



भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण

(पोत परिवहन मंत्रालय, भारत सरकार)

मुख्यालय : ए-13, सैक्टर-1, नौएडा-201 301, (उ० प्र०)

INLAND WATERWAYS AUTHORITY OF INDIA

(Ministry of Shipping, Govt. of India)

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No. IWAI-12035/31/2022-ADMIN RECTT

Dated 05.08.2022

CIRCULAR

Subject: Redress time for handling of Grievances in CPGRAMS- reg.

It is intimated that public grievances received in the portal of IWAI pertains to different sections of IWAI for which reply of the concerned sections are sought through e-file to dispose the same in the portal.

2. It has been observed that the grievances are not being redressed within the stipulated time frame of one (01) month from the date of receipt of the public grievances in the IWAI CPGRAM Portal.

3. In view of above, all concerned Wing Heads of IWAI, Head Office Noida and Regional Directors are requested to redress the public grievances accordingly failing which they shall be responsible for the same.

This issues with the approval of the Competent Authority.

(Ajay Kumar)

Assistant Secretary (L&H)

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Copy to: - (By E-Mail)

1. CE & P.M (JMVP)/ Hydrographic Chief/CAO/ Director (M)/ Director (NER)/ Director (Tr.&L) / Director (Tech.)/ Director (Hy.)/ Director (RE)/ Dy Secretary (P&C)/ Assistant Secretary (P&C)/ Assistant Secretary (Astt., Estt., R & T), IWAI, Noida.
2. Director, IWAI, Kolkata/ Guwahati/ Kochi/ Vijayawada.
3. Director (I/c), IWAI, Patna/ NINI, Patna
4. Officer-In-Charge of Sub Offices, Varanasi/ Prayagraj/ Sahibganj/ Farakka/ Swaroopganj/ Bhubanehsvar/ Kollam/ Dhubri/ Dibrugarh.
5. Director (IT), IWAI, Noida – for uploading on IWAI website.
6. Office Copy / Master copy/ Notice Board

Copy for kind information to: - (By E-Mail)

P.P.S./ P.S./ P.A. to Chairman / Vice-Chairman / Member (Finance) / Member (Technical) / Member [Traffic & Logistics (I/c)] / Secretary, IWAI, Noida.