

**GOVERNMENT OF NAGALAND
PERSONNEL & ADMINISTRATIVE REFORMS DEPARTMENT
(ADMINISTRATIVE REFORMS BRANCH)
NAGALAND: KOHIMA**

NO.AR-3/GEN-317/2015

Dated: Kohima, the 23rd March, 2022.

OFFICE MEMORANDUM

Sub: - Integration of State Public Grievances Portal with Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) and Nomination of Nodal Officers thereof.

The Department of Administrative Reforms & Public Grievances (DARPG), Government of India, intends to improve the grievance redressal machinery by integration of the public grievances of State Portal with CPGRAMS under "One Nation One Portal" to minimize the multiple login problems. In this respect, each Department needs to be integrated with the district level offices to serve as a single window interface for lodging complaints.

To expedite the process of integration, all the Administrative Heads of Department/Heads of Departments are requested to take the following action positively:

1. Every AHoD/HoD/Subsidiary Offices shall assign a separate Nodal Officer for Public Grievances, at the Administrative/Head/Subsidiary and District Offices.
2. In the District level, the Deputy Commissioners will nominate the District Nodal Officer for Public Grievances to interface with every District Level Offices for ensuring timely redressal of the grievances in coordination with agencies concerned.

The name of the assigned Nodal Officer for Public Grievances at the Administrative/Head/Subsidiary/District Offices along with all the necessary particulars may kindly be furnished to this Department at an early date, in the prescribed format as per the annexure enclosed for further necessary action.

Sd/- J. ALAM, IAS

Chief Secretary to the Government of Nagaland

Dated: Kohima, the 23rd March, 2022.

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Copy to:

1. The PPS to the Chief Secretary, Nagaland Kohima
2. The Additional Chief Secretary/Principal Secretaries/Commissioner & Secretaries/Secretaries, Nagaland, Kohima.
3. The Director General of Police, Nagaland, Kohima.
4. The Principal Accountant General, Nagaland, Kohima
5. The Commissioner & Secretary, Nagaland Legislative Assembly.
6. The Secretary, Nagaland Lokayukta/NIC/NPSC Kohima.
7. All Heads of Department, Nagaland.
8. All Deputy Commissioners, Nagaland.
9. Office Copy.


(CHUBASANGLA ANAR) IAS

Commissioner & Secretary to the Govt. of Nagaland

Annexure

NO.AR-3/GEN-317/2015

Dated: Kohima, the 23rd March, 2022.

Name of the Department/Office:

(Tick relevant portion: AHOD/HOD/Subsidiary/Deputy Commissioner/District Offices)

Details for Nomination of Nodal Officer/District Nodal Officer for Public Grievances.

1. Name :
2. Gender : Male/Female/Transgender
3. Designation :
4. Office Address :

5. Pin code :
6. Email Id :
7. Mobile Number :
8. Phone Number (STD Code):

Signature of the AHoD/HoD/Deputy Commissioner
(Tick whichever is applicable)