Demo Screenshot

DARPG Chatbot Aman Ulla

DARPG ChatBot



ChatBot

Hi, welcome to DARPG ChatBot! Please ask your query here

You 20:43 categorize the grievances?



ChatBot

20:44

Based on the information provided in the sources, grievances can be categorized as follows:

- 1. **Service Related Grievances**: These should be addressed by the concerned service delivery department. [SOURCE 5]
- 2. **PFC Related**: Grievances related to Public Facilitation Centers should be addressed by the Administrative Reforms & Training Department. [SOURCE 5]
- 3. **Portal Related**: Issues or grievances related to the portal itself should be addressed by the Administrative Reforms & Training Department. [SOURCE 5]
- 4. **Other**: Depending on the matter, these grievances will go to the concerned department. [SOURCE 5]

Each grievance submitted is assessed by a PG Officer who decides whether to take action at their office or forward it to the concerned subordinate organization, or send it back to the origin if the grievance does not pertain to them. [SOURCE 3]



You

20:44

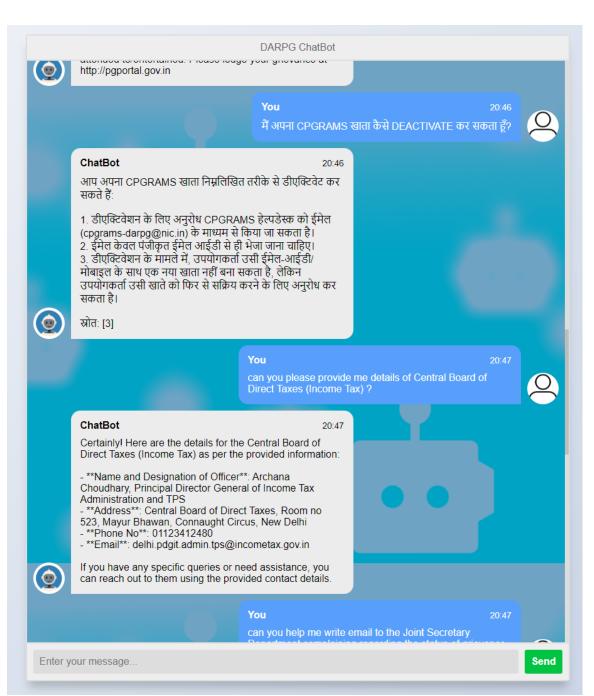
What can i do if i'm not satisfied with the redressal of grievance?



Enter your message..

Send





DARPG ChatBot

can you help me write email to the Joint Secretary
Department complaining regarding the status of grievance
without proper action



ChatBot

20:48

Certainly! Below is a sample email template you can use to write to the Joint Secretary of the Department of Administrative Reforms & Public Grievances regarding the status of your grievance without proper action:

Subject: Urgent Attention Required: Inadequate Action on Grievance [Your Grievance Registration Number]

Dear Ms. Jaya Dubey,

I hope this message finds you well. I am writing to express my concern regarding the handling of my grievance registered on the Public Grievance Portal. Despite having lodged my grievance [insert your grievance registration number here], I have not received satisfactory action or resolution.

The details of my grievance are as follows:

- Grievance Registration Number: [Your Grievance Registration Number]
- Date of Lodging Grievance: [Date]
- Brief Description of Grievance: [Brief description of your issue]

While I appreciate the acknowledgment of my grievance and the efforts of the concerned department, the action taken thus far has not addressed the core issues raised in my complaint. This has left me in a challenging position, with the problem persisting without any meaningful resolution.

Given the importance of the matter and its impact on my [personal/professional] life, I kindly request your urgent intervention to ensure a thorough review and appropriate action on my grievance. It is crucial for me to understand the steps being taken to resolve the issue and the expected timeline for the same.

I trust in the commitment of the Department of Administrative Reforms & Public Grievances to uphold the highest standards of public service and grievance redressal. I am hopeful for a prompt and effective resolution to my concern

