

No.A-60011/01/2023-Admin.I (LA)  
Government of India  
Ministry of Law & Justice  
Department of Legal Affairs  
\*\*\*\*\*

Shastri Bhawan, New Delhi  
Dated the 17<sup>th</sup> August, 2023

**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-60011/3/2022-Admin.I(LA)pt2 dated 26.08.2022 regarding the subject mentioned above, it is hereby inform that Shri Kuldeep Mendiratta, US is nominated as a Nodal Appellate Authority in place of Shri Saji Gopinath P., Under Secretary. Shri U.N. Mishra, Section Officer will continue to be a Grievance Officer of the Department of Legal Affairs for public grievances. Their contact details are as under: -

Shri Kuldeep Mendiratta,  
Under Secretary  
Department of Legal Affairs,  
4<sup>th</sup> Floor, A- Wing,  
Shastri Bhawan, New Delhi,  
Tel.: 011-23384831  
Email: saji.gopinathp@nic.in

Shri U.N. Mishra,  
Section Officer  
Department of Legal Affairs,  
4<sup>th</sup> Floor, A-Wing,  
Shastri Bhawan, New Delhi  
Tel.: 011-23387168  
Email: upendramishra-cwc@gov.in

V. L. K. 17/8/23  
(Varun Singh 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 Kuldeep Mendiratta, US and Shri U.N. Mishra, Section Officer along with DARPG D.O. letter under reference.
2. PSO to Law Secretary/ Sr. PPS to JS & LA(VKS)
3. PG Cell (LA)
4. Personal file of the Officers

**Government of India  
Ministry of Law & Justice  
Department of Legal Affairs**

**Sub: Third-party Audit Exercise for the year 2022-23**

With reference to the OM F.No. R-22/9/2023-RTI dated 22.6.2023, the information desired as per the format attached with the OM is furnished below:

2. Para 1. Organization and Function S.No 1.4, the information desired is as follows:

<b>Norms for discharge of functions [Sections 4(1)(b)(iv)]</b>	(i) Nature of functions/services offered	PG cell deals with grievances received online/offline.
	(ii) 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.
	(iii) 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.
	(iv) Time-limit for achieving the targets	a) Normal Grievances- 30days b) Covid-19 Related Grievances- 3 days c) Urgent Grievances- 10 Days
	(v) Process of redress of grievance	Grievances received are forwarded to the Ministries/ Departments/ States concerned with the subject matter of the grievances. Grievances pertaining to DOLA are forwarded to the Section/Cell/Unit concerned.

3. Para 4. E. Governance at S.No. 4.5, the information desired is as specified below:

<b>Such other information as may be prescribed under section 4(i) (b) (xvii)</b>	(i) Grievance redressal mechanism	a) For online grievance redressal, there is a dedicated online platform i.e. Centralized Public Grievance Redress and Monitoring System (CPGRAMS). 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.  b) Grievances received through offline mode are disposed offline by issuing forwarding letters/OMs to the Ministries/ Departments/ States/Inter-departmental to which the subject matter of the grievance is related.
--	-----------------------------------	---

  
(Upendra Nath Mishra)  
Section Officer