

Grievance Redressed

Grievances are received in the Bureau of Energy Efficiency through Centralized Public Grievance Redress And Monitoring System (CPGRAM), an online web- enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). The same are dealt within the specified time period. The link of the portal is - (<https://pgportal.gov.in/cpgoffice/>).

Ms. Kusum Bhardwaj, Manager (Admn) is the Nodal Officer.

Details of the Grievance (FY 2024-25):

| Duration: 01.04.2024 to 31.03.2025 | |
|---|---------------------------------------|
| No. of grievances received | No. of grievances disposed off |
| 39 | 39 |