

**भारत सरकार/ Government of India
परमाणु ऊर्जा विभाग/ Department of Atomic Energy
सचिवाल यसमन्वय अनुभाग/ Secretariat Coordination Section**

अणुशक्तिभवन/ Anushakti Bhavan,
छ.शि.म. मार्ग/ C. S. M. Marg,
मुंबई/ Mumbai - 400 001.

No9/8/2022-SCS/ 8255.

22.06.2022

Subject: Guidelines for the disposal of CPGRAMS grievances: - Regarding

Department of Administrative Reforms and Public Grievances (DARPG), New Delhi has convened a meeting on 24.05.2022 to review the status of pending grievances of all Govt of India Departments / Ministries. While reviewing the pending pension grievances, it is noticed that, the grievances forwarded to Constituent Units / PSUs/ AIs / Sections of DAE are not being redressed / disposed of properly through CPGRAMS grievance redressal portal within the stipulated time limit. As a result, the Department is required to furnish reasons / justifications for non-redressal of grievance to DARPG, New Delhi which causing an embarrassment situation and arised a need to dispose of the grievances in a time bound manner.

2. All the Administrative Heads / Heads / Grievance Officers of the Constituent Units / PSUs / Aided Institutions / Sections of DAE are therefore requested to strictly adhere to the following guidelines;

2.1 Redress the grievances and dispose the grievances expeditiously within the time limit by uploading a copy of the reply in CPGRAMS portal.

2.2 Clear the cases which are pending more than 45 days by periodical reviews under the leadership of Grievance Officer / Appellate Authority.

2.3 Some Units are giving an interim reply to petitioners and forwarding the grievances to their subordinate units. It is seen that such grievances have not been disposed further and there is no follow up of such grievances by the Unit concerned. It is therefore, requested that the Grievance Officers of Units may review such pending grievances periodically.

2.4 Some grievances cannot be disposed immediately due to some policy decisions, pending court decisions or reference made to Nodal Ministries. In such cases, the grievances may be disposed by giving the factual legitimate status of the case to the petitioner.

2.5 Public Grievances should be disposed off in time bound manner but keeping in mind the quality of disposal. Citizen should be satisfied with the action taken by the Grievance Officers of Department. To the extent possible, there should not be any appeal against the disposed case.

2.6 Bring down the Average Closing Time invariably and maintain a faster disposal rate.

3. It is also to convey that the undersigned will be reviewing the pendency through a VC or meeting in a periodic interval.

4. In case of any difficulties faced during the disposal procedure, it is requested to kindly consult SCS Section DAE viz. Email : scscircular@dae.gov.in (Ph: 022-22862661).



(ई. रवींद्रन /E. Ravendiran)
शिकायत अधिकारी / Grievance Officer (CPGRAMS)
निदेशक / Director (S.C.S)/(एस.सी.एस.)

All Heads of Constituent Units / PSUs /Aided Institutions /Sections of DAE

Copy to:

1. All Administrative Heads of Constituent Units / PSUs / AIs of DAE
2. All Officers and Sections of DAE – Through DARPAN portal
3. Office of Secretary (DAE)
4. Office of JS (A&A), DAE and Director (SCS), DAE.