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SECRETARY



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*Dear colleagues,*

As you are aware, Hon'ble Prime Minister's reviewed the status of the public grievances received on PMO PG Portal relating to construction of rural roads and related issues during the PRAGATI meeting held on 24<sup>th</sup> February, 2021. He desired that the Chief Secretaries of the States should oversee the handling of grievances by the State/UT Governments.

2. The construction of rural roads under PMGSY, ensuring the quality of construction to the prescribed criteria and maintenance of the roads are the responsibilities of the State Governments. Grievances received from the public in this Ministry through CPGRAMS and Meri-Sadak App with regard to PMGSY roads are, therefore, referred to the respective nodal executing agency in the State for appropriate action. Furthermore, a large number of grievances are also received in this Ministry related to demand for construction of new roads, maintenance and quality issues of roads built by the state governments/local bodies, other than PMGSY roads. It was found during the preparation for PRAGATI review that proper assignment of these complaints to the relevant department/authority is not being made by the State Governments, leading to delay in disposal and redressal of these complaints. Final disposal of grievances can be done at this Ministry only when the action taken report has been received from the State. A time limit of 60 days has been prescribed for disposal of public grievances. This time limit is often exceeded due to delayed response by the State functionaries.

4. I shall be grateful, if you could review the pending status of CPGRAMS complaints at your level at periodic interval and issue instructions to the concerned officials to ensure proper action on the feedback and complaints received from the public, and for submission of the action taken reports to this Ministry in a time-bound manner, not only in respect of PMGSY, but also other MoRD schemes.

*With warm regards,*

Yours sincerely,

[Nagendra Nath Sinha]

The Chief Secretary/Advisors to Administrators of all States/UTs