

File No.S-15/4/2020-DARPG (C.No.6594)  
Government of India  
Ministry of Personnel,Public Grievances and Pensions  
Department of Administrative Reforms and Public Grievances  
Public Grievances Division

5<sup>TH</sup> floor, Sardar Patel Bhawan  
Sansad Marg, New Delhi-110001  
Dated 10<sup>th</sup> April, 2020

To,

All Nodal Grievance Officers of States and UTs.

**SUBJECT: HANDLING OF PUBLIC GRIEVANCES  
RECEIVED IN CPGRAMS ON COVID-19 IN STATES  
AND UTs**

The undersigned is directed to refer to the OM of even number dated 31<sup>st</sup> March,2020 on the above subject and to reiterate the procedure to be adopted for handling Public Grievances pertaining to COVID-9 in States and UTs as under:

- i. Every State Government shall appoint designated Nodal Officers 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 State Portal.
- ii. **Every State Government website shall have a separate field in CPGRAMS to cater to COVID-19 grievances for more focused tracking, monitoring, and disposal of public grievances.**
- iii. Considering the importance of prompt redressal of such grievances, every State and UT shall pay high priority and will closely monitor COVID-19 public grievance redressal on their respective Dashboards.
- iv. Considering the urgency and importance of redressal of COVID-19 grievances, it shall be incumbent on every State and UT to prioritize for expeditious quality addressal of these

grievances at the earliest, preferably within a timeline of 3 days to provide redressal.

2. Further, over the last few days CPGRAMS has seen exponential increase in public grievances related to COVID-19, which are likely to increase further in the coming days. Such a large volume of grievances has necessitated to review the strategy so that the critical grievances shall get due attention and resolved as quickly as possible. Therefore, nodal officers are advised to kindly prioritize the cases depending upon their criticality and speed up resolution of the grievances which require immediate attention.

3. Every State and UT may accord top priority for resolution of grievances maximum within 3 days, keeping in mind the utmost satisfaction of the citizen. The suggestions may be forwarded to MyGov and cc to Empowered Group-10 to enable a well-coordinated and integrated response to the COVID-19.

*P. Singh*  
10/4/2020

This issues with approval of Secretary DARPG.

(Prisca Poly Mathew)  
Deputy Secretary to the Government of India

Copy for information to :

1. Principal Secretary to Prime Minister
2. Advisor to the Prime Minister (Mr. Bhasker Khulbe)
3. Cabinet Secretary
4. All Chief Secretaries/Lt. Governors & Administrators of All States / UTs
5. Chairman and Members of the Empowered Group-10
6. Chief Executive Officer, MyGov, Ministry of Electronics and Information Technology.