

**MINISTRY OF COMMUNICATION & INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS
SANCHAR BHAWAN, 20-ASHOKA ROAD,
NEW DELHI-110001.**

No.6-24/2014/TA-1/28/ 641 to 665

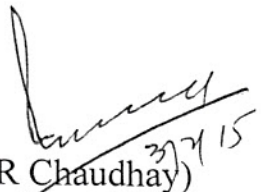
Dated: /01/2015
03/02/2015

All Pr.CsCA/CsCA.

Sub: - Action on pending cases in CPGRAMS Portal & redressal of grievances .

It has been intimated by the PG Section of DoT HQ, New Delhi vide UO Note dated 22.01.2015 that some of the units of DoT are not accessing their accounts created in portal on regular basis . The grievances forwarded remain unattended for long time and fail to get requisite attention from the concerned unit head.

2. In accordance with DoT website Citizen /Client Charter for DoT (2013-2014) - Service Standards Sr. No. 15 Grievance Redressal /Facilities of Grievance Redress Process; Interim/Final response to complainant must be forwarded within 60 days of registration/receipt of grievance in PG Cell.
3. It is therefore again requested that a mechanism be put up in place within your office so that the portal is monitored on regular basis , appropriate action is taken for expeditious redressal of grievances and also update the PG Portal website regularly.
4. This issues with the approval of competent authority.


(S R Chaudhary)
Asst. Director General (DCA)
Ph.011-23036050.