

F. No. C 36012/04/2022-PG
Government of India / Bharat Sarkar
Ministry of Education / Shiksha Mantralaya
Department of Higher Education / Uchchar Siksha Vibhag
Public Grievance Section / Lok Shikayat Anubhag

Shastri Bhawan, New Delhi
Dated: 24th February, 2022

OFFICE MEMORANDUM

Subject: Online awareness about the role and responsibility of the Directorate of Public Grievances (DPG), Cabinet Secretariat among general public – regarding.

The undersigned is directed to forward herewith a copy of D.O. letter no. 42/02/2022-DPG dated 4.2.2022 received from Directorate of Public Grievances, Cabinet Secretariat on the subject cited above, whereby it has been proposed to display scroll message / note or pop-up on the websites of identified Ministries / Departments that are part of the mandate of the Directorate for enhanced outreach among the general public about the role and responsibility of the DPG.

2. Necessary action is being taken to display the message on this Ministry's Website. However, it is felt that it would be appropriate if action is taken by Organizations / Institutions under this Department also to display similar message on Homepage of their respective Websites. The message to be displayed could be as under :

"If complainants fail to get redress to Grievances from (Organisation / Institution Name), they can approach Directorate of Public Grievance (DPG) at <https://dpg.gov.in/> for redress of grievance."

3. In view of the above, all Bureau Heads are requested to circulate the above-mentioned DO letter to all the autonomous / Institutions / PSUs under administrative control of this Department for taking necessary action in this regard.

Encl: As above

Y. Randive
24/2/22
(Y. Randive)

Under Secretary to the Government of India

To

The All Bureau Heads
Department of Higher Education

DS
25-2

DS (CDN-w) M
28/2

US (GUVI)
Pl. circulate to all BU
28/2
M. Anandhi

1011406/2022/PG Section

SUDHANSHU GUPTA, IFS
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 JOINT SECRETARY संयुक्त सचिव
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Directorate of Public Grievances,
 Cabinet Secretariat,
 Government of India,
 1st Floor, Jeevan Vihar Building
 Sansad Marg
 New Delhi - 110 001

D.O. No. 42/02/2022-DPG



04.02.2022

Dear Shri Dutt

The Directorate of Public Grievances (DPG) was set up vide Government of India Resolution No. A-11013/1/88-Ad. I dated March 25, 1988 to look into unresolved public grievances on issues pertaining to some Central Government organizations.

2. The DPG has been focusing on the qualitative disposal of the grievances as a result of which around ninety percent of cases taken up are decided partially or completely in favour of the complainants. All cases received in the DPG are processed through Public Grievance Redress and Monitoring System (PGRAMS) and status could be tracked through online portal.

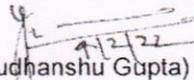
3. In order to increase online awareness of the DPG, it is proposed to display scroll message/note or pop-up on the websites of identified Ministries/Departments that are part of the mandate of the Directorate for enhanced outreach among the general public about the role and responsibility of the DPG. The draft scroll message to be displayed on the website is proposed below:

If complainants fail to get internal redress, DPG (<https://dpg.gov.in/>) can be approached for redress of grievance.

I would be grateful, if scroll note or similar message is prominently displayed on the website of your Ministry/Department.

With best wishes,

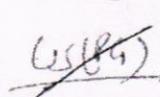
Yours sincerely,


 (Sudhanshu Gupta)

Sh. Bherav Dutt
 Deputy Secretary,
 D/o Higher Education,
 Ministry of Human Resource Development,
 Room No. 6, West Block 1,
 Wing 6, R K Puram,
 2nd Floor, New Delhi

May be put up for:

- ① Ensuring similar pop up message on Ministry's website
- ② Circulating instructions to all autonomous/organizations/institutions under the Dept to display the same

 R 15/2/22 50 DC 15/02/2022

copy to be
 retained by
 PA

5099/Bharamani P.
 Ms Kulkarni

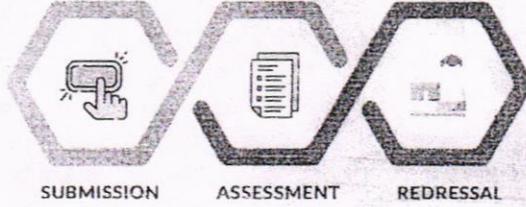


प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

CPGRAMS

Sign in

HELPS TO TRACK
AND MONITOR THE
STATUS OF YOUR
GRIEVANCE



Any Grievance sent by email will not be attended to or entertained. Please lodge your grievance through the website.

ABOUT CPGRAMS

Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standard one mobile application downloadable through Google Play store and mobile application integrated with UMANG.

The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. After closure of grievance if the complainant is not satisfied with the resolution, he/she can provide feedback. If the rating is 'Poor' the option to file an appeal is enabled. The status of the Appeal can also be tracked by the petitioner with the grievance registration number.

Issues which are not taken up for redress :

- Subjudice cases or any matter concerning judgment given by any court.
- Personal and family disputes.
- RTI matters.
- Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
- Suggestions.

Note : If you have not got a satisfactory redress of your grievance within a reasonable period of time, relating to Ministries/Departments and Organisations under the purview of Directorate of Public Grievances(DPG), Cabinet Secretariat, GOI, you may seek help of DPG in resolution. Please [click here](#) for details

WHAT'S NEW

22 [Reduction of stipulated time limit for disposal of Public Grievance in CPGRAMS \(PDF - 474 KB\)](#)
JUN 2021

22 [Tracking of grievance registered in CPGRAMS \(PDF - 660 KB\)](#)
SEP 2020

31 [Handling of Public Grievances received in CPGRAMS on COVID-19 in States/UTs \(PDF - 189 KB\)](#)
MAR 2020

30 [Handling Public Grievances pertaining to COVID-19 in Ministries /Departments of GoI \(PDF - 168 KB\)](#)
MAR 2020



REGISTER



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Bureau Heads (Higher Education)

1. Shri Rakesh Ranjan, AS(TE)
2. Shri Vineet Joshi, AS (Education)
3. Mrs. Kamini Chauhan Ratan, JS(HE)
4. Ms. Neeta Prasad, JS (ICC) & Language
- ✓ 5. Shri Mrutynjay Behera, EA (CU & A)
6. Shri P.K.Banerjee, JS(MGT /MC & Scholarship)
7. Ms. Saumya Gupta, JS(NIT)