

Government of Nagaland
Personnel and Administrative Reforms Department
(Administrative Reforms Branch)

OFFICE MEMORANDUM

NO. AR-3/GEN-317/2015

Dated Kohima, the 20th June, 2016

Sub:- Centralized Public Grievances Redressal and Monitoring System (CPGRAMS).

In order to evolve a transparent and accountable Public Grievances Redressal System, the Prime Minister's Public Grievance Module has been integrated with the Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) administered by the Department of Administrative Reforms and Public Grievances, Government of India. As such, the Government of Nagaland, as advised by the directive of the Ministry of Personnel, Public Grievances & Pensions, has linked its State field formations with the CPGRAMS and the P&AR Department as the Nodal Department for dealing with CPGRAMS cases of public grievances relating to the Departments of the State Government. Therefore, all grievances/petitions filed by an applicant to the Prime Minister's Office through CPGRAMS will be forwarded by the P&AR Department through the CPGRAMS to the concerned Departments after which the respective Departments will have to initiate taking necessary action. The Departments can also view the application and the replies/action taken report of the grievances filed by the petitioners through the CPGRAMS.

In this regard, all Heads of the Department are requested to furnish the details as per the format enclosed to the P&AR Department compulsorily. Further, all Heads of the Department are also requested to designate a senior officer as Nodal Officer for CPGRAMS for their respective Departments **on or before 30th June, 2016 positively.**

Enclosed: Format.

Sd/- PANKAJ KUMAR

Chief Secretary to the Government of Nagaland

Dated Kohima, the 20th June, 2016

NO. AR-3/GEN-317/2015

Copy to :-

1. The Commissioner & Secretary to the Governor of Nagaland, Kohima.
2. The Principal Secretary to the Chief Minister, Nagaland, Kohima.
3. The OSD to the Chief Secretary, Nagaland, Kohima.
4. The Additional Chief Secretary/Principal Secretaries/Commissioner & Secretaries/ Secretaries, Nagaland, Kohima.
5. The Commissioner & Secretary, Nagaland Legislative Assembly, Nagaland, Kohima.
6. The Secretary, NPSC, Vigilance Commission, Nagaland Information Commission, Kohima.
7. All Heads of Department, Nagaland.


(NCHUMBEMO LOTHAN)

Deputy Secretary to the Government of Nagaland