



मुख्यालय  
Headquarters  
पंचदीप भवन सी०आई०जी रोड, नई दिल्ली-110002  
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No. C-12012/50/2022-PG

Date: 29.08.2024

To,  
The Regional Director/Joint Director/  
Deputy Director In-Charge,  
ESI Corporation, ROs/SROs.

Medical Superintendents,  
ESIC Hospitals/Model Hospitals.

Dean/Head,  
ESIC Medical/Dental Colleges.

Subject: Timely and qualitative disposal of Grievances on CPGRAMS.

Sir/Madam,

Department of Administrative Reforms and Public Grievance (DARPG) has undertaken a review of existing processes to make CPGRAMS more sensitive, accessible and meaningful to the citizens. DARPG has issued a comprehensive guideline to strengthen Grievance Redressal Mechanism vide OM dated 23.08.2024 (copy attached).

In view of the above, it is advised to comply with the following points while disposing of grievances on the CPGRAMS Portal:

- The maximum redressal time advised by DARPG, for cases in CPGRAMS has been further reduced to 21 days. In such cases, where the redressal requires longer time, an Interim reply may be given stating the reason for the same and expected timeline when the grievance would be resolved.
- The Grievances shall ordinarily be resolved within a time frame of 21 days. However, grievances identified as priority by the system or where early action is critical such grievances shall be attended to promptly and resolved maximum within 3 days.
- If a grievance lacks necessary critical information without which it cannot be processed, the same can be collected either by calling the complainant on his/her registered number by Grievance Redressal Officers (GROs) or use the feature of CPGRAMS for seeking additional information from the complainant. Grievances shall not be closed on the ground of incomplete information without making genuine effort to reach the complainant and get the complete information.
- In no case grievance shall be closed by stating "Does not pertain to this

region/office” or its equivalent language. Efforts shall be made to transfer the same to the right authority if the subject of the grievance does not pertain to the receiving region/office.

- e. The grievance shall be forwarded to the concerned GRO within 48 hours of its receipt on CPGRAMS.
- f. It has been observed that in several cases, while closing the grievance GROs do not upload the Relied Upon Document. As such, GROs must ensure to upload any letter/order issued for redressal of grievances.
- g. All GROs must give valid and speaking reason while closing the grievances, especially in case of non-acceptance of request of the citizen.
- h. User Manual for GRO interface and Citizen interface are also available for self-learning by GROs. A course module on CPGRAMS is available in iGOT. All GROs shall utilize those training facilities to ensure effective and meaningful handling of public grievance.
- i. It is the responsibility of the GROs to ensure that the grievances are handled with sensitivity and communication to citizens are polite and respectful.

In this context, the Heads of Offices of all ROs, SROs, ESIC Hospitals, and Medical or Dental colleges are requested to regularly review grievances pending for more than 15 days on the CPGRAMS portal to ensure that no grievance remains unresolved for more than 21 days.

This issues with the approval of competent authority.

Hindi version will follow.

(Ravi Prakash, IOFS)  
Additional Commissioner

Copy to:-

- 1. All Divisional Heads, ESIC Hqrs for information.
- 2. Website Content Manager for uploading on the ESIC Website.