In case a copy of the document is produced by the applicant along with original, a receipt stamp with signature can also be put there in order to eradicate maladministration.

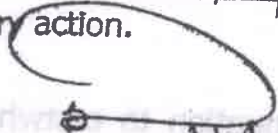
The aforesaid guidelines may be brought to the notice of your subordinate offices for its strict compliance and follow scrupulously by all concerned in future without any deviation.

  
Director, Public Grievance & Ex-Officio  
Special Secretary to Government.

Memo. No. 3828 /PG&PA.,

Dated. 14.09.2017

All RDCs for information and necessary action.

  
Director, Public Grievance & Ex-Officio  
Special Secretary to Government.

(H) 1/3

GOVERNMENT OF ODISHA  
P.G. & PENSION ADMINISTRATION DEPARTMENT  
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No. PG (I) 42/2011 1836

/PG&PA

Dated. 20.3.2012

To: All Departments of Government /  
All Heads of Departments /  
All Collectors.

Sub: General guideline to all public authorities in the State in line with the decision of the Hon'ble Lokpal in Case No-112-A of 2004.

Hon'ble Orissa Information Commission, Bhubaneswar while disposing compliant Case No-1134/2009 filed by Baghambar Pattanaik-Vrs-PIO, Sundargarh Collectorate and First Appellate Authority, Sundargarh Collectorate, Sundargarh, have passed order to issue a general guideline to all public authorities in the State in line with the decision of the Hon'ble Lokpal in Case No-112-A of 2004, filed by Sri Baghambar Pattanaik-Vrs-Collector, Puri.

Therefore, Government after careful consideration have been pleased to issue the following guidelines.

- (I) The applications / documents received from an applicant in an office may be diarised after being signed by the concerned officer with date and seal. The diary number and date may be furnished to the applicant submitting the document if demanded.
- (II) When acknowledgement due of a letter sent by registered post is signed, the speed post letter is received after signature and a packet received from courier service is also received, the same may be diarised after being signed by the concerned officer with date and seal. The diary number and date may be intimated to the applicant submitting the document if demanded.
- (III) In case the application / document is received by hand and a person himself writes a slip, the receiving officer may also sign the slip in token of receipt of document described in the slip.

Contd.....2/

Where any application / document is lost, responsibility may be fixed on the person responsible.

The above guidelines may be followed scrupulously by all concerned.

The content of this matter may kindly be brought to the notice of your subordinate offices for their strict compliance.

Memo. No: 1897 /PG&PA,

All RDCs for information and necessary action.

*[Signature]*  
Director, PG & PA & Ex-Office  
Special Secretary to Government.

Dated: 20.3.2012

*[Signature]*  
Director, PG & PA & Ex-Office  
Special Secretary to Government.