

No. B. 16013/5/2022-23/A2/ARW  
GOVERNMENT OF PUDUCHERRY  
ADMINISTRATIVE REFORMS WING  
CHIEF SECRETARIAT

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Puducherry, dt. 13 FEB 2023

CIRCULAR/ORDER

Sub: ARW- Observance of "Public Grievance Redressal Day"-  
Standard Operating Procedure (SOP)-Reg.

Ref.: This Departments order of even no. dt. 24.01.2023 &  
31.01.2023

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As per the orders cited above, all the Departments in the Government of Puducherry have been directed to conduct "Public Grievance Redressal Day", on 15<sup>th</sup> of every month or the next working day (in case of 15<sup>th</sup> being holiday)

2. In this connection, a standard operating procedure has been formulated based upon the workflow of Online Central Public Grievance System (CPGRAMS) for smooth conduct of the "Public Grievance Redressal Day" as below:

The petitions received from public are digitized which helps in electronic movement of petitions from one office to another, updating the status of the petitions to the petitioners.

Further, this online platform could also be used to file the petitions received physically. The status of the grievance filed in CPGRAMS could be tracked with the unique registration ID provided at the time of registration of the complainant.

During the "Public Grievance Redressal Day" a grievance redressal cell is to be set up with the nodal officers/help desk operators with the following devices and internet connectivity:

1. System – Preferably Windows 10 or above.
2. Printer for printing acknowledgement
3. Scanner for scanning the petitions

The grievance redressal cell in the Departments needs to be set up in a prominent location in the Department which should be easily accessible to the Public.



**The steps to be followed during the grievance redressal day by the Departments of U.T. of Puducherry are as follows:**

**In Chief Secretariat (Level 1 Office which normally sends public grievance to the concerned departments)**

**Steps to follow as prescribed by CPGRAMS**

- 1) The Help Desk operator scans the physical copy of the (Letter/Paper) grievance received from citizen.
- 2) Upon scanning, the details of grievance entered into pgportal.gov.in using "Lodge Local grievance" option and generate the registration number.
- 3) The Help Desk operator assigns the respective Secretariat division from the dropdown grievance category and selects the action "Examine at our level" for the received grievances.
- 4) The Help Desk operator prints the acknowledgement and handover to the citizen. The operator may write the Secretary details, Block and Floor details in the acknowledgement. Citizen also receives the acknowledgement through mail
- 5) The citizen along with his/her grievance letter and acknowledgement meets the respective Secretary (Sr. Officer).
- 6) The Secretary (Sr. Officer) instructs Help Desk to either dispose the grievance cases at their office or forward to concerned department.
- 7) The Help Desk process the grievance as instructed by the Secretary (Sr. Officer)
- 8) The officials of concerned department process the grievances and dispose the cases.
- 9) For the grievances which are not endorsed by the Secretary (Sr. Officer) ,the Help Desk examine and take necessary action.
- 10) The Secretary (Sr. Officer) can monitor the progress of cases registered on Public Grievance Redressal day in specific using dashboard and reports option in pgportal.gov.in.
- 11) The escalation mechanism for CPGRAMS is as follows:

For administrative point of contact: Under Secretary to Govt. (AR Wing), Govt. of Puducherry - Phone: 0413-2233238

For technical support: Mr. Mohan, Director (IT), NIC, Chief Secretariat, Puducherry. Mobile: 9677859357 mail: [mohanabi@nic.in](mailto:mohanabi@nic.in)



**In Departments (Level 2 Offices which normally receives the petitions from public directly or electronically receive petitions from Level 1 office).**

**Steps to follow as prescribed by CPGRAMS**

- 1) The Help Desk operator of the department scans the physical copy of the (Letter/Paper) grievance received from the citizen.
- 2) Upon scanning, the details of grievance entered into pgportal.gov.in using "Lodge Local grievance" option and generate the registration number.
- 3) The Help Desk operator selects the action "Examine at our level" for the received grievances.
- 4) Citizen receives the acknowledgement on mail/SMS.
- 5) The Help Desk operator prints the acknowledgement and handover to the citizen. The operator may write the Nodal officer details in the acknowledgement.
- 6) The citizen along with his/her grievance letter and acknowledgement meets the respective Nodal Officer.
- 7) The Nodal officer /Concerned Officer either dispose the grievance cases at their office or forward to concerned subordinate office (Level 3) with necessary instructions.
- 8) The officials of subordinate office process the grievance and dispose the cases.
- 9) The HoD can monitor the progress of cases registered on Public Grievance Redressal day in specific, using dashboard and reports option in pgportal.gov.in.
- 10) The Nodal officer of the department has to send the number of petitions received by the department to the AR Wing at 5 p.m on the same day.
- 11) The escalation mechanism for CPGRAMS is as follows:

For administrative point of contact: Under Secretary to Govt (AR Wing), Govt. of Puducherry – Phone: 0413-2233238

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/By Order /



(V. JAISANKAR)  
UNDER SECRETARY TO GOVT. (ARW)

To

1. All Administrative Secretaries to Govt., Government of Puducherry
2. All Heads of Departments, Government of Puducherry-With an instruction to communicate the order to all the subordinate organisations under the control of your Department.
3. The District Collector, Puducherry/Karaikal
4. The Regional Administrator, Mahe/Yanam
5. The Deputy Secretary to Govt. (Estt.), Chief Secretariat, Puducherry
6. The National Informatics Centre, Puducherry

Copy to

The P.S. to Chief Secretary to Government