

Registered

No. AN/II/Legal/Circular/CPGRAMS
Office of the PCDA (NC)
Narwal Pain, Satwari,
Jammu Cantt. 180003
Dated: 12-9-2018

To

All Sections in Main Office
To all Sub-offices under this organization

Subject: **Strengthening of Grievance Redress Mechanism-Expeditious and effective disposal of grievances**


Of late, it has been observed that there is a very poor standard of monitoring & redressal of grievances (manual as well online CPGRAMS). Moreover, the replies to the complaints are received very late and sometimes they are not upto the mark as desired by the complainants. It is also brought to the notice that grievances on CPGRAMS, as the name suggests, are being closely monitored at the ministry level. The period for settlement has been considerably reduced to 30 days from 60 days for its final disposal. In addition, cases pending for more than 60 days and above needs to be tackled on priority.

The PCDA (NC) has viewed the same very seriously through fortnightly MIS reports being put up to him regularly for his personal information and has directed that utmost care should be taken while drafting the replies and the time frame in furnishing the reply should be strictly adhered to. As such, the following paramount steps are suggested for strict compliance while handling CPGRAMS:

- (a) In case the information sought for is getting delayed and overdue, the level of correspondence should be raised to a desired level. Where redressa is likely to take a longer time an interim reply should be sent to the citizen explaining the steps taken and assuring that further necessary action is being taken in the matter.
- (b) Regular reminder may be issued to extract the requisite information within stipulated time frame preferably through official e-mail / FAX and at times over phone bringing to the personal notice of the concerned.
- (c) The mechanism may be devised at your level to ensure that the grievance is redressed and the reply is rendered to the Main office within stipulated time frame of 25 days so that the final settlement of the grievance is done within deadline imposed of 30 days.
- (d) It is also advised to maintain a CPGRAMS register for proper monitoring, vigorous action and quick redressal of grievances.
- (e) Accountability of officials at all levels to redress grievances with in prescribed time limit need to be fixed.
- (f) There is a need to have a close look and analyze each and every feedback to find out the reasons for low satisfaction level and take necessary steps to improve the quality and speed of disposal of grievances.
- (g) Grievances which do not pertain to your office should be returned back within a period of maximum five working days.

The above instructions for handling the CPGRAMS may be noted in the **Master Note Book duly intimating Control No. allotted to the register and Page No. thereof** and in case of transfer/posting/superannuation, the incumbent may ensure that the instructions are passed on to his / her successor for strict and unfailing compliance.

Please acknowledge receipt through e-mail at (adminiipcdanc.dad@hub.nic.in)


(R K Gupta)
Asstt. CDA (AN)
Grievance Officer

Kapoor\CPGRAMS