

**Through Website**

No. O&M/2929/Order-Circulars

O/O The PCDA(CC) Lucknow

Dated: 27.01.2017

To,

The Officer-in-Charge  
All sub offices under PCDA (CC)  
All sections of Main Office  
(Local)

Sub: Regarding redressal of pending CPGRAM grievances.

Ref: Hqrs. Office letter no. AN/Grievance/Report/Meeting/Vol-V dt.  
18.01.2017

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Hqrs. office vide its letter cited under reference has informed that a meeting to review the status of redressal of pending grievances was held on 9<sup>th</sup> December 2016 at Department of Administrative Reforms and Public Grievances (DARPG). During the meeting the Ministry of Personnel, Public Grievances and Pension has pointed out that replies to the grievances are not uploaded on the portal and also stated that the qualitative disposal of the grievances is of utmost importance. Therefore, reasoned reply should be sent to the complainant and uploaded on pgportal before disposal of the grievance.

2. Further, the following issues were also highlighted/discussed during the review meeting. The same are mentioned for strict compliance:
  - i. The office should analyze the grievances received by them to identify grievance prone areas for taking remedial measures.
  - ii. The disposal of the grievances should be reviewed to examine whether the reply of the grievance was uploaded on the system.
  - iii. A grievance should be redressed within a period of maximum two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent.
  - iv. If a grievance involves policy decision/change/court related matter, it could be closed under the intimation to the petitioner with the

comments that it could be revisited, in case any fresh development in the matter merits the case.

- v. The office is required to examine the type of cases pending and immediately return the grievances to the sender organization which do not pertain to them.
- vi. The physical copy of the grievance should be scanned and uploaded on the pgportal for taking appropriate action.
- vii. Pension cases should be dealt on priority basis and should not be kept pending.
- viii. The office should conduct review of grievances regularly at higher levels.
- ix. The office should expeditiously examine the grievances received by them and return the grievances which do not pertain to them within a period of maximum five working days.
- x. The citizen sending their grievance on e-mail should be requested to lodge grievance on "pgportal.gov.in".
- xi. The name of the Nodal Public Grievance Officer is to be updated on pgportal.



Group Officer (O&M)