



**National Institute of Educational Planning and Administration
(Deemed to be University of the UGC Act, 1956)
17-B, Sri Aurobindo Marg, New Delhi-110016**

F. No. 14-3/2023-Estt. (Misc.)
August 14, 2024

CIRCULAR

It has been observed that a lot of grievances on service-related matter are being lodged in the Centralized Public Grievance Redress and Monitoring Systems (CPGRAMS). CPGRAMS is an online platform which enable citizens to lodge their grievances to the public authorities on any subject related to service delivery.

As per the mandate of CPGRAM, following issues are not required to be taken up to redressal:

1. RTI Matters
2. Court related / Subjudice matters
3. Religious matters
4. Suggestions
5. Grievances of Government employee 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.

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 submitted 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.

Such submission of representations directly to other authorities by passing the prescribed channel of communication, will be viewed seriously and appropriate disciplinary action will be taken against those who violate the instructions. This will rightly be treated as an unbecoming conduct attracting the provisions of Conduct Rule.

This issues with the approval of the Competent Authority.


Registrar

To:

All faculty and Staff Members, NIEPA

Copy to:

1. Sr. PS to VC – for information of the Hon'ble VC
2. PA to Registrar – for information
3. Finance Officer
4. Administrative Officer
5. Systems Analyst – with the request to upload Notification on the Institute's website
6. Master File