

No. X-20/21/2021-SPN-II-DOP
Ministry of Communications
Department of Posts
(Personnel Division)

Dak Bhawan, Sansad Marg,
New Delhi – 110001
Dated July, 2024

To,

1. All Chief Postmasters General / All Postmasters General
2. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate
3. Director, RAKNPA / GM, CEPT / Directors of all PTCs
4. Addl. Director General, Army Postal Service, New Delhi
5. All General Managers (Finance), Directors Postal Accounts/DAP

Subject: Representation from Government servant on service matter-regarding

Madam/Sir,

I am directed to say that in the recent past, it has been observed that a lot of grievances on service related matter are being lodged in Centralized Public Grievance Redress and Monitoring System (CPGRAMS). CPGRAMS is an online platform which enable citizens to lodge their grievances to the public authorities on any subject related to service delivery.

2. As per the mandate of CPGRAMS, following issues are not required to be taken up for redressal:

- (a) RTI Matters
- (b) Court related / Subjudice matters
- (c) Religious matters
- (d) Suggestions
- (e) Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015.

3. As per the spirit of CPGRAMS, a government employee who wishes to raise his service grievance is required to first to press a claim or to seek redressal of grievance by submitting an appropriate representation to immediate officer superior, or Head of his office, or such other authority at the appropriate level who is competent to deal with the matter.

4. In view of the above, all Circles are requested to sensitize all officials that instead of lodging grievance on CPGRAMS portal, to opt official channel and represent/raise service related issue to their immediate officer or to the officer designated to disposal of such grievance.

Yours

faithfully,

(Vangara Prasad)
Assistant Director General (SPN)

Copy to:

1. Sr.PPS to Secretary (Posts) / Sr.PPS to Director General Postal Services
2. PPS/ PS to Addl. DG (Co-ordination)/ Member (Banking)/ Member (O)/ Member (P)/ Member (Planning & HRD)/ Member (PLI)/ Member (Tech)
3. Additional Secretary & Financial Adviser
4. Sr. Deputy Director General (Vigilance) & CVO / Sr. Deputy Director General (PAF)
5. Chief Engineer (Civil), Postal Directorate
6. All recognized Federations / Unions / Associations
7. GM, CEPT for uploading the order on the India Post website.
8. Guard File
9. Spare copies