

NO.AN/I/069/Grievances/DAD

O/O THE PCDA

LOWER AGRAM

BANGALORE-7

DT: 21/03/2017

27.

To

All the Sub Offices under PCDA B'lore

All the Sections in Main Office

Sub: Strengthening of the Grievance Redressal Mechanism

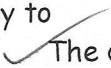
Ref: Feed Back of Grievances disposed on CPGRAMS

It has been intimated by HQrs office that the Public Grievance Call Centre collected feedback on sample basis from the petitioners whose grievances have been closed on CPGRAMS for the period from November 2016 to February 2017. As per the feed back in respect DAD, only 2 out of 13 cases are satisfied and 11 are not satisfied with quality of action on disposal of grievances.

It is therefore, requested that grievances may please be perused to ensure the quality of action on disposal and improves leading to better satisfactory ratings.


SAO [AN]

Copy to

 The officer in Charge,
EDP Section [Local]

For uploading in the official website of
PCDA Bangalore.


SAO [AN]