

Prime Minister's Office
Public Wing

GUIDELINES FOR PROCESSING OF PETITIONS
RECEIVED IN PUBLIC WING

1. All petitions received in Public Wing will be categorized as follow:
 - a. Actionable Petitions.
 - b. Non-actionable Petitions.
2. The categorization of the petitions as actionable and non-actionable will be done as follows:-

Non-actionable Petitions.

- i. Petitions not directly addressed to PM or Officers in PMO, but only a copy is endorsed to PM/PMO.
- ii. Anonymous petitions.
- iii. Unsigned petitions.
- iv. Petitions containing frivolous suggestions-Decision in this regard will be taken after the approval of US(Public).
- v. Petitions containing comments without any specific grievance.
- vi. Letters written in foul indecent language.
- vii. Meaningless letters which are vague in nature.
- viii. Requests for nomination to different commissions, bodies, routine request for awards, routine requests for jobs, requests for financial assistance.
- ix. Request for free pass/concession tickets.
- x. Letters from foreigners highlighting India's international matters.
- xi. Letters asking for favours in the nature of items mentioned below and such like items:
 - (a) Routine requests for admission to schools/colleges.
 - (b) Routine requests for agency/dealership.
 - (c) Routine requests for shop/kiosk/Tehbazari etc.
 - (d) Routine requests for allotment of land/house/flat etc.

Actionable Petitions

- i. Petitions containing specific grievances.
- ii. Petitions alleging corruption in any Ministry/Department/Organization of GoI/State Government or against any public servant.
- iii. Petitions containing significant suggestions.
- iv. Petitions seeking appointment with the PM.

In case of doubt above categorization of any particular petitions, US(Public) will decide if it is to be acted upon or not.

3. All non-actionable petitions will be filed. No acknowledgement will be sent for these petitions.
