

**कार्यालय रक्षा लेखा महानियंत्रक,
उलान बटर रोड, पालम दिल्ली छावनी - 10
Office of the CGDA,
Ulan Batar Road, Palam, Delhi Cantt. - 10**

Grievance Cell

No. AN/Grievance/Report/Meeting/Vol. VIII

Dated: 07/04/2020

To,

1. The PcsDA / CsDA / PCA (Fys) / CsFA (Fys)/PIFAs/IFAs/CDA (RTCs)
2. All Sections of HQrs Office.

Sub.: Handling of Public Grievances pertaining to COVID – 19 in Ministries / Departments of Government of India.

Department of Administrative Reforms and Public Grievances (Public Grievance Division) vide their OM No. S-15/4/2020-DARPG (C.No.6594) dated 30.03.2020 has issued directions for handling public grievances pertaining to COVID-19 in Ministries / Departments of Government of India.


2. The main points of directions are given as below: -

- (i). Every Department / Ministry shall appoint a designated Nodal Officer for handling COVID – 19 Public Grievances. The name, phone number and email ID of the designated Nodal Officer shall be placed on the website of the concerned Department / Ministry.
- (ii). Every Department / Ministry website shall have a separate field in CPGRAMS to cater to COVID-19 grievances for more focused tracking, monitoring, and disposal of public grievances.
- (iii). Considering the importance of prompt redressal of such grievances, every Department / Ministry shall pay high priority and will closely monitor COVID-19 public grievance redressal on their respective Dashboard.
- (iv). In Departments / Ministries where CPGRAMS version 7.0 has been implemented, mapping of the COVID-19 grievances shall be done to the last mile grievances officers.
- (v). Considering the urgency and importance of redressal of COVID-19 grievances, it shall be incumbent on every Ministry / Department to prioritize for expeditious quality addressal of these grievances at the earliest preferably within a timeline of 3 days to provide redressal.

3. It is requested that directions of the ministry may be complied with and compliance report with respect to points 2 (i) may be forwarded to official e-mail ID of cgda Office i.e. cgda@nic.in within 2 days.

4. Copy of the DARPG OM dated 30.03.2020 is enclosed herewith for ready reference.

This issues with the approval of CGDA.




(Vinod Kumar Goel)
ACGDA (Grievance Officer)

Copy to:

1. The Officer Incharge
IT&S Wing (Local)

: For similar action with the request to upload on
CGDA Website. The detail of Nodal Officer to
be uploaded on website is as under:

Nodal Officer : Sh. KSP Srivastava AO(AN)
Contact No. : 9013934342
Mail id : kumarsrivastava.dad@hub.nic.in



(Vinod Kumar Goel)
ACGDA (Grievance Officer)

File No.S-15/4/2020-DARPG (C.No.6594)
Government of India
Department of Administrative Reforms and Public Grievances
Public Grievances Division

5TH floor, Sardar Patel Bhawan
Sansad Marg, New Delhi-110001
Dated March 30, 2020

OFFICE MEMORANDUM

**SUB: HANDLING PUBLIC GRIEVANCES PERTAINING TO COVID 19 IN
MIISTRIES / DEPARTMENTS OF GOVERNMENT OF INDIA**

The undersigned is directed to say that the following procedure shall be adopted for handling Public Grievances pertaining to COVID 19 in Government of India:

1. Every Department/ Ministry shall appoint a designated Nodal Officer for handling COVID-19 Public Grievances. The name, phone number and email ID of the designated Nodal Officer shall be placed on the website of the concerned Department/ Ministry.
2. Every Department/ Ministry website shall have a separate field in CPGRAMS to cater to COVID-9 grievances for more focused tracking, monitoring, and disposal of public grievances.
3. Considering the importance of prompt redressal of such grievances, every Department/Ministry shall pay high priority and will closely monitor COVID-19 public grievance redressal on their respective Dashboards.
4. In Departments/ Ministries where CPGRAMS version 7.0 has been implemented, mapping of the COVID-19 grievances shall be done to the last mile grievance officers.
5. Considering the urgency and importance of redressal of COVID 19 grievances, it shall be incumbent on every Ministry/ Department to prioritize for expeditious quality addressal of these grievances at the earliest preferably within a timeline of 3 days to provide redressal.

This issues with approval of Secretary DARPG.

P. Prisca
30/03/2020

(Prisca Poly Mathew)
Deputy Secretary to Government of India

To:

1. Principal Secretary to Prime Minister
2. Advisor to the Prime Minister (Mr. Bhasker Khulbe)
3. Cabinet Secretary
4. All Secretaries to Government of India
5. All Nodal Grievance Officers of Government of India