

No. A-60011/01/2023-Admin.I (LA)  
Government of India  
Ministry of Law & Justice  
Department of Legal Affairs  
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Shastri Bhawan, New Delhi  
Dated the 05<sup>th</sup> April, 2024

**OFFICE MEMORANDUM**

**Subject: - Appointment of Officers as a Nodal Appellate Authority and Public Grievance Officer for CPGRAMS-reg.**

Ref.:- D.O. letter No. H-11013/3/2020-DARPG dated 08.01.2021 from Department of Administrative Reforms & Public Grievances.

In continuation to this Department's earlier O.M No. A-60011/1/2023-Admin.I(LA) dated 04.01.2024 regarding the subject mentioned above, it is hereby to inform that Shri Amit Kumar, Under Secretary is nominated as Nodal Appellate Authority in place of Shri Kuldeep Mendiratta, Under Secretary and Shri Saurav Chaudhary, Section Officer will continue to be a Grievance Officer from the Department of Legal Affairs for public grievances. Their contact details are as under: -

Shri Amit Kumar, Under Secretary Department of Legal Affairs, 4 <sup>th</sup> Floor, A- Wing, Shastri Bhawan, New Delhi, Tel.: 011-23386260 Email: amitkumar.edu@nic.in	Shri Saurav Chaudhary Section Officer Department of Legal Affairs, 4 <sup>th</sup> Floor, A-Wing, Shastri Bhawan, New Delhi Tel.: 011-23389013 Email: saurav.chaudhary@gov.in
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*V. Sif*  
05/04/24

(V.S. Chauhan)  
Under Secretary to the Govt. of India  
Tel.: 23383634

Department of Administrative Reforms & Public Grievances  
(Kind attention: **Ms. Jaya Dubey, Joint Secretary**)  
Sardar Patel Bhawan, Sansad Marg, New Delhi-01

Copy to,

1. Shri Amit Kumar, US and Shri Saurav Chaudhary, Section Officer along with DARPG D.O. letter under reference.
2. PSO to Law Secretary, PSO to JS & LA(SA)
3. PG Cell (LA)
4. Personal file of the Officers



LA-36/44/2024- PG CELL  
Government of India  
Ministry of Law & Justice  
Department of Legal Affairs

Shastri Bhawan, New Delhi  
Dated: 03.05.2024

**OFFICE MEMORANDUM**

**Sub: Third-party Audit Exercise for the year 2023-24**

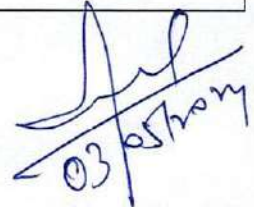
With reference to the OM F.No. R-22/5/2024-RTI dated 18.04.2024, the information desired as per the format attached with the OM is furnished below:

2. The information desired in Section 4(1) (b) (iv) is as follows:

S.No.	Details of Disclosure	Remarks
19	Nature of functions/services offered	PG cell deals with grievances received online/offline.
20	Norms/standards for functions/service delivery	a) Grievances are redressed within 30days as prescribed by DARPG. b) Issues related to RTI matters, Court related/Sub-judice matters, religious matters, Suggestions, Service matters of Govt. employees are not taken up for redress as per directives of CPGRAM portal.
21	Process by which these services can be accessed	Online grievances can be accessed on CPGRAMs portal and offline grievances are received physically in PG cell.
22	Time-limit for achieving the targets	a) Normal Grievances- 30days b) Covid-19 Related Grievances- 3 days c) Urgent Grievances- 10 Days
23	Process of redress of grievance	Grievances received are forwarded to the concerned sections/unit of this Department or the concerned Ministries/ Departments/States for early redressal of grievances as appropriate and informing directly to the applicant.

3. The information desired in Section 4(i)(b)(xvii) is as specified below:

<p>100. Grievance redressal mechanism</p>	<p>a) For online grievance redressal, there is a dedicated online platform i.e. Centralized Public Grievance Redress and Monitoring System (CPGRAMS).</p> <p>It is 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.</p> <p>b) Grievances received through offline mode are forwarded to the concerned section/unit of this Department or the concerned Ministries/ Departments/ States for early redressal of grievances as appropriate and informing directly to the applicant.</p>
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03/05/2017

(Amit Kumar)

Under Secretary to the Govt. of India

RTI CELL