

No.K.11011/4/2015-PG  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhawan,  
Sansad Marg, New Delhi.


Dated : 27.8.15

OFFICE MEMORANDUM

Subject :- Streamlining Action on Public Grievances – uploading of replies given by the Ministries / Departments to the petitioner on CPGRAMS

It is observed that in most of the cases of public grievances, the Ministries / Departments / Organizations do not upload the replies to the petitioner on the portal. It is requested that in case, any letter or Orders etc. are issued by the Ministry / Department / Organization concerned for redress of the grievance or for not acceding to the request for valid reasons, the same may also be uploaded into the portal. Extension of access of CPGRAMS through Common Service Centres (CSC) is under consideration and it is required that print out of reply should be given from CSC

3. All Ministries / Departments are requested to note the above instructions for compliance to ensure effective redressal of public grievances.

  
(Smita Kumar)  
Joint Secretary



All Secretaries of the Ministries / Departments (As per list attached)

जारी किया गया  
ISSUED



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Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhawan,  
Sansad Marg, New Delhi.  
Dated : 18<sup>th</sup> November, 2015

OFFICE MEMORANDUM

Subject :- Streamlining Action on Public Grievances – Level of disposal for closing of grievances received under CPGRAMS

Department of Administrative Reforms and Public Grievances regularly reviews the pending public grievances and response from the petitioners lodging their grievances on the pgportal.

2. A closer examination of the disposal of grievances has indicated that grievances are being closed without the complainant knowing the reasons therefore so that the disposal is in a more responsive manner. It is therefore requested that the decision to close a case may be taken at a sufficiently senior level of Director / Joint Secretary level in the Ministry / Department / Organisation and any letter or Orders etc. issued by the Ministry / Department / Organization concerned for redress of the grievance or for not acceding to the request for valid reasons, may also be uploaded into the portal.

3. All Ministries / Departments are requested to note the above instructions for compliance to ensure effective redress of public grievances.

  
(Sumita Dasgupta)  
Deputy Secretary  
d/c

To

Secretaries of all Ministries / Departments (As per list attached)

19/11  
NOT POSTED  
ISSUED