



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

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No. AIBSNLREA/CHQ/2025/64

Date: 22nd September 2025

To

Shri V.Srinivas,
Secretary, Department of Administrative Reforms & Public Grievances,
Ministry of Personnel, Public Grievances and Pensions,
Government of India,
New Delhi

Subject: Request for rectification of systemic lacuna in CPGRAMS regarding classification of grievances as suggestions

Sir,

We hereby draw your kind attention to a critical issue concerning the functioning of the CPGRAMS, which is adversely affecting the grievance redressal process for citizens.

2. 'Suggestions' is not a part of issues which are not to be taken up for redress under CPGRAMS and is not listed as a subject/topic which cannot be treated as grievance under Terms and Conditions which we are required to agree to before submitting the grievance in the portal. In fact, 'Suggestions' is one of the 'next level categories' to be selected through drop-down menu after entering the Ministry/Department-specific page.

3. However, in a later DAR&PG OM vide F.No. S-15/21/2021-(PG)-DARPG(e-7085) dated 23rd August 2024, providing comprehensive guidelines for handling Public Grievances, 'Suggestions' has been added to the list, allowing the Grievance Redressal Officer to close such

complaint. He is not supposed to file ATR on these categories and complaints will not go into feedback loop.

4. The said OM also provides under Para 2.4 that "*CPGRAMS also receives suggestions from the citizens. The subject specific suggestions may be forwarded to the concerned Division of the Ministries and an acknowledgment may be sent to the citizen. A template for such acknowledgement will be built in the PG portal. However generic suggestions with no substance can be simply closed. GRO is not supposed to act on the suggestion. Once GRO identifies a reference as suggestion, it will not require to file an Action Taken Report and will not go into feedback loop*".

5. This contradictory design in the system has led to a recurring problem: many Grievance Redressal Officers (GROs) are closing even genuine grievances prematurely by categorizing them as suggestions, thereby bypassing the requirement to file an Action Taken Report (ATR) and excluding the case from the feedback and appeal loop. This loophole is being exploited by certain authorities to avoid addressing genuine grievances. Once a submission is labeled a suggestion, the complainant is left without any recourse to seek redressal, feedback, or appeal. This undermines the very purpose of CPGRAMS and erodes public trust in the grievance redressal mechanism. **[Three such closure of grievances is enclosed for reference as Annexures]**

6. In light of the above, we request the following actions by DARPG:

1. **Issuance of clear guidelines to all GROs** instructing them not to dismiss grievances as suggestions unless they genuinely fall outside the scope of redressal—and to ensure that such cases are still documented and acknowledged appropriately.
2. **Inclusion of a feedback and appeal mechanism** even for cases marked as suggestions, to ensure transparency and accountability.

We trust that your office will treat this matter with the urgency and seriousness it deserves and take appropriate steps to strengthen the integrity of the CPGRAMS platform.

With kind regards,

Yours sincerely,

Handwritten signature of R.R. Balasubramanian in blue ink, with the date 22/9/25 written below it.

(R.R. Balasubramanian)
General Secretary

Encl: As stated