

NoS-15/21/2021-O/o DS(PG)-DARPG (7085)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms and Public Grievances  
Public Grievances Division

5<sup>th</sup> Floor, Sardar Patel Bhawan, Sansad Marg,  
New Delhi, Dated the 22<sup>nd</sup> June, 2021

**OFFICE MEMORANDUM**

**Subject: Reduction of stipulated time limit for disposal of Public Grievance in CPGRAMS - regarding**

The undersigned is directed to say that the Centralized Public Grievances Redressal and Monitoring System (CPGRAMS), gives citizens a platform to lodge their grievances from anywhere and anytime (24x7) to public authorities in Central Ministries/ Departments/ State Governments/ UTs. Over the last couple of years CPGRAMS has become more responsive with high rates of disposal and progressive reduction in average disposal time. An analysis of grievance disposals in CPGRAMS reveals that about 87% Ministries/ Departments have disposed of the grievances in less than 45 days.

2. Given this progress and also in view of the recommendation of the Department related Parliamentary Standing Committee on Ministry of Personnel Pension and Public Grievances which suggested to reduce the maximum time limit for disposal of grievances from existing 60 days to 45 days, DARPG has decided to revise the grievance disposal protocol in CPGRAMS as follows:

*"The CPGRAMS grievances shall be resolved promptly as soon as they are received and maximum within 45 days. In case redressal is not possible within the prescribed time-frame due to the circumstances beyond the control of the Government such as sub-judice matters/ policy issues/ etc., an interim reply shall be given to the citizen. The grievances under COVID 19 category shall continue to be taken up on high priority and resolved maximum within 3 days.*

3. This issue with the approval of the competent authority.

*Prisca*  
*22/6/2021*

(Prisca Mathew)

Deputy Secretary to the Govt. of India

Tel No. 23401429

To,

1. Secretaries to the GOI
2. Chief Secretaries of States/ UTs
3. Heads of autonomous/ Statutory bodies
4. Nodal Public Grievance officers of Ministries/Department/Attached and Subordinate organizations of Govt. of India/ State Govts
5. NIC, DARPG for appropriate action and uploading on the DARPG Website

Copy for information to:

1. PMO (Attention Sh Bhaskar Khulbe, Advisor to PM)
2. Cabinet Secretary
3. Secretary to the President Secretariat
4. Secretary General, Rajya Sabha Secretariat
5. Secretary General, Lok Sabha Secretariat
6. Secretary (Coordination & PG), Cabinet Secretariat