

सं./ No.Y-18020/9/2019-CAP

भारत सरकार/Government of India

सांख्यिकी एवं कार्यक्रम कार्यान्वयन मंत्रालय

Ministry of Statistics & Programme Implementation

राष्ट्रीय सांख्यिकीय कार्यालय/National Statistical Office

(कैप डिवीजन/CAP Division)

सरदार पटेल भवन, संसद मार्ग, नई दिल्ली

Sardar Patel Bhawan, Sansad Marg, New Delhi

दिनांक/Dated: April 01, 2020.

**कार्यालय ज्ञापन/OFFICE MEMORANDUM**

**Subject: Handling Public Grievances pertaining to COVID-19 in Ministries/ Departments of Government of India.**

The undersigned is directed to refer to D/o Administrative Reforms and Public Grievances OM No. S-15/4/2020-DARPG dated 30th March, 2020 on the subject cited above and to state that **DDG (Admin), M/o Statistics & Programme Implementation (MoSPI)** has been designated as the Nodal Officer for handling COVID-19 Public Grievances, at the level of Ministry. The details of the officer are as under:

**Shri K.S. Rejimon, DDG (Admin)**

**Ph No: 011-23361080**

**Email ID: [ddgadm@mospi.gov.in](mailto:ddgadm@mospi.gov.in)**

2. This issues with the approval of CSI-cum-Secretary, MoSPI.

**Encl: As above.**

( Sd/--)

**(Vishal Kumar)**

Deputy Director

Director, DIID with the request to get it uploaded on the MoSPI website.

**Copy for kind information to:**

DDG (Admin), MoSPI

File No.S-15/4/2020-DARPG (C.No.6594)  
Government of India  
Department of Administrative Reforms and Public Grievances  
Public Grievances Division

5<sup>TH</sup> floor, Sardar Patel Bhawan  
Sansad Marg, New Delhi-110001  
Dated March 30, 2020

**OFFICE MEMORANDUM**

**SUB: HANDLING PUBLIC GRIEVANCES PERTAINING TO COVID 19 IN  
MIISTRIES / 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*  
30/03/2020

(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

