



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

National Highways Authority of India

(Ministry of Road Transport and Highways)

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10th July, 2013

CIRCULAR

As you are aware, Govt has accorded utmost importance for redressal of Citizens Grievances by the Public Authorities. The functioning of Public Grievances Redress Machineries in various Govt. Departments / Organisations is being regularly monitored and reviewed by various high level Committees, Department of Administrative Reforms & Public Grievances and the concerned Ministries. During these review's a large number of pending Grievances in NHAI have come to light. Secretary (RT&H) has expressed serious concern over the pendency of large number of Public Grievances with NHAI that too for a long time.

2. It is observed that large number of Public Grievances particularly the grievances received through the web based portal of Centralized Public Grievance Redress and Monitoring System (CPGRAMS) are pending with various Divisions of the Authority for redressal. It is seen that as many as 980 such cases of Public Grievances are pending with various divisions of the Authority and some of these grievances are pending for more than two years. It is brought to notice that despite repeated persuasion, the grievances are not redressed and remain unattended by the concerned Divisions.

3. It is emphasized that the Public Grievances are to be redressed and responded within a maximum period of 60 days. With a view to ensuring prompt and effective redressal of the Public Grievances, the following measures need to be adopted meticulously :

- i) All Regional CGMs and CGMs at HQs may ensure that the old public grievances pending with the officers under their jurisdiction are settled immediately.
- ii) The Nodal officers nominated for RTI matters (PIOs), would also act as Nodal Officers for handling Public Grievances under their jurisdiction.

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- iii) The ROs/CGMs are requested to regularly monitor the Public Grievances received by the officers under their jurisdiction and ensure that they are redressed expeditiously within maximum period of 60 days.
- iv) The concerned nodal officers/ GMs at HQs, who are handling the Public Grievances, must maintain the data of monthly receipt and disposal status of the public grievances received by them and submit the report as per the enclosed performa to the Coordination Division by the 10th of every month.
- v) Members are requested to hold monthly review meetings with the concerned ROs/CGMs to regularly monitor the progress of the pending Public Grievances as well as VIP references.


Encls : As above.

To

1. All Members
2. All ROs & CGMs at HQs
3. All GMs at HQs
4. All PD of PIUs/CMUs
5. All officers of NHAI

Copy to :

PS to Chairman.


11/07/13
(Narendra Kumar)
Member (Administration)

MONTHLY PROGRESS REPORT ON PUBLIC GRIEVANCES

Division Name :

Name of the Nodal Officer:

Month :

Grievance Source	Balance B/F	Grievances received during the month	Total	Grievances disposed off during the month	Grievances pending as on date	Remarks
Through CPGRAMS						
Received directly by correspondence / mail						