



No. 13015/12020-Coord.

भारत सरकार/Government of India

कृषि एवं किसान कल्याण मंत्रालय/Ministry of Agriculture & Farmers Welfare
कृषि सहकारिता एवं किसान कल्याण मंत्रालय विभाग/Department of Agriculture, Cooperation & Farmers Welfare
वनस्पति, संरक्षण, संगरोध एवं संग्रह निदेशालय / Directorate of Plant Protection, Quarantine & Storage
एनएच-४, फरीदाबाद-१२१००१, हरियाणा/NH-IV, Faridabad-121001(Haryana)

dated the 2nd August, 2021

OFFICE MEMORANDUM

Subject : Reduction of stipulated time for disposal of Public Grievances of CPGRAMS – reg.

The undersigned is directed to refer to the DAC&FW OM No 34-05/2020-O&M/PG (FTS-88275) dated 14.7.2021 on the above subject. The reviewed norms as issued by DARPG vide OM No. 15/21/2021-O/o.DS(PG)-DARPG(7085) dated 22.6.2021 are stipulated as under:-

“The CPGRAMS grievance shall be resolved promptly as soon as they are received and maximum within 45 days. In case redressal is not possible within the prescribed time frame due to the circumstances beyond the control of the Government such as subjudice matters/policy issues etc., an interim reply should be given to the citizen. The grievances under COVID-19 category shall continue to be taken up on high priority and resolved maximum within 3 days”.

2. All the Division-in-charges and officer-in-charge at regional/sub-offices are requested to ensure strict compliance of prescribed DARPG guidelines/norms in accordance with the prescribed procedures.

(Ajay Kumar)

Chief Administrative Officer

Distribution:

1. All Divisions in the Dte. of PPQ&S, Faridabad
2. All the Officer-in-charges in Regional/Sub-offices of Dte. of PPQ&S, Faridabad.
3. Nodal Officer, P&C Division, Dte. of PPQ&S, Faridabad.
4. PPS to PPA, Dte. of PPQ&S, Faridabad.
5. US(PP-Estt.) (Shri Arun Kumar Singh, PP Estt.), DAC&FW, Krishi Bhawan, New Delhi for information.
- ✓ 6. IT Cell for uploading of website.