

Tele: 25683476  
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**By Email Only**

Central Organisation, ECHS  
Adjutant General's Branch  
Integrated Headquarters  
Ministry of Defence (Army)  
Thimayya Marg, Near Gopinath  
Circle, Delhi Cantt-110010

B/49770/AG/ECHS/Treatment/Policy

30 Mar 2020

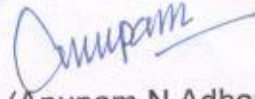
(All Regional Centres ECHS)

**HANDING OF PUBLIC GRIEVANCES PERTAINING TO COVID-19**

1. Refer to Gol (Public Grievance Division) Office Memorandum No 15/4/2020-DARPG (C.No.6594) dated 30 Mar 2020 (copy enclosed).
2. Following officers are designated as Nodal Officer for COVID-19 at CO ECHS :-

<b>Ser No</b>	<b>Name of Offr</b>	<b>Tele</b>	<b>Email</b>
(a)	Lt Col BK Borgohain	7086007899	bidyutbubu@gmail.com
(b)	Wg Cdr Anupam Timothy	9879557988	jdmedaf@echhs.gov.in
(c)	Maj Priya Awasthi	9596600332	jdmed1@echhs.gov.in

3. All RCs are directed to designate one Offr of the RC, preferably JD (HS) and OIC Polyclinic as Nodal Offrs. Their names, Mob Nos and email id will be fwd to S&A Sec, CO ECHS for uploading on the website.

  
(Anupam N Adhulia)  
Col  
Dir (Med)  
for MD ECHS

**Internal**

All Sec - for info.

Stats & Automation Sec - for uploading the letter on ECHS website.

File No.S-15/4/2020-DARPG (C.No.6594)  
Government of India  
Department of Administrative Reforms and Public Grievances  
Public Grievances Division

5<sup>TH</sup> floor, Sardar Patel Bhawan  
Sansad Marg, New Delhi-110001  
Dated March 30, 2020

**OFFICE MEMORANDUM**

**SUB: HANDLING PUBLIC GRIEVANCES PERTAINING TO COVID 19 IN  
MINISTRIES / DEPARTMENTS OF GOVERNMENT OF INDIA**

The undersigned is directed to say that the following procedure shall be adopted for handling Public Grievances pertaining to COVID 19 in Government of India:

1. Every Department/ Ministry shall appoint a designated Nodal Officer for handling COVID-19 Public Grievances. The name, phone number and email ID of the designated Nodal Officer shall be placed on the website of the concerned Department/ Ministry.
2. Every Department/ Ministry website shall have a separate field in CPGRAMS to cater to COVID-9 grievances for more focused tracking, monitoring, and disposal of public grievances.
3. Considering the importance of prompt redressal of such grievances, every Department/Ministry shall pay high priority and will closely monitor COVID-19 public grievance redressal on their respective Dashboards.
4. In Departments/ Ministries where CPGRAMS version 7.0 has been implemented, mapping of the COVID-19 grievances shall be done to the last mile grievance officers.
5. Considering the urgency and importance of redressal of COVID 19 grievances, it shall be incumbent on every Ministry/ Department to prioritize for expeditious quality addressal of these grievances at the earliest preferably within a timeline of 3 days to provide redressal.

This issues with approval of Secretary DARPG.

*P. Mathew*  
30/03/2020

(Prisca Poly Mathew)  
Deputy Secretary to Government of India

**To:**

1. Principal Secretary to Prime Minister
2. Advisor to the Prime Minister ( Mr. Bhasker Khulbe)
3. Cabinet Secretary
4. All Secretaries to Government of India
5. All Nodal Grievance Officers of Government of India