

F. No. NCSC-CCEL017/7/2024-ADMIN  
Government of India  
**National Commission for Scheduled Castes**  
(A Constitutional body set up under Article 338 of the Constitution of India)  
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5<sup>th</sup> Floor, Loknayak Bhawan  
Khan Market, New Delhi.  
Date: 11/06/2025


**Circular**

**Sub:** Compliance of DoPT/DARPG guidelines regarding timely redressal of grievances on CPGRAMS

Please refer to Department of Administrative Reforms and Public Grievances (DARPG) OM No. S-15/21/2021-(PG)-DARPG (e-7085) dated 23 August, 2024 wherein it is mentioned that all grievances on the CPGRAMS portal must be disposed of within 21 days. In case a grievance requires more time for redressal, an interim reply must mandatorily be provided, clearly mentioning the reason for delay, and the expected timeline for resolution.

2. All concerned Sections at HQ/ State offices are hereby informed that the average duration of pendency is an important criterion for evaluating the performance of an organisation. As such all sections requested to self-monitor and dispose the grievances as early as possible, and ensure that no grievance remains pending beyond 21 days without an interim response.

3. The Grievance Officers must monitor the CPGRAMS dashboard regularly and take immediate necessary action to avoid delays.

  
11/6/2024

(Kalloo Ram)

Under Secretary to the Govt. of India

To,

1. All officers/ officials of NCSC.
2. All state offices of NCSC.