

PROCEDURE OF REDRESSING PUBLIC GRIEVANCES

The grievances concerned to RINL lodged by any citizen of India in CPGRAMS portal are transferred to RINL by the Ministry of Steel.

The Public Grievance Officer of RINL downloads the grievance from CPGRAMS portal and sends it to concerned department seeking reply/comments/clarifications.

The draft reply received from department will be put up for approval of Competent Authority.

After approval, the reply will be uploaded online into CPGRAMS portal which can be accessed by both Ministry and the Complainant.