

F.No. G-25021-1-2010-F&A
National Rural Infrastructure Development Agency
5th Floor, 15 NBCC Tower, Bhikaji Cama Place
New Delhi-110066

Dated: 31st March, 2021

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

Subject: Periodical review of pending status of CPGRAMS complaints-reg.

Madam / Sir,

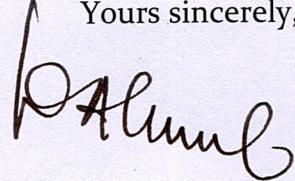
Kindly refer to the D.O. letter No. DO#P.17025/7/2021-RC dated 19.03.2021 (copy enclosed) from Secretary Rural Development, GoI, addressed to the Chief Secretary / Advisors to Administrators of all States / UTs regarding review of pending status of CPGRAMS complaints at periodic intervals.

2. Secretary Rural Development has emphasized the conduct of review of pending status of CPGRAMS complaints at periodic intervals and also desired that requisite instructions be issued to the concerned officials to ensure proper action on the feedback and complaints received from the public and for submission of the ATRs within the stipulated time period.

3. In view of above, I would request you to review the mechanism / status of handling and replying to the complaints received through CPGRAMS portal with the concerned Nodal Officer at periodic intervals and to strictly adhere to timelines for disposal of complaints.

Encl : As above

Yours sincerely,


(Deepak Ashish Kaul)
Director (F&A)
31/3/2021

नागेन्द्र नाथ सिन्हा, आई.ए.एस
सचिव
NAGENDRA NATH SINHA, IAS
SECRETARY



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DO # P.17025/7/2021-RC

March 19, 2021

Dear colleagues,

As you are aware, Hon'ble Prime Minister's reviewed the status of the public grievances received on PMO PG Portal relating to construction of rural roads and related issues during the PRAGATI meeting held on 24th February, 2021. He desired that the Chief Secretaries of the States should oversee the handling of grievances by the State/UT Governments.

2. The construction of rural roads under PMGSY, ensuring the quality of construction to the prescribed criteria and maintenance of the roads are the responsibilities of the State Governments. Grievances received from the public in this Ministry through CPGRAMS and Meri-Sadak App with regard to PMGSY roads are, therefore, referred to the respective nodal executing agency in the State for appropriate action. Furthermore, a large number of grievances are also received in this Ministry related to demand for construction of new roads, maintenance and quality issues of roads built by the state governments/local bodies, other than PMGSY roads. It was found during the preparation for PRAGATI review that proper assignment of these complaints to the relevant department/authority is not being made by the State Governments, leading to delay in disposal and redressal of these complaints. Final disposal of grievances can be done at this Ministry only when the action taken report has been received from the State. A time limit of 60 days has been prescribed for disposal of public grievances. This time limit is often exceeded due to delayed response by the State functionaries.

4. I shall be grateful, if you could review the pending status of CPGRAMS complaints at your level at periodic interval and issue instructions to the concerned officials to ensure proper action on the feedback and complaints received from the public, and for submission of the action taken reports to this Ministry in a time-bound manner, not only in respect of PMGSY, but also other MoRD schemes.

With warm regards,

Yours sincerely,

[Nagendra Nath Sinha]

The Chief Secretary/Advisors to Administrators of all States/UTs