



सत्यमेव जयते



निर्मल कुमार भगत

निदेशक (वित्त एवं प्रशासन)

Nirmal Kumar Bhagat

Director (Finance & Administration)

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

राष्ट्रीय ग्रामीण अवसंरचना विकास एजेंसी
ग्रामीण विकास मंत्रालय, भारत सरकार

National Rural Infrastructure Development Agency
Ministry of Rural Development, Government of India

Date: 2nd May, 2023

Dear Sir / Madam,

I would like to draw your kind attention towards the public grievances received through Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) portal operated by the Department of Administrative Reforms and Public Grievances.

2. The status of disposal of public grievances received through CPGRAMS portal has been reviewed and it is observed that Action Taken Report (ATR) on the grievances has not been uploaded on the CPGRAMS portal even after expiry of the stipulated timeline of 30 days. .

3. You are, therefore, requested to kindly look into the matter personally and instruct the concerned nodal officer to dispose of the grievances pending from more than 30 days within a week positively. You may also develop an internal review mechanism to ensure that grievances may be disposed of on CPGRAMS portal within the stipulated time frame.

4. In view of the importance of proper monitoring, it is requested to furnish updates on pending CPGRAMS grievances in the following format to this office in first week of every month, without any fail:

Age-wise pendency of Public Grievances on CPGRAMS portal

Sl. No.	Total Pending as on Date	Between 0 to 30 Days	Between 31 to 60 Days	Between 61 to 90 Days	More than 90 days

With regards,

Yours sincerely,

Nirmal Bhagat
(Nirmal Kumar Bhagat)

To: The Chief Executive Officer / Engineer-in-Chief / Chief Engineer / State Quality Coordinators(SQCs) of Nodal Department of PMGSY of all States / UTs

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