

**Grievance Redress Systems.**

(i) Courteous and helpful service will be extended by all the staff. Grievances are received both through online mode as well as offline mode. In online mode, the grievances are received through CPGRAMS portal and also through e-mail ID of CGDA office. In offline modes, the grievances are received either directly from the complainant or through various Government offices as well as other individuals. All the grievances are registered on the CPGRAM Portal. The Grievances are forwarded to the concerned Sections which are dealing with the subject matter. Effective disposal of Grievances are ensured by AN-Grievance Section of the HQrs. office through CPGRAM Portal. Grievances are also directly sent to Controller offices. The prescribed period as fixed by the DARPG is 60 days from its receipt. Effective/prompt disposal of grievances are monitored through the CPGRAM Portal.

The details of officers dealing with grievances in the AN-Grievance Section of HQrs. Office is as under:

<b>Name and designation of the officer</b>	<b>Address for correspondence</b>	<b>Telephone/Fax/e-mail</b>
Shri. Vinod Kumar, ACGDA (AN)  Grievance Officer	O/o CGDA Ulan Batar Road Palam, Delhi Cantt.- 110 010	Tele 011-25665581  Fax 011 25674806
Shri V.V.S. Brahmaj Rao,  AO (AN)	O/o CGDA Ulan Batar Road Palam, Delhi Cantt.- 110 010	Tele 011-25665562  Fax 011 25674806
Smt. Leena R.,  AAO (AN)	O/o CGDA Ulan Batar Road Palam, Delhi Cantt.- 110 010	Tele 011-25665745  Fax 011 25674806

(ii). Grievances can be registered at [www.pgportal.gov.in](http://www.pgportal.gov.in) for which, a link is made available on this office website <https://www.cgda.nic.in>. Grievances can also be sent through e-mail on [grievancecgda.dad@gov.in](mailto:grievancecgda.dad@gov.in).

(iii). Consultations with our Users/Stakeholder/Clients:- We welcome suggestions on our Mail ID "[aniii.cgda@nic.in](mailto:aniii.cgda@nic.in)".