

IMMEDIATE
TIME BOUND

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Government of India
Central Water Commission
Office of the Chief Engineer
Krishna & Godavari Basin Organisation

K & G Bhavan, H.No.11-4-648,
A C Guards, Hyderabad-500004.

No. C-13016/1/2012Adm./

6689-69

Date : 26 NOV 2012

To

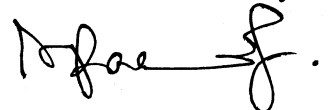
1. The Superintending Engineer / Director,
G Circle / K & C Circle / M & A Dte.,
Central Water Commission,
HYDERABAD.
2. The Executive Engineer,
U G Divn. / L G Divn. /
L K Divn. / U K Divn.,
CWC, Hyderabad / Pune.

Sub : Implementation of web-based Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) in the field offices of CWC for redressal of Public/staff Grievances – Reg..

Sir,

I am to enclose a copy of O.M. No.12/2/2007-O&M dated 19.11.2012 received from the Secretary & Grievance Officer, CWC, New Delhi on the subject cited above, which is self-explanatory, for information and necessary action. It is requested that the same may be brought to the notice of all officers/staff working under your control and give wide publicity.

Yours faithfully,



(A Paramesham)
Superintending Engineer (C)
& Grievance Officer

Encl : As above.

Copy to :-

1. The Section Officer, O & M Section, CWC, Room No.326(S), Sewa Bhawan, R K Puram, New Delhi.
- ✓ 2. Smt. K Rekha Rani, Assistant Director, O/o CE, KGBO, CWC, Hyderabad for uploading in the website of KGBO
3. For circulation among officers/staff of O/o CE, KGBO, CWC, Hyderabad
4. The Notice Board.

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CE(1)

F.No.12/2/2007-O&M
Government of India
Central Water Commission

326(S), Sewa Bhavan, R.K.Puram,
New Delhi.

Dated, the 16.11.2012.

OFFICE MEMORANDUM

Subject: Implementation of web-based Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) in the field offices of CWC for redressal of Public/staff Grievances.

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Department of Administrative Reforms & Public Grievances (DARPG) has emphasized the need for prompt and effective redressal of the public/staff grievances. They have also suggested that a fully functional redress mechanism needs to be in place in all Ministries of Government of India and in the Departments/Organizations under the Ministries for expeditious redressal of public grievances. In view of that CWC has declared Superintending Engineers (Co-ordination)/Director (A) in field offices as Grievance Officer for their respective Organization.

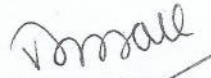
2. Department of Administrative Reforms & Public Grievances (DARPG) has developed the software 'Centralized Public Grievances Redress and Monitoring System (CPGRAMS)' for the purpose of monitoring/redressal of Public/staff Grievances online which can be accessed at <http://pgportal.gov.in>.
3. Henceforth, the grievances pertaining to CWC would be forwarded to concerned field offices through Centralized Public Grievances Redress and Monitoring System (CPGRAMS). For this purpose User IDs and Passwords in respect of each Grievance Officer in field Offices under CWC have been created and given at Annexure I. For Login, first access <http://pgportal.gov.in> and then click the option 'CPGRAMS LOGIN'. The password shall be changed immediately after the first login by each Grievance Officer.
4. Grievance Officers in field offices shall daily Login to the CPGRAMS and Grievances forwarded to them through this system shall be downloaded by them for taking necessary action. They shall redress the grievance at the earliest and latest within one month from the date of its uploading on CPGRAMS by the Headquarters. Meanwhile, acknowledgement of receipt of grievance shall be sent to the applicant by the concerned Grievance Officer immediately and at the most within 3 days from receipt of same through 'CPGRAMS'. Further, an interim reply indicating the status of the matter shall be given to the applicant by the concerned Grievance Officer within 15 days of receipt of grievance through CPGRAMS under intimation to O&M Section of CWC, if the same is not redressed by that time. After redressal of Grievance, intimation letter shall be

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immediately sent by Grievance Officer to the Applicant indicating details how the grievance has been redressed under intimation to the main Commission.

5. The Grievance Officer of the field should give wide publicity to the system of redress mechanism in the offices under jurisdiction of their Organization so that the aggrieved officials/public can approach the Grievance Officer to settle their grievances. The grievance received directly by them shall also be promptly redressed by them at the earliest but latest within one month under intimation to O&M Section at CWC Headquarters. They shall also enter such grievances received by them in CPGRAMS at the designate place 'Lodge New Grievance' under the heading 'Utilities'.
6. Grievance Officer in the field shall monitor the progress of redressal of grievances regularly and ensure that they are settled within one month. The status of grievances shall be sent by Fax to O&M Section, CWC every fortnight within 2 days succeeding the fortnight in the proforma enclosed at Annexure II.
7. Change of the incumbency of the Grievance Officer in field offices may be immediately reported to O&M Section for needful.
8. Action taken on the above may be communicated to O&M Section latest by 30.11.2012.

Encl. As above


(K. VOHRA),
Secretary & Grievance Officer, CWC
Tel. No. 2618 7232.

To (Grievance Officers designated in field Organizations)

1. Superintending Engineer (C), Shillong (Shri Deepak Kumar).
2. Superintending Engineer (C), Patna (Shri Ambrish Nayak).
3. Superintending Engineer (C), Lucknow (Shri Rajiv Kumar).
4. Superintending Engineer (C), Bangalore (Shri D.Ranga Reddy).
5. Superintending Engineer (C), Bhopal (Shri Manoj Tewari).
6. Superintending Engineer (C), Bhubaneswar (Shri A.K.Nayak)
7. Superintending Engineer (C), Coimbatore (Shri R.Sunderamurthi).
8. Superintending Engineer (C), New Delhi (Shri Virendra Sharma).
9. Superintending Engineer (C), Siliguri (Shri K.K.Saha).
10. Superintending Engineer (C), Chandigarh (Shri Bhupinder Singh).
11. Superintending Engineer (C), Nagpur (Shri U.Tikekar).
12. Superintending Engineer (C), Gandhinagar (Shri Rishi Srivastava).
13. Superintending Engineer (C), Hyderabad (Shri A.Paramesham).
14. Director (A&C), Pune (Shri D.S.Chaskar).
15. Director (SMD), CWC for uploading on CWC Website.
16. Guard File (O&M Section)

Copy to (without enclosures):

1. PPS to Chairman, CWC.
2. PPS to Member (D&R)/Member ((WP&P) /Member (RM), CWC.
3. Chief Engineer (HRM), CWC.
4. All Chief Engineers in field / NWA, Pune.
5. Shri Khatchin Langel, Deputy Secretary (Coord.), MOWR, Shram Shakti Bhavan, New Delhi.
6. Shri Arun Kumar, Under Secretary (Coord.), MOWR, Shram Shakti Bhavan, New Delhi.