



राष्ट्रीय जल विकास अभिकरण
जल शक्ति मंत्रालय, भारत सरकार
(जल संसाधन, नदी विकास और गंगा संरक्षण विभाग)
National Water Development Agency
Ministry of Jal Shakti, Government of India
(Department of Water Resources, River Development and Ganga Rejuvenation)



No. 10/12/2022-Admn./ 1638-74

Dated: 22 February, 2024

Circular

As per direction of M/o Jal Shakti regarding version 7.0 of "CPGRAMS" portal NWDA has created and shared Login ID and Password with all the Grievance Officers in NWDA HQ and its Field Offices, during the month of August, 2022, for receiving and processing complaint online. However, it has been noticed by the Ministry as communicated telephonically that some of the Grievance Officer neither login the said portal nor dispose off the grievance.

2. Therefore all the Grievance officers are requested to login the above portal on regular basis and dispose off the grievance if any, with in the stipulated time. Login in portal once in a week is mandatory.



(Khushal Singh)
Deputy Director (Admn.)

Copy to

1. The Chief Engineer (South)/(North), NWDA, Hyderabad/Lucknow.
2. The Director (Tech.)/Director (Fin.)/Director (MDU)/Director (Admn.), NWDA, Saket, New Delhi.
3. The Superintending Engineer-(South)/(North), NWDA, Palika Bhawan, New Delhi.
4. The Superintending Engineer, Investigation Circle, Hyderabad/ Valsad/ Gwalior/ Bhubaneswar/Patna.
5. All Executive Engineer, Investigation Division, NWDA.
6. The Assistant Engineer, Investigation Sub-Division, NWDA, Jaipur/Panna.
7. The web Master, NWDA, New Delhi.
8. NWDA/e-Office Notice Board.
9. Office Order file.

Copy for information:

1. Sr. PS to the Director General, NWDA, Saket, New Delhi.
2. PS to Chief Engineer (HQ), NWDA, Saket, New Delhi.