

F.No. S- 15/1/2021PG(Policy) (6920)
Government of India
Ministry of Personnel, Public Grievances and Pension
Department of Administrative Reforms and Public Grievances
Public Grievance Division

5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi-110001
Dated: 19th February, 2021

OFFICE MEMORANDUM

Subject: Meeting held by CVC with DARPG on 29.01.2021 – issue of advisory as follow-up action on the Minutes - regarding

The undersigned is directed to say that in pursuance to the meeting held with the Central Vigilance Commission on 29.01.2021, the following advisory is being issued for taking appropriate action by all concerned Ministries/Departments/Organizations:

- i. All Ministries/Departments/Organizations to have in their websites the hyperlink of CPGRAMS namely, ***pgportal.gov.in***.
- ii. The websites of all Ministries/Departments/Organizations should give adequate publicity to CPGRAMs as a forum for complaint handling.
- iii. All Ministries/Departments/Organizations to update their respective Citizens Charters regularly at least one in a year indicating the date of issue and date of next review.

P. Mathew
19/02/2021

(Prisca Mathew)

Deputy Secretary to the Government of India
Tel: 011-23401429

To,

1. Secretaries of all Ministries/Departments of Government of India (As per list attached)
2. Central Vigilance Commission w.r.t. OM No. 020/PV/001-Dir(SS)-473993 dated 05.02.2021 (Director, CVC, Ms.Shipra Sharma), Satarkta Bhawan, GPO Complex, Block A, INA, New Delhi -110023
3. Under Secretary, Vigilance, DARPG
4. NIC, DARPG for uploading on ***pgportal.gov.in***.