



## Online Workshop on PG and Complaint Handling

**Date: 18<sup>th</sup> January, 2024**

**Time: 11:00 AM to 01:20 PM**

**Platform: Microsoft Teams**

For Joining- Scan QR Code

or Click on following link

<https://bit.ly/PGComplaintandHandling>



### About the Workshop

Public Grievance and Complaint Handling are means for aggrieved citizens to voice their concerns against the system. The workshop aims to highlight the importance of Public Grievance Handling and Resolution, sources of complaints, mechanism for the resolution etc. It also intends to make the field officers and the public at large aware of the functionality of the PG Portal.

The workshop will be very useful for those involved in handling public grievances. Focusing on both the guidelines and practical handling aspects is a comprehensive approach that can equip participants with the necessary knowledge and skills. This workshop is specifically covering the following competencies outlined in the ACBP document of DoT.

1. Guidelines on Public Grievances (Functional Competency number 100), and
2. Public Grievance Handling (Domain Competency number 221),

Accordingly, contents are carefully curated and included in the workshop.

### Workshop Agenda

S N	Session	Duration	Name of Topic and Presenter
1	<b>Inaugural Session</b>	11:00 -11:20 Hrs	Welcome Address- <i>Sh. Vivek Kumar, DDG(TM), NTIPRIT</i> Inaugural Address- <i>Sh. Deb Kumar Chakrabarti, DG-NTIPRIT</i> Vote of Thanks- <i>Sh. R P Singh, Director (Training), NTIPRIT</i>
2	<b>Technical Session-I</b>	11:20 -12:15 Hrs	<i>Importance of Public Grievance and Features of CPGRAMS</i> By - <i>Sh. Yogesh Kumar, DDG Orissa LSA</i>
3	<b>Technical Session-II</b>	12:15 -13:00 Hrs	<i>Response on Possible Scenarios</i> By - <i>Sh. Mukesh Meena, Director (PG), DoT HQ</i>
4	<b>Q n A Session</b>	13:00- 13:15Hrs	Question & Answer
5	<b>Closing</b>	13:15 Hrs	<i>Ms. Shrestha Srivastava, AD (Training-II), NTIPRIT</i>