

Government of Nagaland
Personnel and Administrative Reforms Department
(Administrative Reforms Branch)

No. AR-3/GEN-317/2015

Dated, Kohima, the 13th July, 2020

OFFICE MEMORANDUM

Sub:- Action taken on Centralized Public Grievance redress and Monitoring System (CPGRAMS) relating to State Government Departments.

The P&AR Department had issued various instructions to the Administrative Heads of the Department and Heads of the Department to regularly monitor the activities of the CPGRAMS portal on the grievances filed by a citizen through the portal and ensured that the grievances uploaded on the portal are attended to and disposed promptly and effectively. However, it has come to the notice that many Departments are yet to login to their Department portal for many months. It is to be stated that the grievances are directly monitored by the PMO and Department of Administrative Reforms & Public Grievances, Govt. of India.

2. In this regard, all the Administrative Heads and Heads of the Departments are requested to regularly monitor the grievances of their Departments in the CPGRAMS portal of the respective Departments to safeguard the interests of the common citizens and ensure that the grievances of the citizens are attended to promptly and effectively. The respective Departments have to settle the cases immediately and dispose of the cases online. The Department is also expected to nominate a Nodal Officer on CPGRAMS to monitor and report to their respective AHoD and HoDs to dispose off the cases. All Departments are once again requested to submit the lists of the Nodal Officer along-with their mobile number and e-mail to the P&AR Department at the earliest.

3. All Departments are requested to submit their action taken report to the P&AR Department at the earliest.

Enclosed: As stated above.

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Copy to :-

1. All Administrative Heads of the Department, Nagaland.
2. All Heads of the Department, Nagaland.
3. The PPS to Chief Secretary, Nagaland, Kohima for information.

Sd/- TEMJEN TOY
Chief Secretary to the Govt. of Nagaland
Dated Kohima, the 13th July, 2020



(DINESH KUMAR)
Commr & Secretary to the Govt. of Nagaland