

COMPLAINT HANDLING POLICY IN CWDB

The Central Wool Development Board (CWDB) handles complaints through the government-mandated **Centralised Public Grievance Redress and Monitoring System (CPGRAMS)** for citizens and stakeholders.

For Citizens and Stakeholders (Public Grievances)

Complaints from the public regarding service delivery or other issues related to the Central Wool Development Board are managed through the Ministry of Textiles' general grievance handling procedure, which is linked to the CPGRAMS portal.

- **Online Portal:** Complaints can be lodged online via the official CPGRAMS website (<https://pgportal.gov.in/>).
- **Offline/Direct Contact:** Grievances can also be submitted in writing or via email to the designated Public Grievance Officer at the Ministry of Textiles or the Central Wool Development Board, Jodhpur.
- **Contact Details:**
- **Name:** G.S. Bhati, Executive Director
- **Address:** Central Wool Development Board, 1st Floor, BSNL Building, Manji Ka Hatha, Paota, Jodhpur-342006 (Raj.)
- **Phone:** 0291-2433967
- **Email:** woolboard-textiles@gov.in

Process:

Grievances are typically acknowledged within three days.

Efforts are made to redress the grievance within a maximum of two months. If it takes longer, an interim reply is sent.

The Ministry of Textiles has a review committee that meets monthly to monitor the disposal of complaints pending beyond two months.

Process of complaint

Complaint can be lodged by addressing the written communication/letter directly to CWDB or on online via the official CPGRAMS website (<https://pgportal.gov.in/>).

- Complaint sent through written communication/letter should contain complete postal address (Mobile /telephone no., if any) of the sender with the specific details/ information of the matter. Complaint sent on any email ID of the officers of the CWDB will not be entertained or taken cognizance of by the CWDB.
- Employees of CWDB are expected to first make a representation to the Competent Authority through the proper channel.
- The portal assigns a unique case ID for tracking, and the grievance officer processes the complaint.

Vigilance/Corruption Related Complaints-

Complaints involving allegations of corruption or improper motive are handled according to the guidelines of the Central Vigilance Commission (CVC).

- **Procedure:** Such complaints should be specific, factual, and verifiable. Anonymous/pseudonymous complaints are generally not acted upon unless they contain verifiable facts and have prior CVC approval for investigation.
- **Whistle blower Protection (Public Interest Disclosure and Protection of Informer's Resolution):** Individuals exposing corruption can lodge a complaint under the Public Interest Disclosure and Protection of Informers (PIDPI) resolution. The envelope must be superscribed "PIDPI" or "Whistle Blower", and the complainant's identity is kept secret.