



भारतीय सर्वेक्षण विभाग
SURVEY OF INDIA



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Departmental Order No. J-73 / 2158- General Orders Dated 12-03-2026

In order to ensure the security of official information, effective planning, citizen-centric service delivery, and timely grievance redressal across all offices of the Survey of India, guidelines are issued on “**Security of Official Information and Documents, Annual Action Plan, Citizens’/Client’s Charter**”.

These guidelines cover communication under the RTI Act, 2005, handling of classified papers, formulation and monitoring of Annual Action Plans, transparent service delivery through Citizens’/Client’s Charters, and grievance redressal.

In continuation of Departmental Order No. J-60/2158-General Orders dated 26-02-2026, the following order on “**Security of Official Information and Documents, Annual Action Plan, Citizens’/Client’s Charter**” in the offices of the Survey of India is hereby issued for information and strict compliance by all concerned.

CHAPTER -1

SECURITY OF OFFICIAL INFORMATION AND DOCUMENTS

1.1 Communication of official information:

Every Government servant shall, in performance of his/her duties in good faith, communicate information to a person in accordance with the Right to Information Act, 2005 (22 of 2005) and the rules made there under:

Provided that no Government servant shall, except in accordance with any general or special order of the Government or in performance in good faith of the duties assigned to him/her, communicate, directly or indirectly, any official document or any part thereof or classified information to any Government servant or any other person to whom he is not authorized to communicate such document or classified information.

1.2 Treatment of classified papers:

(i) The provisions contained in this manual apply primarily to unclassified papers. In handling classified papers, the official concerned will have to exercise special care and follow the provisions under 'Security Instructions' issued by Survey of India. Since, according to these instructions, classified papers (other than confidential) are expected to be handled either by officers themselves or in sections designated as 'secret' or 'top secret', it is essential that in sections not so designated:

(a) A separate set of registers and other records (e.g. Dak Register, Section Register, File Register, File Movement Register, Precedent Book, electronic media, CDs, pen drives, etc.), is maintained by Section In-charge himself/herself; and

(b) The recording of such files and their review is also undertaken by him/her personally, keeping in view the provision under the Security Instructions.

1.3 Use of restrictive classification for printed reports etc.:

(i) The restrictive classification 'For official use only' will not be assigned to any printed report, pamphlet or compilation, unless it contains information disclosure of which would not be in the public interest. In doubtful cases, the test that may be usually applied is whether the publication, whose circulation is proposed to restrict to official use only, is such that the Minister would be justified in refusing to lay it before the Parliament.

(ii) No official publication (including in electronic form) will be marked 'For official use only' except with the prior approval of the Head of the Department.

Box – e.1.1

In e-File, the system allows movement of envelopes, receipts and files with security grading among any / all users in the department.

Departmental instructions are to be issued by the Chief Vigilance Officer of the Department to restrict access to various categories of classified documents, to designated users.

CHAPTER- 2

ANNUAL ACTION PLAN & CITIZEN'S/CLIENT'S CHARTER

2.1 Annual Action Plan:

(i) **Formulation** - In order that the programmes and projects undertaken by the Survey of India are implemented in a systematic manner, Survey of India will formulate an Annual Action Plan in the month of January. The Action Plan will reflect the manner and timeframe of action with month-wise break-up of targets to be achieved in respect of each of the activities to be performed during the ensuing financial year.

(ii) **Accountability** - The action plan will identify the levels of accountability, both direct and supervisory, for implementation of each action point. Achievement of action plan targets will form an important element of performance appraisal of each employee.

(iii) **Review** – Annual Action Plan should be revised as and when required considering the manpower and resources. Each officer will review the progress made against action points pertaining to his/her charge every week and take appropriate steps for effective and timely implementation of the tasks assigned. For timely execution of all activities planned under AAP, there should be some system through which man-days of all technical manpower should be reported online so that monitoring of technical work can be done judiciously. Head of the Department /Zonal Head will review the performance in respect of the Action Plan items in regular meetings with senior officers. Follow up action on the points mentioned therein should be taken promptly.

2.2 Citizen's/Client's Charter:

(i) **Citizen's Charter** is an instrument which seeks to make an office transparent, accountable and Citizen friendly. A Citizens Charter is basically a set of commitments made by them regarding the standard of service delivered. The objective of framing a Citizens Charter is to build bridge between the citizens and the administration and to streamline administration in tune with the needs of the citizens.

(ii) Though not enforceable in a court of law, the Citizen's /Client's Charter is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organizations. The basic thrust of the Citizen's/Client's charter is to render public services citizen centric by making them demand driven rather than supply driven.

(iii) Citizens are common public at large comprising of individuals. They are not part of the Government and are generally referred to as external clients. Being outside the Government machinery, general assumption is that they do not have sufficient knowledge of the Government's internal processes. Therefore, the onus is on the service provider to ensure that citizens are well aware of the service standards and the expectations from service recipients. It cannot be presumed that all citizens are literate or understand the official language, and it may be necessary to communicate with them in the local language

also. Clients are part of the government and are generally referred to as internal clients. Being part of the government machinery, the general presumption is that clients have sufficient knowledge of the government's internal processes. Therefore, the onus of ensuring that clients who are also part of the government are well aware of the service standards and the expectations from service recipients is equally divided between the service provider and the service recipient. It is presumed that all clients are literate and communicating with them in the official language of the service provider agency is sufficient.

(iv) Clients could be Government agencies and Government employees availing the services from another Government agency. Services here will exclude administrative control activities, references and opinions to be provided on policy related matters which cannot be disposed off within a predefined timeline.

(v) A Citizens' Charter comprises of the following components:

- Cover page
(As per Appendix 2.1)
- Vision Statement
- Mission Statement
- Details of Business transacted by the Survey of India (indicates services offered, specifies timelines, for service, indicates service standards, identifies levels/ information about contact points and conditions for delivery of services)
- Details of Customers / Clients (identifies client group/stakeholders/users)
- Statement of services provided to each citizen/client group separately (information about processes / procedures to access service benefits)
- Details of Grievance Redressal Mechanism and how to access the same in case of deficiency in services.
- Information about facilitating implementation of Right to Information Act,2005
- Expectation from the citizen / client for smooth service delivery.
- Date of Issue of Citizens Charter and Date of next review of the same.

(vi) Survey of India shall appoint a 'Contact Officer on Citizens Charters' responsible for formulation and implementation of the Citizens Charter. The Contact Officer or Nodal Officer for Citizens Charter will be responsible for various activities involved in formulation and implementation of the Citizens Charter.

(vii) A comprehensive website of Citizens Charter in Government of India has been developed and launched on 31st May, 2002. This website at link www.goicharters.nic.in contains the Citizens Charters issued by various Central and State Government/ Ministries / Departments They are required to upload their respective updated Citizens Charters on this link as and when their Citizens Charters are reviewed and revised.

2.3 Public Grievance Redressal Mechanism:

(i) Grievances are expressions of resentment against specific acts of omission or commission that are wrong or perceived as wrong thus requiring corrective action to be taken. In other words, if a grievance is received, it needs to be redressed. Grievance includes complaints by service recipients against non-delivery of services as expected but does not include requests for service delivery in normal course.

(ii) Grievance Redress Mechanisms (GRMs) are the processes set up by Ministry/Department to receive, record, investigate, redress, analyse, prevent, or take any other appropriate action in respect of grievances lodged. GRMs in Central Ministries/Departments/Offices include grievances received by them from the public and

clients/service recipients as well as from their own employees. As such, these include issues related to service delivery as well as employment related matters (e.g. transfers, promotions, pensions, pay fixation, etc.). A Citizen can lodge a grievance in English, Hindi or any local language.

(iii) The compilation of the guidelines on GRMs issued by Department of Administrative Reforms and Public Grievances as well as various Orders / OMs on the subject is available in the public domain on www.pgportal.gov.in. Any complaint sent by email will not be attended to / entertained as the public grievance is to be lodged on the website. The tracking of the same is possible through a Unique Registration Number generated by the system at the time of lodging of the public grievance by the citizen.

2.4 The main guidelines on Grievance Redressal are:

- (i) A grievance should be disposed within a period of 45 days and in case of delay, an interim reply with reasons for delay should be furnished.
- (ii) A well reasoned speaking reply should be given while closing a grievance and the relevant documents should be uploaded.
- (iii) The Department should have a senior officer of the level of Deputy Director or above designated as “Public Grievance Officer” who can be approached in case the grievance is not redressed or the Citizen is not satisfied.
- (iv) The name, designation, room number, telephone number, etc., of the Public Grievances Officer should be displayed prominently at the reception office and other convenient places in the office building so that Citizens are fully aware of it. This information is also available on the www.pgportal.gov.in in respect of all Ministries / Departments/offices/ State Governments &UTs.
- (v) A locked complaint box will be placed at the Reception of each of the offices for convenient registration of complaints by members of the public which must be opened by the designated officer at regular intervals.

2.5 Central Public Grievance Redress and Monitoring System (CPGRAMS) based on web technology was established in June, 2007 with the aim to enable/ facilitate an aggrieved Citizen to lodge a grievance from anywhere at any time (24x7) on www.pgportal.gov.in. The CPGRAMS enables a Citizen to lodge a grievance to any of the Ministries/Departments or State Governments/UTs on www.pgportal.gov.in. The functioning and various features of the CPGRAMS are as under:

- (a) The PMO, President’s Secretariat, Directorate of Public Grievances, Cabinet Secretariat, DARPG and the Pensioners portal are integrated through CPGRAMS.
- (b) CPGRAMS interlinks all the 87 Central Ministries/Departments/Organizations existing as on date as well as all the 36 State Governments and UT Administrations.
- (c) On lodging of a grievance online, a Unique Registration Number is generated to the Citizen through CPGRAMS to enable online tracking of the grievance, giving reminders or comments by the Citizen.
- (d) The acknowledgement with the Unique Registration Number of the grievance registered online is sent via email to the email address indicated or by SMS on the phone number indicated by the citizen while lodging the grievance.
- (e) In case the grievance is lodged offline by post, the same is uploaded on CPGRAMS and an acknowledgement letter is generated through the system which is sent to the Citizen by post.
- (f) The first five alphabets of the registration number denote/indicate the Ministries/Departments to whom the grievance had been lodged.
- (g) There is a provision of lodging a grievance which will be automatically forwarded to field level directly.

(h) The system enables Ministries/Departments to take appropriate action and upload the Action Taken Report (ATR) to be filled mandatorily by Grievance Redressal Officer on the system, which can be viewed by the citizens online with the help of the Unique Registration Number.

(i) The system enables Ministries/Departments to declare their respective subordinate organizations for Grievance Redressal.

(j) CPGRAMS generates various reports for monitoring of Public Grievances which facilitate identification of grievance prone areas and enables systemic changes / reforms.

(k) Citizen satisfaction feedback rating mechanism is available on CPGRAMS.

(l) Public Grievance records on CPGRAMS are archived after a period of five years.

2.6 Issues not taken up for Redressal of Grievances are as under:

(i) Sub Judge cases or any other matter concerning judgment given by court.

(ii) Personal and Family Disputes.

(iii) Right to Information matters.

(iv) Anything that impacts upon the territorial integrity of the country or friendly relations with other countries.

(v) Suggestions.

(vi) Any complaint sent by email will not be attended to/entertained as the public grievance is to be lodged on the website.

2.7 Appeal Mechanism in CPGRAMS is as under:

(i) After closure of a grievance by the Nodal Public Grievance Officer of the concerned Ministry/Department/office, the complainant can provide feedback, if he/she is not satisfied with the resolution.

(ii) If the rating is 'Poor' the option to file an appeal is enabled.

(iii) The stipulated time for disposal of Appeal is 30 days.

(iv) Every Ministry/ Department/Office should have a Nodal Appellate Authority (NAA), details of who are to be given in the portal, namely, at pgportal.gov.in.

(v) The Nodal Appellate Authority should be one level above the designated Nodal Public Grievance Officer.

(vi) NAA can create Sub Appellate Authority for disposal of appeal.

Appendix 2.1

**CITIZEN'S/CLIENT'S CHARTER
SURVEY OF INDIA
DEPARTMENT OF SCIENCE & TECHNOLOGY
MINISTRY OF SCIENCE & TECHNOLOGY
Address with website ID
Month and Year of issue**

(Mohan Ram)
Deputy Surveyor General,
For Surveyor General of India
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Distribution:-

- (i) All the Addl. SGs, for information and compliance please.
- (ii) All DSGs/ Directors/ Wing In-charges, for information and compliance please.
- (iii) All Sections of SGO, Dehradun, for information and compliance please.
- (iv) PS to SGI, for information please.