

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/part/234070 2364

Dated:- 12.05.2016

To
Pr. CsCA/CsCA

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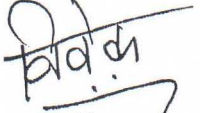
Sub: - Pending grievances: CPGRAMS

Kindly refer to this office letter of even number dated 06.04.2016 (copy enclosed) of the subject cited above.

In this context it is intimated that the report from your circle is still awaited .You are requested to kindly monitor the grievances on daily basis and all efforts must be made to resolve the pending grievances on top priority.

The latest status of pending cases for more than 60 days , if any, may be furnished to this office every Monday by e mail/fax.

Encl:-As above


Director (Accounts)
Ph.011-23036511
(dir-acs1-dot@nic.in)

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NO. 6-24/2015/TA-I/28/CPGRAMS/part

Date 06 .04.2016

To,

Pr. CsCA/CsCA

Sub: - Pending grievances : CPGRAMS

Your kind attention is drawn to the instructions contained in Secretary (T) DoT HQ No. 13-27/ 2015-16-PG&I dated 31.03.2016 which states-

"The Hon'ble Prime Minister during the Pragati Meeting held on 23 March, 2016 has emphasized that no grievance should remain unresolved for more than 60 days and all grievances which are now pending for more than 60 days should be liquidated in a month's time. It is, therefore, imperative for us to ensure that all grievances on CPGRAMS portal which are pending for more than 60 days are cleared by end of April, 2016 and in future no grievances should be remain unresolved for more than 60 days.

You are requested to personally monitor the progress of grievance resolution by unit under your control and ensure that the target set by the Hon'ble Prime Minister is accomplished. Achievement of this objective pertaining to your unit may be please sent by first week of May 2016".

2. Therefore, you are requested to monitor the grievances on daily basis and all must be made to resolve the pending grievances on top priority and the same has updated in the CPGRAMS portal daily without fail.

DDG (Account)
Ph 011- 2303