

## FREQUENTLY ASKED QUESTIONS

Sl.No.	Question	Answer
<b>A. Public Grievances</b>		
1.	<p>I wish to submit my Grievance Petition to the Hon'ble Prime Minister. Please inform me the procedure.</p> <p>How can I file my Grievance Petition with PMO ?</p> <p>Where should I send my Grievance Petition in the PMO ?</p> <p>Can I submit my Grievance Petition to the Hon'ble Prime Minister or PMO online ?</p>	<p>Any grievances can be sent to Hon'ble Prime Minister / PMO using the interactive page link "Write to the Prime Minister" available on the PMO's website : <a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a> → Interact with Hon'ble Prime Minister(from drop down menu) → <u>Write to the Prime Minister</u>. This link is also available on the home page of the PMO's website [<a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a>]</p> <p>On clicking the said link, the citizen is guided to CPGRAMS page where the grievance is registered and after due registration, a unique registration number is generated. The citizen also has an option of uploading relevant documents related to the grievance.</p> <p>Citizens can also send their grievance to the Hon'ble Prime Minister / PMO through other means viz.</p> <ul style="list-style-type: none"> <li>(i) by post - to Prime Minister Office, South Block, New Delhi, Pin – 110011,</li> <li>(ii) by hand – at PMO Dak Counter at South Block, New Delhi; and</li> <li>(iii) by Fax - at FAX No. 011-23016857.</li> </ul>
2.	<p>How can I share my ideas with the Hon'ble Prime Minister ?</p> <p>I wish to give some suggestions to the Hon'ble Prime Minister. What is the procedure for the same ?</p>	<p>Citizens can share their ideas, insights or thoughts with the Hon'ble Prime Minister / PMO by using the link "Share your ideas, insights and thoughts" available on the home page of the PMO's website : <a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a> → Interact with Hon'ble Prime Minister(from drop down menu) → <u>Share your ideas, insights and thoughts</u>. This link is also available on the home page of the PMO's website [<a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a>].</p> <p>Citizens can also share their ideas, insights and thoughts with the Hon'ble Prime Minister / PMO through other means viz.</p>

		<ul style="list-style-type: none"> <li>(i) by post - to Prime Minister Office, South Block, New Delhi, Pin – 110011,</li> <li>(ii) by hand – at PMO Dak Counter at South Block, New Delhi; and</li> <li>(iii) by Fax - at FAX No. 011-23016857.</li> </ul>
3.	How can a citizen know the status of the Grievance Petition submitted by him to the Hon'ble PM or PMO.	<p>The Prime Minister's Office receives a large number of public grievances relating to subject matters which fall under the purview of various Ministries / Departments or the State Governments. Such grievances are generally forwarded by the Public Wing of this office to the concerned Ministry / Department or the State Government.</p> <p>The registration number of the Grievance is invariably indicated on the communication transferring the same to the concerned Ministry / Department or State Government, with a copy being endorsed to the petitioner. Further, at the time of registering / processing of petitions in Public Wing, registration number is communicated to the applicant through email and SMS. The petitioner can track the status of his/her grievance through internet at <a href="http://pgportal.gov.in/ViewStatus.aspx">http://pgportal.gov.in/ViewStatus.aspx</a> [Link also available at home page of the PG Portal] after entering the registration number of his grievance indicated in the letter.</p> <p>Citizens can also telephonically enquire about status of their letters sent to the Prime Minister by dialing the facilitation number 011-23386447.</p> <p>The redressal of grievance in such cases is under the purview of the appropriate authority to which the grievance is forwarded. Therefore, the applicants may further follow up concerning such grievances with the concerned Ministry / Department or the State Government.</p>

<p>4. Please inform me what action has been taken on my grievance petition submitted to the Prime Minister / PMO on dd/mm/yyyy. The petition had been forwarded by PMO to the Department of ..... vide ID No.PMOPG/D/yyyy/123456789 dated dd/mm/yyyy.</p> <p>I had submitted a petition to the PMO and my petition had been sent by the PMO to the State Government of ..... vide letter No.PMOPG/D/yyyy/123456789 dated dd/mm/yyyy. Please inform me its status.</p> <p>I had submitted an online grievance petition to the Hon'ble Prime Minister on dd/mm/yyyy vide registration no. PMOPG/E/yyyy/123456789 and the same has been sent electronically by the PMO to the Ministry of ..... I wish to know whether the issue raised in my petition has been resolved.</p>	<p>Redressal of grievance is under the purview of appropriate authority to which the complaint was forwarded.</p>
<p>5. Please furnish copies of the notes of the file from which my grievance petition dated dd/mm/yyyy has been forwarded by the PMO to the State Government of ..... vide letter No. PMOPG/D/yyyy/123456789 dated dd/mm/yyyy.</p> <p>I wish to inspect the relevant file in which my grievance petition had been sent by the PMO to the Ministry of ..... vide ID No. PMOPG/D/yyyy/123456789 dated dd/mm/yyyy.</p> <p>Please furnish daily progress</p>	<p>Processing of letters received from Public in Public Wing of the PMO is fully computerized and the software does not have any provision for file noting as well as daily progress report concerning this office.</p>

	report on my grievance petition dated dd/mm/yyyy which has been forwarded by the PMO to the State Government of ..... vide letter No. PMOPG/D/yyyy/123456789 dated dd/mm/yyyy.	
6.	I had submitted an online petition to the Prime Minister. Please furnish a copy of the communication/letter by which the said petition has been forwarded to the Ministry of ..... / State Government of .....	The online petitions are forwarded electronically to the concerned authorities. Hence, no forwarding letter is generated.
7.	Please provide me e-mail ID of the Hon'ble Prime Minister for lodging grievance petition.	There is no official email id of the Prime Minister. However, any feedback / suggestions / grievances can be sent to the PM / PMO using the links on the interactive page link " <u>Interact with Hon'ble PM</u> " available at drop down menu of the PMO's website : <a href="http://www.pmindia.gov.in">www.pmindia.gov.in</a> . This link is also available on the home page of the PMO's website.

### ***B. Administration and Human Resources***

8.	<p>Please provide me names, designations and telephone numbers of the officers of PMO</p> <p>Please provide me telephone number of Shri xyz, abc [designation] in the PMO</p>	The names, designations and telephone numbers of the officers of PMO are available at the website of the PMO : <a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a> → <u>List of officers</u> (from drop down menu)
9.	<p>Please provide the names and mobile numbers of Private Secretary and OSD to Prime Minister of India.</p> <p>Please provide mobile number of Shri abc, who is holding the post of xyz in the PMO.</p>	Names of officers of PMO are available at the website <a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a> → <u>List of officers</u> (from drop down menu).  Disclosure of mobile phone numbers of officers would cause unwarranted invasion of privacy of the individual; as such the same is exempt from disclosure under Section 8(1)(j) of the RTI Act.
10	<p>Please provide salary details of officers and staff in the PMO</p> <p>What is the total remuneration being paid to Shri abc, working in the PMO</p>	The details of remuneration being paid to officers and staff in the PMO are available on the website of the PMO as part of the <u>Proactive Disclosure under Section 4(1)(b) of the RTI Act, 2005</u> : <a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a> → Right to Information (from drop down menu) → <u>Proactive Disclosure under Section 4(1)(b) of the RTI Act, 2005</u>
11	What is the total expenditure incurred by the PMO during previous financial year	The details of expenditure incurred by the PMO during the previous financial year, are available on the website of the PMO as part of the <u>Proactive Disclosure under Section 4(1)(b) of the RTI Act,</u>

	Please provide month-wise expenditure incurred by the PMO under the head 'Salaries'	2005 : <a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a> → Right to Information (from drop down menu) → <u>Proactive Disclosure under Section 4(1)(b) of the RTI Act, 2005</u>
--	---	--

### **C. Prime Minister's National Relief Fund (PMNRF)**

12	How can I get financial assistance from the Prime Minister's National Relief Fund for medical treatment.	Applicants can apply for grant of financial assistance from the Prime Minister's National Relief Fund (PMNRF) for medical treatment / surgery in any Government Hospital / PMNRF empanelled private hospitals through a simple application addressed to the Prime Minister along with medical certificate / estimate from the concerned hospital and proof of family income. Information in detail regarding guidance for seeking financial assistance from the PMNRF is available at Prime Minister's Office website: <a href="http://www.pmindia.nic.in">www.pmindia.nic.in</a> as well as <a href="https://pmnrf.gov.in">https://pmnrf.gov.in</a>
13	Please provide details of persons who have been provided financial assistance from Prime Minister's National Relief Fund.  How much financial assistance has been provided to Shri/Smt. .... from Prime Minister's National Relief Fund.	The information sought is purely personal in nature, disclosure of which to the third party may cause unwarranted invasion into privacy of the individual(s). Hence, the information cannot be provided as it is exempted under section 8(1)(j) of the RTI Act.
14	Please provide year-wise income and expenditure out of Prime Minister's National Relief Fund.	All relevant details regarding income and expenditure out of Prime Minister's National Relief Fund are available at the website of Prime Minister's Office i.e. <a href="http://www.pmindia.gov.in">www.pmindia.gov.in</a> as well as <a href="https://pmnrf.gov.in">https://pmnrf.gov.in</a>

### **D. Applications and First Appeals under RTI Act, 2005**

15	Please provide contact details of the CPIO of the PMO	Central Public Information Officer, Prime Minister's Office South Block, New Delhi – 110011 Telephone: 011-23382590 Fax No: 011-23388157 E-mail : rti-pmo.applications[at]gov[dot]in
16	Please provide contact details of the Appellate Authority of PMO under RTI Act.  To whom in the PMO should I address my first appeal under the	Director(R) Prime Minister's Office South Block, New Delhi – 110011 Telephone: 011-23074072 (O) Fax No: 011- 23388157/23019545/23016857 E-mail id for RTI appeals:

	RTI Act ?	rti[dot]appeal[at]gov[dot]in
17	What are the facilities available to the citizens for obtaining information from PMO  What is the procedure for obtaining information from PMO	Details in this regard are available on the PMO's website : <a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a> → Right to Information (from drop down menu) → <u>Procedure for obtaining information</u>  Applicants are also advised to refer to the Advisory for Information Seekers (RTI Applicants) given on the website of the PMO : <a href="http://www.pmindia.gov.in/">http://www.pmindia.gov.in/</a> → Right to Information (from drop down menu) → <u>Advisory for Information Seekers (RTI Applicants)</u>

### **E. Other Information**

18	Please provide a copy of the minutes of the PRAGATI meeting held on dd/mm/yyyy.  Please provide details of the decision(s) taken in the PRAGATI meeting, on the issue relating to .....	The minutes of all the PRAGATI meetings are available at <a href="http://www.pragati.nic.in">www.pragati.nic.in</a> .
19	Please provide details of the announcements made by the Hon'ble Prime Minister.	Prime Minister has made a number of announcements / packages at different occasions. These announcements / packages are part of the PM's speeches and the same are available on the PMO website (link: <a href="http://pmindia.gov.in/en/tag/pmspeech/">http://pmindia.gov.in/en/tag/pmspeech/</a> ).
20	Please furnish copy of the speech of the Hon'ble Prime Minister delivered on the occasion of .....  Please provide text of the speech delivered by the Hon'ble Prime Minister at ..... on dd/mm/yyyy.	PM's speeches are available on the PMO website (link: <a href="http://pmindia.gov.in/en/tag/pmspeech/">http://pmindia.gov.in/en/tag/pmspeech/</a> ).

\*\*\*\*\*