



सत्यमेव जयते



निर्मल कुमार भगत
निदेशक (वित एवं प्रशासन)
Nirmal Kumar Bhagat
Director (Finance & Administration)

राष्ट्रीय ग्रामीण अवसंरचना विकास एजेंसी
ग्रामीण विकास मंत्रालय, भारत सरकार
National Rural Infrastructure Development Agency
Ministry of Rural Development, Government of India

D.O.No.G-25021/1/2010/F&A

Date: 2nd February, 2023

Dear Sir/Madam,

As you are aware, the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) is an important tool to strengthen the two-way communication with the citizens for effective and time-bound implementation of programmes/schemes at the ground level.

2. During the review of pending grievances on the CPGRAMS portal, it has been observed that the action taken on the grievances has not been uploaded by the State on the CPGRAMS portal even after the expiry of the stipulated timeline of 30 days. This is a serious matter and requires your urgent attention. Also, during the review meeting taken by the Higher Authorities, this has been viewed seriously.

3. In view of the importance of proper monitoring, I would request you to kindly look into the matter personally and instruct the concerned nodal officer to dispose of the grievances pending for more than 30 days within a week positively. You may also develop an internal review mechanism to ensure that the concerned authorities log in regularly on the CPGRAMS portal and dispose of the complaints within the stipulated timeline of 30 days.

With regards,

Yours sincerely,

(Nirmal Kumar Bhagat)

To:

The Chief Executive Officer / Engineer-in-Chief / Chief Engineer of Nodal
Department of PMGSY of all States / UTs

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