

“हिन्दी भाषा राष्ट्र निर्माण में सहायक है”



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सं.: सं. एवं प./2915/ग्रीव/सीपीग्राम

दिनांक- 01.09.23

Important Circular

To,

The Officer-In-Charge

All Sub offices/All Sections (local)


Under PCDA(CC) Lucknow

Sub : Disposal of CPGRAM Complaints and Appeals.

During scrutiny of CPGRAM related replies, it has been observed that the reply received from sub-offices and sections of Main Office are being delayed inordinately and the replies are incomplete/irrelevant and drafted in a very casual manner wherein the actual grievance is not addressed to the satisfaction of the complainant. However specific action required on the part of Complainant should be highlighted so that legitimate dues if any can be released by the concerned office /Sub section. As Grievance of any petitioner is to be dealt with utmost care to afford credit and also to remove the bottleneck to avoid recurrence of the same in similarly affected cases, all grievances are to be monitored at the level of Head of the section/offices. Any laxity while dealing with Grievance lodged to CPGRAM not only deprived the legitimate dues and is also likely to be commented upon seriously at Highest Level. Therefore, in order to deal with the Grievance received through CPGRAM and Appeal, the following guidelines are issued for strict compliance by all concerned-

1. Reply should be to the point & specific in nature to the observation raised by complainant.
2. Complaint / Grievance received through CPGRAM should be given high priority and all possibilities may be explored for final disposal of complaint before finalizing the reply.

3. Appeal should be on the similar line of action as was replied earlier and in case of variation should be substantiated with proper reasoning. Further, In the event of furnishing incorrect/unsatisfactory reply to the complainant, the Appellate Authority has to confirm the veracity of the reply in addition to examine the bottleneck if any before disposing off the Appeal from the petitioner/ Complainant.
4. CPGRAM Complaint and Appeal should reach in this office within prescribed time.
5. Reply to CPGRAM Complain must be approved by HOO and Appeal should be in the form of SPEAKING ORDER format with signature of HOO.
6. CPGRAM Complaint and Appeal must be sent by e-mail. It should be clear and must be supported by the documents if required.
7. In cases of reply where the action is expected to be completed soon and interim reply is submitted, final reply on completion should invariably be forwarded.
8. Timeline for furnishing replies to complaints/CPGRAM- 05 working days and Appeals – 03 working days are to be strictly adhered to.


01/09/2023
Jt. CDA/Grievance Officer