M-51013/1/2020-CDN-CGA /C.F. No.-1496 /3927
O/o Controller General of Accounts
Ministry of Finance
Department of Expenditure

Mahalekha Niyantrak Bhawan
GPO Complex, E-Block, INA, New Delhi

Dated: **18th November, 2026**

OFFICE MEMORANDUM

Sub: Compliance with DARPG OMs dated 23.08.2024 and 31.08.2015 and daily monitoring of CPGRAMS (PG Portal).

The undersigned is directed to refer to DARPG OM No. S-15/21/2021-(PG)-DARPG dated 23.08.2024 (Comprehensive Guidelines for Handling Public Grievances) and DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015 (Representation from Government servant on service matters), and to state that the following points be strictly complied with:

1. **Daily log in:** Log in to the PG Portal (CPGRAMS) **every working day** to check pending and newly received grievances and appeals.
2. **Timelines:** Grievances to be resolved within **21 days** (reduced from 30 days). Priority/urgent grievances within **3 days**. If more time is needed, an interim reply with reasons and expected timeline must be given. Appeals to be disposed of within **30 days**.
3. **No closure as "does not pertain":** A grievance received wrongly must be forwarded to the correct GRO or Nodal PG Officer within **48 hours**.
4. **Incomplete information:** Grievances must not be closed for want of documents without genuinely contacting the complainant or using the "seek additional information" feature on CPGRAMS.
5. **Speaking reply:** A reasoned and polite reply must be given in the language of the grievance. The Relied Upon Document/order must be uploaded at closure.
6. **Issues not to be taken up for redress on CPGRAMS** (Annexure-A, para 2 of the 23.08.2024 OM):
    - RTI matters
    - Court-related/sub-judice matters
    - Religious matters
    - **Grievances of Government employees concerning service matters, including disciplinary proceedings etc., unless the aggrieved employee has already exhausted the prescribed channels, keeping in view DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015**
    - Suggestions
    - Matters affecting territorial integrity or friendly relations with other countries

Such cases may be closed by the GRO with a clarification of the rule position. No ATR is required and they do not go into the feedback loop.

7. **Other cases:** Corruption/vigilance complaints are to be handled as per CVC/DoPT guidelines with the CVO. Frivolous/spam complaints are to be marked as such by the GRO.
8. **Appeals:** Appellate Authorities must examine appeals independently. The details of Nodal Officer, GROs and Appellate Authorities must be updated on the portal immediately on any transfer, retirement or change.

Daily monitoring: All concerned officers and officials are requested to **log in to the PG Portal (CPGRAMS) every working day** to check pending and newly received grievances and appeals and take timely action for speedy redressal and disposal. Regular monitoring of the portal must be ensured.

This issues with the approval of the Competent Authority.

Laboni Das.

(Dr. Laboni Das Dutta)
Sr. Dy. CGA (CDN)

To:

1. All Pr. CCAs / CCAs /Sr.CAs/ CAs (Independent Charges)

Copy to:

1. Dy. Secretary E. Coord, Department of Expenditure, Ministry of Finance
2. Sr. AO GIFMIS for uploading on website