

GRIEVANCE REDRESSAL MECHANISM

1. Public Grievance Cell

A Public Grievance (PG) Cell is functioning in NERIWALM with a Complaint Box placed in the Administrative Block for receiving grievance petitions related to this institute. Petitioners may submit their grievance petitions either by dropping the petition in the Grievance Box or they may submit their petition in person. The grievances received by the PG Cell are forwarded by the Grievance Redressal Officer of the institute to the concerned sections for further necessary action.

2. CPGRAMS

The petitioners may also lodge their grievances online in the CPGRAMS web-site operated by NERIWALM in the following web-address:-

<https://pgportal.gov.in/cpgoffice/>

The petitioners can also track and view the status/reply of their online grievance petitions in the CPGRAMS web-site.