

भारत सरकार
MINISTRY OF COMMUNICATION AND IT
संचार एवं सूचना प्रौद्योगिकी मंत्रालय
DEPARTMENT OF TELECOMMUNICATIONS
दूरसंचार मन्त्रालया
20, ASHOKA ROAD, SANCHAR BHAWAN
20- अशोका रोड, संचार भवन -NEW DELHI-नई दिल्ली-110001

NO. 6-24/2015/TA-I/28/CPGRAMS/1740 to 1765

Dated 30.03.2016

To
Pr. CsCA/CsCA

.....

Sub: - Improving the quality of Grievances Resolution booked on CPGRAMS.

Enclosed please find DoT letter No DDG (PG)/2016/1183 dated 15th March 2016 on the subject cited above for necessary information & compliance.

Encl :-As above

Director (Accounts -1)
Ph 011- 23036511

Copy to :-

- I) Sh Ram Narain, DDG(PG) DoT, Mahanagar Door Sanchar Bhavan 6th Floor, Old Minto Road, New Delhi for information

181107/2016/0/0-m(F) DOT.

नाम : राष्ट्र का सम्मान

RAM NARAIN
DEPUTY DIRECTOR GENERAL (PG)



Phone (Off) : 011-23221231

भारत सरकार
संचार और सूचना प्रौद्योगिकी
दूरसंचार विभाग
संचार भवन, 20, अशोक
नई दिल्ली-110 001
Government of India
Ministry of Communication
Department of Telecommunication
Sanchar Bhawan, 20 Ash
New Delhi-110 001
Website : www.dot.gov.in

649-M/F-16
15/03/16

No. DDG(PG)/2016/1183

15th March, 2016

Sub : Improving the quality of Grievances Resolution booked on CPGRAMS

Sir,

Kindly find attached a letter No. K-11022/1/2016-PG(Part) dated 12th February 2016 received from DARPG, wherein the officers are required to personally examine certain number of grievances depending on their rank.

2. Therefore, you are requested to examine the number grievances mentioned in the letter and instruct all officers under your control to examine the prescribed number of grievances pertaining to their unit for early disposal.

3. In this regard it is further stated that Government is laying stress on the quality of disposal of public grievances. The Secretary (Telecom), in the meeting held on 14.03.2016, has stressed that it is the responsibility of the organization/unit head to ensure quality disposal of grievances and as far as possible to the satisfaction of the complainant. Therefore, besides examining the prescribed number of grievances by the senior officers, following steps may also be taken which would help in improving the quality of grievances resolution:-

- a) Before the closure report of a grievance booked on CPGRAMS portal is sent to DoT or grievance closed, the complainant may be contacted and his satisfaction/feedback should be taken and it should form part of the report being sent to DoT on CPGRAMS. Initially, it may be taken telephonically but gradually a system of confirmation with records such as through email, sms or satisfactory slip may be implemented.
- b) On the CPGRAMS portal the feedback of the complainants is available where a complainant can grade the satisfaction of his grievance resolution on a 1 to 5 scale i.e., Poor to Excellent. The grievances which are graded as Poor and Average should be analyzed by the organization/Unit Head and remedial action taken.

468-A/F-16
17/3/16
60/VIP/MAZ/2016
22/3/16

SS/TAI/2016
22/3/16

AMB
18/3
Adv (F)

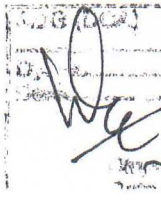
DDG (A/Cs)

Director
Pl. give me a report

18/3
18/3

A.O.-TAI
18/3

Contd...2

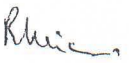


-: 2 :-

- c) An analysis of grievances may be carried out and systemic changes may be brought about for those types of grievances where grievances are in large number so as to contain such types of grievances.

Action taken report on the above issue may kindly be sent to this office for apprising the Secretary (T).

Yours sincerely,


(Ram Narain)

To,

CMD,BSNL/CMD, MTNL

Cc to :-

- i) Member (S)/Member (T)/Member (F),
- ii) AS(T)/Sr. DDGs/DDGs/JSs

Copy to : Secretary (T) for information please.

S(T)
F176952/2016/AR
17/2

No.K-11022/1/2016-PG (part)
Government of India

Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan
Sansad Marg, New Delhi
Dated : 12th February, 2016

OFFICE MEMORANDUM

Subject :- Review of Grievances - PRAGATI (Pro Active Governance and Timely Implementation) meeting of 27.01.2016

During the PRAGATI interaction on 27.01.2016, the Hon'ble Prime Minister reviewed the status of disposal of grievances relating to Central Board for Excise and Customs. During the discussion, the Hon'ble PM, inter-alia, desired that:

Asst) discuss
Please at next
Monday
meet

Secretaries of all Departments having substantial public dealing should personally examine 10 grievances every week and Addl Secretary / CMD rank and Joint Secretary officers should examine 20 and 30 grievances respectively every week'

2/3/16

For forward
copy to
J3/A

This has also been uploaded on eSamikSha by Cabinet Secretariat vide UID No. 2689/3 under 'Pragati ATR on ISSUES RELATING TO EXCISE & CUSTOMS' on 27/01/2016.

J3/T

2. 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. Department of Administrative Reforms and Public Grievances would be also reviewing the progress from time to time in the matter.

93/14
DS (Adm I)

11. circulate.

gy
8/3/2016

(Sumita Dasgupta)

Deputy Secretary to the Govt. of India

Sumit
VS (Adm-1)

To

No. K-11022/1/2016-PG(part)

Secretary,
Department of Telecommunications,
Sanchar Bhavan,
New Delhi-110001.

Please circulate it
amongst Division
under JS(A)

2/3/16

2/3/16

Hemant, ASG