

No. M-12016/01/2018-NSAP
Government of India
Ministry of Rural Development
Department of Rural Development
(NSAP Division)

Room No. 701, 7th Floor, 11th Block
CGO Complex, Lodhi Road, New Delhi,
Dated 19th December, 2019

To,
The Principal Secretary/Secretary,
All States/UTs
Nodal Officer for handling CPGRAMS

Subject: –Nomination of a Nodal Officer for dealing with issues related to NSAP and handling of CPGRAMS- reg.

Sir/Madam,

I am directed to refer this Ministry's letter dated 25th September, 2019 for nomination of Nodal Officer for handling Grievance Petitions received in CPGRAM portal or through physical mode.

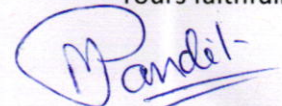
2. A login user ID as well as password was provided in the above letter for attending grievances forwarded by the Ministry of Rural Development for NSAP. Name of a nominated nodal officer including designation, office address, email, phone no/mobile no. /fax no. was also sought, which is yet to be received from the State.

3. A meeting was held on 13th November, 2019 in the chairpersonship of Additional Secretary along with the representatives of Department of Administrative Reforms and Public Grievances (DARPG) for strengthening the Grievance redressal mechanism. In the above meeting all programme Divisions of the Ministry of Rural Development including NSAP was directed to get the details of nodal officer from the States/UTs at the earliest, so that the same could be mapped in CPGRAMS portal.

4. Further, it is to mention that this Division has to face problems, when information/suggestion is required from the States on trivial matters in time bound manner i.e. Parliament matters, court cases, release related matters, DBT related matters and other important issues, due to unavailability of details of designated officer. Hence, it is imperative that a nodal officer appointed for CPGRAMS should also be well versed in NSAP schemes, so that he/she may be contacted, when immediate response is required from States on trivial matters.

5. In view of the above, it is again requested to nominate a nodal officer in respect of your State, who may be contacted for issues related to grievance redressal and also for immediate responses from States on issues related to implementation of NSAP schemes, at the earliest. Details may kindly be shared at so-nsap@hotmail.com /manikchan@gmail.com/sbtiwari.1968@rediffmail.com.

Yours faithfully



(Dr. Manik Chandra Pandit)
Deputy Secretary to the Govt of India
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