

5TH floor, Sardar Patel Bhawan
Sansad Marg, New Delhi-110001
Dated March 30, 2020

OFFICE MEMORANDUM

**SUB: HANDLING PUBLIC GRIEVANCES PERTAINING TO COVID 19 IN
MINISTRIES / DEPARTMENTS OF GOVERNMENT OF INDIA**

The undersigned is directed to say that the following procedure shall be adopted for handling Public Grievances pertaining to COVID 19 in Government of India:

1. Every Department/ Ministry shall appoint a designated Nodal Officer for handling COVID-19 Public Grievances. The name, phone number and email ID of the designated Nodal Officer shall be placed on the website of the concerned Department/ Ministry.
2. Every Department/ Ministry website shall have a separate field in CPGRAMS to cater to COVID-9 grievances for more focused tracking, monitoring, and disposal of public grievances.
3. Considering the importance of prompt redressal of such grievances, every Department/Ministry shall pay high priority and will closely monitor COVID-19 public grievance redressal on their respective Dashboards.
4. In Departments/ Ministries where CPGRAMS version 7.0 has been implemented, mapping of the COVID-19 grievances shall be done to the last mile grievance officers.
5. Considering the urgency and importance of redressal of COVID 19 grievances, it shall be incumbent on every Ministry/ Department to prioritize for expeditious quality addressal of these grievances at the earliest preferably within a timeline of 3 days to provide redressal.

This issues with approval of Secretary DARPG.

Prisca
30/03/2020

(Prisca Poly Mathew)
Deputy Secretary to Government of India

To:

1. Principal Secretary to Prime Minister
2. Advisor to the Prime Minister (Mr. Bhasker Khulbe)
3. Cabinet Secretary
4. All Secretaries to Government of India
5. All Nodal Grievance Officers of Government of India

File No.12/03/2019-O&M
Union Public Service Commission
O&M Section

Dated: 13 / 04 / 2020

Office Memorandum

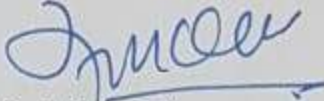
Subject: Handling Public Grievances pertaining to COVID 19 received in CPGRAMS.

Vide their OM No. S-15/4/2020-DARPG (C.No.6594) dated 30-3-2020 (copy enclosed) Department of Administrative Reforms and Public Grievances (DARPG) has directed to adopt a certain procedure for handling Public Grievances pertaining to COVID 19 received in CPGRAMS, which inter alia state that:

- i. Every Department/Ministry shall appoint a designated Nodal Officer for handling COVID-19 Public Grievances. The name, phone number and email ID of the designated Nodal Officer shall be placed on the website of the concerned Department/Ministry.
 - ii. Every Department/Ministry website shall have a separate field in CPGRAMS to cater to COVID-19 grievances for more focused tracking, monitoring and disposed of public grievances.
2. This has been examined and it has been decided with the approval of Hon'ble Chairman to immediately initiate the following measures:
- i. Highlight the details of Joint Secretary (Admn.) incorporating name, phone number and email id as Nodal Officer on the website of UPSC. The relevant details are:

Himanshu Kumar
Joint Secretary (Admn)
Ph.: 011-23070831
Email ID: himanshu.kumar34@gov.in

- ii. In addition, a link, re-directing the user to PG Portal, when clicked may also be provided on the website.
 - iii. Further, a distinct category specifically for COVID 19 cases may be added to the existing categories on the CPGRAMS portal of UPSC.
3. The undersigned may be apprised of the needful done.


(S.K. Mann)
US(Admn IV)

To

JD(IS Wing)