

**F.No.-06/01/2022-O&M/  
Government of India  
Central Water Commission  
(O&M Section)  
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3<sup>rd</sup> Floor(S), Sewa Bhavan,  
R.K. Puram, New Delhi.

Dated January, 2022

To,  
All the Field Chief Engineers  
(As per list enclosed)

**Subject: Pendency of Public/ Staff Grievances in CWC beyond one month - reg**

Sir,

A review meeting on pending Public Grievances was taken by Secretary, D/o WR, RD&GR, Ministry of Jal Shakti on 19.01.2022. Chairman, CWC participated in the above meeting. Secretary (WR, RD&GR) expressed his displeasure on large number of public grievances pending in CWC. It was emphasized that public grievances should be disposed off within a period of one month.

In this context, Chairman, CWC expressed concern over grievances on pension/ family pension pending in the regional organization of CWC/ PAO, CWC for a long time and desired to know the mechanism in practice in CWC for redressal of public grievances.

Public/ Staff Grievances are received on web based 'CPGRAM' portal and necessary instructions for implementation of CPGRAM in the field offices of CWC for redressal of Public/ Staff Grievances were issued vide CWC OM dated 19.11.2012 (copy enclosed) declaring Superintending Engineers (Co-ordination)/ Director (A) in field offices as Grievance Officer for their respective organisation. However, it has been observed that implementation guidelines are not being followed. Neither the status of grievances is being regularly updated on CPGRAM portal nor the requisite fortnight Progress Report of the pending grievance cases (including received directly in field offices) is being sent to O&M Section, CWC.

Chairman, CWC has instructed that CEs of field organisations should also hold regular review meetings preferably every fortnight to remove the bottlenecks if any for redressal of these grievances. Status of all grievances pertaining to filed organisations to be regularly updated on CPGRAM portal and fortnight Progress Report be submitted in time so that if the action required to be taken by field office is completed and final disposal to be done by PAO, CWC, the same may be transferred to PAO, CWC.

It is also requested that all the grievance cases may be given due priority and dispose off all the grievance cases pending as on date before next review meeting by Secretary, D/o WR, RD&GR which is likely to be held in a months' time.

This issues with the approval of Chairman, CWC.

Yours faithfully

Encl.: As above.



**(R.K. Balamurugan)  
Under Secretary (O&M)**

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

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

Dated, the 19.11.2012.

**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

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.

S.No.	Grievance Officer	User ID
1.	Shri Deepak Kumar, S.E. (C), Shillong	CEBBO
2.	Shri Ambrish Nayak, S.E. (C), Patna	SEPAT
3.	Shri Rajiv Kumar, S.E. (C), Lucknow	SELUK
4.	Shri D.Ranga Reddy, S.E. (C), Bangalore	SEBNG
5.	Shri Manoj Tewari, S.E. (C), Bhopal	SEBHP
6.	Shri A.K.Nayak, S.E. (C), Bhubaneswar	SEBHU
7.	Shri R.Sunderamurthi, S.E. (C), Coimbatore	SECBT
8.	Shri Virendra Sharma, S.E. (C), New Delhi	SENDL
9.	Shri K.K.Saha, S.E. (C), Siliguri	SESLG
10.	Shri Bhupinder Singh, S.E. (C), Chandigarh	SECHN
11.	Shri U.Tikekar, S.E. (C), Nagpur	SENAG
12.	Shri Rishi Srivastava, S.E. (C), Gandhinagar	SEGDN
13.	Shri A.Paramesham, S.E. (C), Hyderabad	SEHYD
14.	Shri D.S.Chaskar, Director (A&C), Pune	DRPUN

**PROGRESS REPORT OF THE PENDING GRIEVANCE CASES**

**FOR THE FORTNIGHT ENDING ON \_\_\_\_\_**

S.No.	Name/Designation of the Applicant [Retired/Serving]	Date of receipt of Grievance	Date of acknowledge- ment Of the receipt	Brief subject	Date of sending interim reply	Status of action taken	Date of redressal alongwith no./date of letter through which settled
<b>A. Grievances received through CPGRAMS</b>							
1.							
2.							
<b>B. Grievance received directly in field offices</b>							
1.							
2.							