Dear All,

With reference to Dept. of Administrative Reforms and Public Grievances’ O.M. dated 30.3.2020 (copy attached) regarding handling public grievances pertaining to COVID 19 in Ministries / Departments of Govt. of India and appointment of Nodal Officer for handling of such grievances, it is hereby informed that Shri Vijay Paul, Deputy Secretary, Ministry of Earth Sciences is appointed as the Nodal Officer for the Ministry.

His Mobile No. 9818954132 and email address is paul.vk@nic.in.

For information please.

IT Division may please upload the Name, Email address and Contact No. of the Nodal Officer alongwith OM attached in the Ministry of Earth Science’s Website with immediate effect.

Regards,

Dr. Vipin Chandra
Joint Secretary,
Ministry of Earth Sciences
OFFICE MEMORANDUM

SUB: HANDLING PUBLIC GRIEVANCES PERTAINING TO COVID 19 IN MINISTRIES / DEPARTMENTS OF GOVERNMENT OF INDIA

The undersigned is directed to say that the following procedure shall be adopted for handling Public Grievances pertaining to COVID 19 in Government of India:

1. Every Department/ Ministry shall appoint a designated Nodal Officer for handling COVID-19 Public Grievances. The name, phone number and email ID of the designated Nodal Officer shall be placed on the website of the concerned Department/ Ministry.
2. Every Department/ Ministry website shall have a separate field in CPGRAMS to cater to COVID-9 grievances for more focused tracking, monitoring, and disposal of public grievances.
3. Considering the importance of prompt redressal of such grievances, every Department/Ministry shall pay high priority and will closely monitor COVID-19 public grievance redressal on their respective Dashboards.
4. In Departments/ Ministries where CPGRAMS version 7.0 has been implemented, mapping of the COVID-19 grievances shall be done to the last mile grievance officers.
5. Considering the urgency and importance of redressal of COVID 19 grievances, it shall be incumbent on every Ministry/ Department to prioritize for expeditious quality addressal of these grievances at the earliest preferably within a timeline of 3 days to provide redressal.

This issues with approval of Secretary DARPG.

(Prisca Poly Mathew)
Deputy Secretary to Government of India

To:

1. Principal Secretary to Prime Minister
2. Advisor to the Prime Minister (Mr. Bhasker Khulbe)
3. Cabinet Secretary
4. All Secretaries to Government of India
5. All Nodal Grievance Officers of Government of India