



# राष्ट्रीय सहकारी प्रशिक्षण परिषद NATIONAL COUNCIL FOR COOPERATIVE TRAINING

(An Autonomous Society Promoted by Ministry of Cooperation, Government of India)

No.2-2/1/2021-Pers

Dated:- 4/2/2022

## OFFICE MEMORANDUM

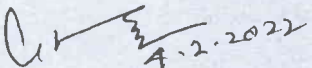
Subject:- Institutional mechanism of grievance Redressal and time bound disposal of grievances in NCCT & its training units- reg.

The undersigned is directed to state that the Executive Council of National Council for Cooperative Training in its 6<sup>th</sup> Meeting held on 17/1/2022 considered the revamping of grievance Redressal mechanism in NCCT and its training unit and decided that all grievances should be redressed in time bound manner in NCCT and its training units. Accordingly the following guidelines are issued for immediate implementation and prompt compliance:-

- (i) Head of all training institutes shall be designated as Director of Grievance in the respective institute and shall be responsible for timely disposal of all grievances received in their institute.
- (ii) Similarly all the Head of Divisions of NCCT are designated as Director of Grievance in respect of their respective Division. They will be responsible for timely disposal of the grievances received in their Division.
- (iii) All online grievances received through Central Public Grievance Redressal and Monitoring System (CPGRAMS) should be replied thereto by uploading the reply in the CPGRAMS portal. This will be done by Deputy Director (Pers) who will centrally monitor the grievances received online. He will also be responsible to submit the statistics of grievances received and disposed with a brief subject to the Executive Council in its all meetings.
- (iv) Grievances received in NCCT and its training units shall be disposed off within one month time by the respective Director of Grievances. In case, it is not possible to dispose off the grievance within one month time, an interim reply to the petitioner stating the reasons for the delay should be forwarded to the petitioner. This may also be communicated to the Deputy Director (Pers) to inform the Executive Council.
- (v) A dashboard will be prepared by all the Institutes including NCCT (HQ) which will depict the status of grievances received, grievances redressed, time taken for such Redressal and pending grievances, if any, on real time basis. Such dashboard will be available on the website of NCCT and its training institutes. It should be ensured that the relevant information is regularly updated.

2. The Executive Council observed that websites of all training institutes are not updated and latest information is not available on websites of training units of NCCT. The Executive Council, NCCT directed that henceforth websites of all training institutes of NCCT shall be updated immediately and all kind of information related to that institute should be posted on the website on daily basis. The concerned Director of the institute shall be responsible for updation of their website effectively.

3. A compliance report indicating implementation of the decision of the Executive Council in this regard may be sent by the heads of institutes within a fortnight.

 4.2.2022

(Mohan Kumar Mishra)  
Secretary, NCCT.

To

1. The Director, VAMNICOM, Pune.
2. The Directors all Regional Institutes of Cooperative Management (5).
3. The Director all Institutes of Cooperative management (14).
4. The Director (Finance) I/c, NCCT, New Delhi.
5. The Deputy Director (Prog.), NCCT, New Delhi.
6. The Deputy Director (Pers.). He will work as nodal officer in respect of submission of timely report to Executive Council in its all meeting as well as operate the CPGRAMS portal.
- ✓ 7. Administrative Officer, NCCT, New Delhi for updating the web-site on NCCT on daily basis.