

**Ministry of Communications**  
**Department of Telecommunications**  
**Public Grievances & Investigation Section**  
**Room No. 605, Mahanagar Door Sanchar Bhavan, Old Minto Road**  
**New Delhi-110002**

No.: 13-06/2013- PG&I

Date: 23<sup>rd</sup> Jul, 2018

**Subject: Redress time for handling of Grievances in CPGRAMS.**


It has been seen that Public Grievances received in DoT through CPGRAMS remain pending for redressal more than 60 days and even beyond 180 days in some cases. This has been viewed adversely by higher authorities in various review meetings.

2. During the discussion in PRAGATI meeting dated 23<sup>rd</sup> March, 2016 on the matter 'Analysis of handling Public Grievances', Hon'ble Prime Minister has desired that all efforts should be made to **reduce the time taken for redress of a grievance from the existing two month period to one month.** DARPG reiterated the same and issued further directions vide O.M. No. K-11022/1/ 2016-PG(part), dated 07.04.2016 and subsequently DPG also issued D.O. No. 42/22/2018-DPG, dated 29.06.2018 regarding the same. **(Copies enclosed)**

3. All out effort should be made to redress public grievances received through various means including CPGRAMS within 30 days time frame. Accordingly, all the officers/ staff should be sensitized to improve the effectiveness / efficiency by use of technology.

4. Therefore, all Telecom Service Providers are requested to try their best to redress the grievances well within the time frame as specified in TRAI regulations or within a month time as desired by hon'ble Prime Minister. If any case is taking more than specified time of one month, then proper reason/ explanation of delay and expected time to redress the grievance should be intimated to the complainant and a downloadable copy of intimation may be uploaded to CPGRAMS.

This is issued with the approval of Member (Services), DoT HQ.

  
(Rakesh Kumar)  
Director (PG-I)

Ph. 011-23220537, Email: rakesh.kumar74@nic.in

To,

All Telecom Service Providers.

All head of LSAs, DoT field units for information and monitoring the PG cases.

All Unit heads/ DDGs /Directors of PG wing for information and necessary action.

71/c

No.K-11022/1/2016-PG (part)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhawan,  
Sansad Marg, New Delhi.  
Dated : 7<sup>th</sup> April, 2016

OFFICE MEMORANDUM

Subject :- Review of Grievances - PRAGATI (Pro Active Governance and Timely Implementation) meeting of 23.03.2016

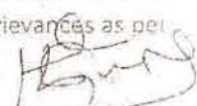
During the PRAGATI interaction on 23.03.2016, the issue regarding 'Analysis of handling of Public Grievances 'got done by DARPG for top 20 Ministries/ Departments receiving maximum number of grievances was taken up by the Hon'ble PM. A presentation on the issue was made by Secretary(DARPG). After the presentation the Hon'ble PM made the following observations, viz.

- Secretaries, Addl. Secretaries, Joint Secretaries of all the Ministries/ Departments should review grievances personally.
- Ministries/ Departments should review and streamline their policies/ procedures to tackle grievances expeditiously.
- Maximum use of technology should be ensured.
- Secretary, DARPG should send the analysis report to Secretaries of all the Ministries/ Departments on monthly basis.

The Hon'ble PM also desired that all efforts should be made to reduce the time taken for redress of a grievance from the existing 2months period to 1month.

2. The Department of Administrative Reforms and Public Grievances is reviewing the status of grievances, of various Ministries/ Departments, on qualitative basis, by taking up a random sample of 10 disposed and 5 pending grievances. The analysis report is being sent to the concerned Secretaries for their perusal and necessary action.

3. Accordingly, all Ministries / Departments are requested to note the above instructions for strict compliance to ensure effective redress of public grievances and to dispose of grievances as per above.

  
(Sumita Dasgupta)  
Director of Grievances (DARPG)

To  
Secretaries of all Ministries / Departments (As per list attached)

Di (HOC-Plt)



INDIRA MURTHY  
JOINT SECRETARY  
Tel. : 011-23743139



72/c  
CABINET SECRETARIAT  
DIRECTORATE OF PUBLIC GRIEVANCES  
SARDAR PATEL BHAWAN  
PARLIAMENT STREET  
NEW DELHI-110001

D.O. No.42/22/2018-DPG

June 29, 2018

Dear *Sh. Singh,*

Review meeting convened on May 29, 2018 was in the backdrop of specific direction of the Secretary (C&PG) to dispose of all cases pending for more than six months and also to reduce the average disposal time to the desired level of thirty days in compliance with the orders of Hon'ble Prime Minister.

2. The minutes of this meeting were forwarded to you vide this Directorate's O.M. of even number dated May 30, 2018. It was decided in the meeting that the Department would forward final report in all such cases within one week and also dispose of all cases pending for more than three months on priority.

3. I am, however, told that the final report is still awaited in cases No. DPG/T/2017/80337. Further, the number of cases pending for more than three months as on June 29, 2018 is 10. A list of all such cases is enclosed. This includes six cases referred to the complainants for their feedback.

4. I would like you to look into the cases personally and ensure that time bound and complete reports are sent from your end. The final reports in the cases pending for more than three months may also be expedited and should be made available to this Directorate within two weeks.

*Regards,*

Yours sincerely,

*Indira Murthy*  
(Indira Murthy)  
29/06/2018

Shri Y. K. Singh,  
Deputy Director General (PG),  
Department of Telecommunications,  
Mahanagar Doorsanchar Bhawan,  
Minto Road, New Delhi.

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