

**OFFICE OF THE REGISTRAR COOPERATIVE SOCIETIES
GOVT. OF NCT OF DELHI, OLD COURT BUILDING
PARLIAMENT STREET, NEW DELHI-110001**

F.NO.PA/RCS/2026/286-287

Date: 16/10/2026

Circular

Subject: Monitoring, timely disposal and quality of grievances received through CPGRAMS, LG Listing, PGMS and other grievance redressal platforms.

The worth Chief Secretary while reviewing the pendency in disposal of grievances received through various portals has taken a very serious view of cases whose disposal is overdue. He indicated that HoDs will be held responsible and necessary action will be taken against those in whose department, disposal are not timely.

In view of this following directions are issued for strict compliance. All concerned Branch In-charges/Section In-charges and dealing officials are hereby directed to ensure close monitoring and time-bound disposal of all grievances received through CPGRAMS, LG Listing, PGMS and other grievance redressal platforms.

1. **Disposal of Overdue Grievances:** All overdue grievances shall be taken up on priority and disposed of at the earliest, strictly within the applicable timelines. No grievance shall be allowed to become overdue in future. The concerned officials shall regularly monitor pending grievances and initiate timely action to prevent any delay by logging into the portals regularly.
2. **Quality of Disposal:** Special emphasis shall be laid on the quality, completeness and factual correctness of replies furnished against grievances. Disposal shall not be treated as satisfactory merely on account of submission of a reply. Each grievance must be examined on merits, and a clear, specific and reasoned response, along with the necessary action taken, shall be ensured.
3. **Approval for Transfer of Grievances:** No grievance shall be transferred to any other department or authority without the prior approval of the Head of Department (HOD). Any proposal for transfer shall clearly indicate the reasons for transfer and the jurisdiction of the proposed receiving authority.
4. **Weekly Review:** Review will be taken every Friday to review the status of grievances, including overdue cases, pendency and quality of disposal.
5. **Consolidated Grievance Data:** The concerned Branch/Section In-charges shall ensure that updated and consolidated data of grievances pertaining to CPGRAMS, LG Listing, PGMS and other platforms is compiled and submitted for review. The statement shall clearly indicate total grievances received, disposed of, pending, overdue, their age-wise pendency, and action taken in each case.



6. **Priority Disposal of Pending Grievances:** All grievances pending prior to the CM Jansunwai programme, along with other old and unresolved grievances, shall be reviewed on priority and disposed of at the earliest, after due examination and necessary action. No case shall be closed mechanically or without an appropriate and satisfactory response.

All Branch/Section In-charges shall be responsible for ensuring strict compliance with these instructions and shall monitor the performance of the concerned dealing officials. Any avoidable delay, recurrence of overdue grievances or deficiency in the quality of disposal shall be viewed seriously.


KRISHNA KUMAR SINGH, IAS)
Registrar Co-operative Societies

Copy to:-

1. All concerned DRCSs/Branch-In charges, O/o RCS, GNCTD
2. Guard file.