

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

5th floor, Sardar Patel Bhawan  
Sansad Marg, New Delhi-110001  
Dated March 31, 2020

To,

1. The Chief Secretaries/ Lt.Governors & Administrators of All States / UTs
2. All Nodal Grievance Officers of States / UTs

**Subject: Handling of Public Grievances received in CPGRAMS on COVID-19 in States/UTs Governments**

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

1. Every State/UT Government shall appoint designated Nodal Officers 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 State Portal.
2. Every State/UT Government website shall have a separate field in CPGRAMS to cater to COVID 19 grievances for more focused tracking, monitoring, and disposal of public grievances.
3. Considering the importance of prompt redressal of such grievances, every State / UT shall pay high priority and will closely monitor COVID-19 public grievance redressal on their respective Dashboards.
4. Considering the urgency and importance of redressal of COVID 19 grievances, it shall be incumbent on every State / UT 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.

*P. Mathew*  
31/03/2020

(Smt. Prisca Poly Mathew)  
Deputy Secretary to Government of India

Copy for information to:

1. Principal Secretary to Prime Minister
2. Advisor to the Prime Minister (Mr. Bhasker Khulbe)
3. Cabinet Secretary
4. Secretary, Ministry of Home Affairs
5. All Members of Empowered Group - 10 constituted under Disaster Management Act 2005 on Public Grievances and Suggestions