

F. No. K-11017/1/2015-PG-C2
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances & Pensions
Karmik, Lok Shikayat Evam Pensions Mantralaya
Department of Administrative Reforms & Public Grievances
Prashasnik Sidhar Evam Lok Shikayat Vibhag
(Public Grievances Division/Lok Shikayat Prabhag)

5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi
Date: 10th February, 2016


Office Memorandum

Subject: Issue of Certificate of Appreciation to the Ministries / Departments based on performance on CPGRAMS.

In continuation of this Office OM of even No. dated 18th November, 2015, it is intimated that for issue of Certificate of Appreciation, the Ministries / Departments listed on CPGRAMS shall be divided into three categories based on the volume of grievances received in last quarter as detailed below:

Category	Basis
A	Ministries / Departments those who have received 300-1000 grievances during the Quarter
B	Ministries / Departments those who have received 1001-2000 grievances during the Quarter
C	Ministries / Departments those who have received above 2000 grievances during the Quarter

2. While considering the volume, the volume of grievances received by the Department of Revenue will also include the volume of grievances received by the Central Board of Direct Taxes and Central Board of Excise & Customs and Department of Revenue as a whole will be considered under the Scheme.
3. This issues with the approval of the Competent Authority.


(SMITA KUMAR)

Joint Secretary to the Government of India
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To

1. The Secretary (All the Ministries/Departments)
2. Chairman, CBEC
3. Chairman, CBDT