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**ग्रामीण विकास मंत्रालय**  
**ग्रामीण विकास विभाग**  
**भारत सरकार**  
**कृषि भवन, नई दिल्ली-110114**  
**Ministry of Rural Development**  
**Deptt. of Rural Development**  
**Government of India**  
**Krishi Bhavan, New Delhi-110114**

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

29<sup>th</sup> November, 2017

**Sub: Inordinate delay in disposal of grievance received on CPGRAMS Portal - regarding.**

Dear *Shri Madam*

As you are aware, 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. The citizens, with the use of this web-based portal can express their concerns regarding issues related to programmes/schemes and administrative activities. The status of complaints received on CPGRAMS Portal, concerning various Departments of Govt. of India, is monitored constantly by the Department of Administrative Reforms & Grievances (DARPG), Government of India. Any delay in disposal of such complaints is viewed seriously.

2. As per the CPGRAMS guidelines, the grievances are required to be settled within the permissible time limit of 60 days. However, it is observed that some grievances are still pending more than 60 days as enclosed in Annexure-I.

3. In view of the importance of proper monitoring, I would request you to kindly look into the matter personally and take necessary steps to speed up the disposal of long pending grievances on CPGRAMS portal and also direct the Nodal Officers to ensure time bound disposal and that they log on the CPGRAMS portal regularly.

With regards,

Encl: As above

Yours sincerely,

(Alka Upadhyaya).

To:

**The Principal Secretaries / Secretaries: Andhra Pradesh, Assam, Bihar, Chhattisgarh, Gujarat, Jharkhand, Karnataka, Sikkim, Telangana, Uttar Pradesh & West Bengal**

**AP Panchayat Raj Engineering Department**

**Report Date: 30 Nov 2017**

<b>S.No.</b>	<b>Registration No.</b>	<b>Name of Complainant</b>	<b>Date of Receipt</b>	<b>Diary Date</b>	<b>Current Status Pending Days</b>
1	DORLD/E/2017/02083	Ravindra	04-Sep-17	01-Sep-17	<b>Pending (87)</b>

**Bihar Rural Road Development Agency****Report Date:29 Nov 2017**

<b>S.No.</b>	<b>Registration No.</b>	<b>Name of Complainant</b>	<b>Date of Receipt</b>	<b>Diary Date</b>	<b>Current Status Pending Days</b>
1	DORLD/E/2017/00523	Amit Kumar Rai	20-Mar-17	17-Mar-17	<b>Pending (254)</b>
2	DORLD/E/2017/00872	Rizwana Gauhar	20-Apr-17	19-Apr-17	<b>Pending (223)</b>
3	DORLD/E/2017/01025	PRASHANT KUMAR	08-May-17	07-May-17	<b>Pending (205)</b>
4	PMOPG/E/2016/0249802	HARSH	29-May-17	16-Jul-16	<b>Pending (184)</b>
5	DORLD/P/2017/00010	Shri Upendra Yadav	02-Jun-17	30-May-17	<b>Pending (180)</b>
6	PMOPG/E/2017/0313262	kunal Kumar	09-Jun-17	01-Jun-17	<b>Pending (173)</b>
7	DORLD/E/2017/01603	Satrudhan Yadav	17-Jul-17	07-Jul-17	<b>Pending (135)</b>
8	PMOPG/E/2017/0222493	KUMAR ADITYA VIKRAM	19-Jul-17	16-Apr-17	<b>Pending (133)</b>
9	PMOPG/E/2017/0357980	Ramesh shriwastav	19-Jul-17	29-Jun-17	<b>Pending (133)</b>
10	PMOPG/E/2017/0414009	JATA SHANKAR JHA	08-Sep-17	01-Aug-17	<b>Pending (82)</b>
11	PMOPG/E/2017/0408633	Aman kumar	18-Sep-17	30-Jul-17	<b>Pending (72)</b>
12	DORLD/E/2017/01751	Ratnesh Kumar Thakur	25-Sep-17	28-Jul-17	<b>Pending (65)</b>
13	DORLD/E/2017/01943	sachchida nand jha	25-Sep-17	17-Aug-17	<b>Pending (65)</b>
14	DORLD/E/2017/01945	Rita Singh	25-Sep-17	17-Aug-17	<b>Pending (65)</b>
15	DORLD/E/2017/01969	AVINAV ANAND	25-Sep-17	21-Aug-17	<b>Pending (65)</b>
16	DORLD/E/2017/01972	Vivekanand Jha	25-Sep-17	22-Aug-17	<b>Pending (65)</b>
17	DORLD/E/2017/01990	GHANSHYAM PRASAD SHAW	25-Sep-17	24-Aug-17	<b>Pending (65)</b>
18	DORLD/E/2017/02018	ANIVESH	25-Sep-17	27-Aug-17	<b>Pending (65)</b>
19	DORLD/E/2017/02245	VIDYASAGAR	25-Sep-17	13-Sep-17	<b>Pending (65)</b>
20	DORLD/E/2017/02247	Abhay Pandey	25-Sep-17	13-Sep-17	<b>Pending (65)</b>
21	DORLD/E/2017/01855	Bhole Shankar	26-Sep-17	05-Aug-17	<b>Pending (64)</b>
22	DORLD/E/2017/02023	Sudhir chauhan	26-Sep-17	28-Aug-17	<b>Pending (64)</b>
23	DORLD/E/2017/02026	Anish Choudhary	26-Sep-17	28-Aug-17	<b>Pending (64)</b>
24	DORLD/E/2017/02050	Brajesh Kumar	27-Sep-17	29-Aug-17	<b>Pending (63)</b>
25	DORLD/E/2017/02065	Raushan kumar	27-Sep-17	30-Aug-17	<b>Pending (63)</b>
26	DORLD/E/2017/02187	Rohit kumar	27-Sep-17	09-Sep-17	<b>Pending (63)</b>

## Chhattisgarh Rural Road Development Agency

Report Date:29 Nov 2017

S.No.	Registration No.	Name of Complainant	Date of Receipt	Diary Date	Current Status Pending Days
1	PMOPG/D/2017/0251315	Shri ANKIT GAURHA	30-May-17	29-May-17	<b>Pending (183)</b>

**Gujarat State Rural Roads Development Agency****Report Date : 29 Nov 2017**

<b>S.No.</b>	<b>Registration No.</b>	<b>Name of Complainant</b>	<b>Date of Receipt</b>	<b>Diary Date</b>	<b>Current Status Pending Days</b>
1	DORLD/E/2017/01966	Pinakin Sureshbhai Patel	22-Aug-17	21-Aug-17	<b>Pending (99)</b>

**Jharkhand State Rural Roads Development Agency****Report Date:29 Nov 2017**

<b>S.No.</b>	<b>Registration No.</b>	<b>Name of Complainant</b>	<b>Date of Receipt</b>	<b>Diary Date</b>	<b>Current Status Pending Days</b>
1	DORLD/E/2017/00867	अनन्त कृष्ण तिवरि	20-Apr-17	19-Apr-17	Pending (223)
2	PMOPG/D/2017/0427904	Shri K K VERMA	15-Sep-17	12-Sep-17	Pending (75)
3	DORLD/E/2017/01837	KHEMLAL KISKU	25-Sep-17	04-Aug-17	Pending (65)

**Karnataka Rural Road Development Agency**

**Report Date:30 Nov 2017**

<b>S.No.</b>	<b>Registration No.</b>	<b>Name of Complainant</b>	<b>Date of Receipt</b>	<b>Diary Date</b>	<b>Current Status Pending Days</b>
1	DORLD/E/2017/01192	Manjunath Shetty	25-May-17	25-May-17	<b>Pending (189)</b>
2	DORLD/E/2017/01274	RAVI BHAT H	05-Jun-17	31-May-17	<b>Pending (178)</b>
3	DORLD/E/2017/02288	Shashikant	22-Sep-17	18-Sep-17	<b>Pending (69)</b>

**Sikkim State Rural Road Agency**

**Report Date:30 Nov 2017**

<b>S.No.</b>	<b>Registration No.</b>	<b>Name of Complainant</b>	<b>Date of Receipt</b>	<b>Diary Date</b>	<b>Current Status</b>
1	DORLD/E/2017/02073	Madhav Bhattarai	04-Sep-17	31-Aug-17	<b>Pending (87)</b>



**Telangana State Rural Roads Development Agency**

**Report Date:30 Nov 2017**

<b>S.No.</b>	<b>Registration No.</b>	<b>Name of Complainant</b>	<b>Date of Receipt</b>	<b>Diary Date</b>	<b>Current Status</b>
1	DORLD/E/2017/01822	Gatla Balarama krishna	10-Aug-17	04-Aug-17	<b>Pending (112)</b>

**WEST BENGAL STATE RURAL DEVELOPMENT AGENCY****Report Date:29 Nov 2017**

<b>S.No.</b>	<b>Registration No.</b>	<b>Name of Complainant</b>	<b>Date of Receipt</b>	<b>Diary Date</b>	<b>Current Status Pending Days</b>
1	DORLD/E/2017/01389	Raghupathi Naidu S	16-Jun-17	14-Jun-17	<b>Pending (166)</b>
2	DORLD/E/2017/01468	Raghupathi Naidu	22-Jun-17	21-Jun-17	<b>Pending (160)</b>
3	DORLD/E/2017/01590	Suman Chetthri	18-Jul-17	06-Jul-17	<b>Pending (134)</b>
4	DORLD/E/2017/01768	ANKAN BANIK	25-Sep-17	30-Jul-17	<b>Pending (65)</b>