

**No.I-17012/02/2020-Vig.  
Government of India  
Press Information Bureau  
(Vigilance Section)**

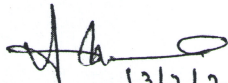
New Delhi, dated 13/07/2021

**Subject: Transparency Audit with respect to compliance under Section 4 of the RTI Act, 2005, PIB – reg.**

Reference Admn.I Section's communication No.I.11013/1/2021-Admn-I dated 02.07.2021 on the subject mentioned above. The requisite information in respect of S.No. 4.5(i) under Section 4 of the RTI Act, 2005 in respect of Vigilance Section is given as under:

<b>4.5</b>	<p><b>(i) Grievance redressal mechanism</b></p> <p>In this regard, it is mentioned that Department of Administrative Reforms and Public Grievances is the nodal office for public grievances. PIB receives grievance petitions from the Ministry of I&amp;B through PG portal. The grievances are further forwarded to the concerned Section/Unit for redressal. Generally, the concerned Section/Unit redress directly to the petitioner within 60 days under intimation to Vig. Section. In case, any grievance petition does not pertain to PIB, it is returned to the Ministry of I&amp;B through PG portal. Finally, with the approval of Pr.DG(M&amp;C), the grievance petitions are removed by uploading the reply in PG portal given by the concerned Section/Unit to the grievance petitioner. In the previous year 2020-21, PIB had redressed 63 online grievance petitions received in PIB.</p>
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This issues with the approval of ADG(Vig.).

  
13/7/21  
(J.S. Asthana)  
Deputy Director(Vig.)

SO(Admn.I)  
PIB(Hqrs.), New Delhi.

✓ Copy to: NIC to upload the Reply in respect of Vigilance Section.