



वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद्
COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH
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अंतर्राष्ट्रीय सहकारिता वर्ष
सहकारी समितियाँ एक बेहतर
दुनिया का निर्माण करती हैं

12012/2/18-PG

No. _____

03rd March, 2026

Dated _____

To,

The Directors/Heads of all CSIR Labs./Instts/Units

Sub: Sharing of information for Development of NextGen CPGRAMS with features for multi-level escalation and review framework for effective redressal of grievance – reg.

Madam/Sir,

I am directed to invite attention to OM No. S-15/35/2024-PG Division – Part (2) (9877) dated 30.01.2026 (copy enclosed) issued by Department of Administrative Reforms & Public Grievance (DARPG) on the subject cited above. Vide the afore-said OM, certain information, including a comprehensive list of grievance categories, sub-categories, and the escalation matrix, is required to be furnished to DARPG through DSIR.

Accordingly, an illustrative list of grievance categories and sub-categories has been prepared and enclosed for reference (Annexure 1). However, in view of the diverse functional mandates of various CSIR Labs./Institutes/Units, there may be additional categories/sub-categories specific to their respective domains, such as scientific administration, research fellowships, technology transfer, intellectual property, service matters, procurement, vigilance, etc.

With regard to the Escalation Matrix (Annexure – B), the following structure may be adopted:

- (i) The Section Officer may be designated as the Grievance Redressal Officer / Escalation Level-0 (GRO/EL-0).
- (ii) In CSIR Labs./Instts. where both an Administrative Officer (AO) and a Controller of Administration (COA) are posted, they may be considered for nomination as EL-1 and EL-2, respectively, and the Director of the Lab./Instt. may be designated as EL-3.

Cont'd...

- (iii) In cases where either an AO or a COA is posted, the concerned officer may be designated as EL-1, and the Director of the Lab./Instt. may be designated as EL-2, whose role will be direct supervision like EL-3.

Accordingly, all CSIR Labs./Instts./Units are requested to examine the enclosed illustrative list and furnish a comprehensive and updated information, duly filled in as per the prescribed formats enclosed herewith (Annexure A to F).

It is, therefore, requested that the above information may kindly be furnished latest by 06.03.2026 (Friday) at email ID so.cpgrams@csir.res.in to enable us to forward to DSIR.

Hindi version will follow.

Yours faithfully,

Satish Kumar
03/03/2026

(Satish Kumar)
Deputy Secretary

Encl: As above.

Copy to:

1. All Divisional/Sectional Heads of CSIR H'qrs. – for providing the afore-said information for their respective Division/Section.
2. Sr. CoAs/COAs/AOs of all CSIR Labs./Instts./Units
3. Head, IT – with the request to place this letter on the website of CSIR.

S-15/35/2024-PG division – Part (2) (9877)
Government of India
Department of Administrative Reforms & Public Grievances
(PG Division)

5th Floor, Sardar Patel Bhawan,
Parliament Street, New Delhi - 110001
Dated the 30th January, 2026

OFFICE MEMORANDUM

Subject: Sharing of information for Development of NextGen CPGRAMS with features for multi-level escalation and review framework for effective redressal of grievances.

CPGRAMS has served as the principal platform for receiving, processing and monitoring public grievances across the Government. With the steady rise in volume and complexity of grievances and the growing expectations of citizens for timely and effective resolution, the need has been felt for a new system with NextGen technologies.

2. Accordingly, Department of Administrative Reforms & Public Grievances (DARPG) is in the process of developing a future- ready grievance redressal platform named **Next Generation Centralized Public Grievance Redress and Monitoring System (NextGen CPGRAMS)** which is being developed to incorporate several advanced features like:

- i. Voice Enabled grievance lodging
- ii. AI-based Grievance Category identification
- iii. Auto routing of the grievance to the Grievance Redressal Officer (GRO)
- iv. Automated Escalation Matrix & Review/ Appeal Matrix
- v. Multichannel Grievance Registration
 - a. E-Mail Integration for lodging of grievances
 - b. Social Media Integration for lodging of grievances
 - c. Mobile App for lodging grievances
 - d. Physical Grievance by use of OCR
- vi. AI check to validate actual Redressal of Grievances vis-à-vis disposal by parking or transfer etc.
- vii. Multilingual Support (for 22 languages)
- viii. Interactive AI Chatbot
- ix. Integration of State Grievance categories
- x. Accessibility Features (Disabled friendly)
- xi. Real-time Analytics Dashboard & Reporting

3. Rounds of discussions with key stake holders, including Ministries/ Department with larger number of grievances, have already been held in this regard where the Prime importance of accurate mapping of GROs with the Grievance Categories was highlighted for

an efficient working of the AI-ML model to accurately identify the grievance category and allocate it to the right GRO in a seamless manner.

4. A comprehensive escalation matrix will facilitate the following key objectives:
- a) Faster processing of grievance with a first level disposal within 7 days by the L-0 GRO and preventing delays through automated escalation upon non-processing for 7 days at any level;
 - b) Reducing the number of repeat grievances by having a feature of reopening of a grievance by the citizen for an appeal/ review by a senior officer. Also, a L-2 review level has been proposed as it is noted that in most cases the approval of the L-1 officer may be inherent in the decision of the L-0 officer.
 - c) Flexibility to route some grievances/ reviews to L-3 to serve the purpose of Senior Level Review of grievances as already considered necessary.

5. **Implementation of AI enabled Grievance Category identification and auto-routing to the GRO and Review /Appellate authorities:** In order to configure the workflows appropriately in the system, it is requested that the Ministry/ Department may kindly furnish the following information urgently:

- a) Comprehensive list of grievance categories and sub-categories, including scheme-specific and service-delivery components- **as Annexure A.** *Following Template may be used to furnish the details*

SI. No.	GRO	Category (Level 1)	Sub Category (Level 2)	Sub-Sub Category (Level 3) if any
1	GRO-1			
2				
3				
4	GRO-2			
5				
6				
7				
8	GRO-3			
9				
10				
11	GRO-n			

- b) A max. of three-Level Escalation Matrix may kindly be shared as **Annexure B**, indicating the officers at each level with their roles in review/ appeal that will also allow review/ reopening functions as appellate authorities;

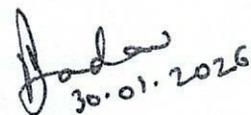
and ingest the information into grievance registration process by AI-enabled information and attachments analysis.

7. **Implementation of Social Media Integration for lodging of grievances:** *Frequently used Hashtags(#Tags)* i.e. Hashtags of Ministry/ Department, Sr. Functionaries and officials and Schemes etc. to tag the Ministry/ Department along with the key *Social Media Handles of the Ministry/ Department* where the grievances are normally communicated may kindly be shared as **Annexure D**.

8. **Lodging of the Grievance by using voice interface:** The Ministry/ Department specific *key fields that are essential and often required* in resolution of the grievances may also be kindly shared as **Annexure E**; for eg. PAN for CBDT, PNR for Railway matters, UAN for EPFO and Tracking ID No/ Saving AC No for India Post matters etc. *This information, if not provided by the citizen, will be solicited through interactive discussion or through Tooltips by the system.* Likewise, *some frequently used words, business terms and abbreviations that may appear in grievances related to the Ministry/ Department* may kindly be also shared as **Annexure F**.

AI-ML used in the NextGen will search and consider the keywords and phrases (English and Hindi, and where feasible Indian regional languages) in registering grievances and segregating the grievances from other communications without any other manual intervention.

The Ministry/ Departments *may kindly share the above information, along with filled-up Annexures A to F*, at the emails: ypuneet@nic.in, Mayank.pt@gov.in, p.pandey@nic.in by 12.02.2016. For any clarifications in this regard, the doubts may kindly be shared in the CPGRAMS Nodal Officers' WhatsApp group. Timely receipt of information would facilitate timely configuration of the system at the development stage and would enable building of a further improved, efficient and citizen and employee friendly NextGen CPGRAMS.


30.01.2016

(Puneet Yadav)

Additional Secretary to the Govt. of India

To,

1. The Secretary, Ministry / Department of Gol

Copy to:

1. Additional Secretary, PMO
2. Additional Secretary, DPG
3. Nodal Officer of CPGRAMS, Concerned Ministry / Department of Gol
4. Sr PPS to Secretary DARPG

Escalation Level @	Role	Suggestive Seniority (may vary as per Ministry Roles, and Organogram) #	Escalation On No Action	Re-opening/ Review/ Appeal
EL-3	Direct Supervision	Level 14 / 15 # of 7 th CPC	After 7 days at L-2	No. Final Closure (action in 10 days)
EL-2	2 nd Review	Level 12 / 13 # of 7 th CPC	After 7 days at L-1	On Review Request 2 (action in 10 days)
EL-1	1 st Review	Level 10/ 11 # of 7 th CPC	After 7 days at L-0	On Review Request 1 (action in 10 days)
EL-0	GRO	Level 8 / 9 / 10 # of 7th CPC		N.A.
L(-1)	Delegated GRO- A temporary GRO for Assistance based on work load	Level 7 / 8 of 7 th CPC		N.A.

While a representative Matrix has been created as above, the Ministry /Department will be able to customize the seniority at which the GRO/ 1st Review/ 2nd Review roles will be handled- as per their requirement.

@ A 2-level Escalation/ 3-level Escalation is a flexible and configurable Ministry/ Department level decision. as per the decision of the Secretary of the concerned Ministry/ Department based on their unique requirements.

The Convergence of the Grievance matrix and the Escalation Matrix is proposed at the GRO level where *each grievance category will be mapped to a particular GRO*. This activity of mapping of the GROs to the Grievance Categories will be undertaken by the Ministry/ Department Nodal Officers.

The Ministries/ Departments may like to configure the Grievance Categories mapping and escalation of the Organizations/ Autonomous Bodies out of the Ministry Matrix, while retaining the supervisory roles, and create independent grievance Categories and Escalation Matrices within such Organizations/ Autonomous bodies. In such cases, separate Annexure A & B may be created for each such Organization/ Autonomous body and shared with DARPG for incorporating in the NextGen CPGRAMS.

6. **Implementation of e-Mail Integration for Grievance Registration:** A list of dedicated e-mails for the purpose of receiving Public Grievances may kindly be shared- as **Annexure C**. These would be integrated with the multi-channel grievance registration process

Annexure

Proposed Escalation/ Review Matrix under NextGen CPGRAMS

A Presentation of Creation of an Escalation Matrix-

Based on allocation of Grievances Categories to the GROs

Escalation Level	Role	Seniority			
EL-3	Grievance Closure & Supervision Level 14 / 15 # of 7 th CPC	JS/ AS			
EL-2	2 nd Review Level 12 / 13 # of 7 th CPC	DS/ DIR			DS/ DIR
EL-1	1 st Review Level 10/ 11 # of 7 th CPC	US	US	US	US
EL-0	GRO Level 8 / 9 / 10 # of 7 th CPC	SO 1	SO 2	SO 3	SO 4
	Grievance Categories →	1. Cat A 2. Cat B 3. Cat C 4. Cat D .	1. Cat I 2. Cat J 3. .	1. Cat P 2. Cat Q 3. .	1. Cat Y 2. Cat Z 3. Cat A1 .
L (-1)	Delegated GRO Level 7/ 8 of 7 th CPC	.	.	ASO 1	.

Reference: Para 5 (b)

Seniority Levels are indicative only and customizable by the Concerned Ministry/ Department based on their requirements

Annexure A- Grievance Category & GRO Mapping

Annexure A- Grievance Category & GRO Mapping															
GRO-1						GRO-2				GRO-3					
Sl NO	Name	Design ation	Email ID	Category Name	Category Level	Name	Design ation	Email ID	Category Name	Category Level	Name	Design ation	Email ID	Category Name	Category Level
1					~Select Level~					~Select Level~					~Select Level~
2					~Select Level~					~Select Level~					~Select Level~
3					~Select Level~					~Select Level~					~Select Level~
5					~Select Level~					~Select Level~					~Select Level~
6					~Select Level~					~Select Level~					~Select Level~
7					~Select Level~					~Select Level~					~Select Level~
8					~Select Level~					~Select Level~					~Select Level~
9					~Select Level~					~Select Level~					~Select Level~
10					~Select Level~					~Select Level~					~Select Level~
11					~Select Level~					~Select Level~					~Select Level~
12					~Select Level~					~Select Level~					~Select Level~
13					~Select Level~					~Select Level~					~Select Level~
14					~Select Level~					~Select Level~					~Select Level~
15					~Select Level~					~Select Level~					~Select Level~
16					~Select Level~					~Select Level~					~Select Level~
17					~Select Level~					~Select Level~					~Select Level~
18					~Select Level~					~Select Level~					~Select Level~
19					~Select Level~					~Select Level~					~Select Level~
20					~Select Level~					~Select Level~					~Select Level~

Annexure B- Escalation & Review Matrix		
Role (GROs & Escalation/ Review Officers) Name & Other Details		
EL 3 / Closure 1 (eg JS/ AS Rank)		
	Name	
	Designation	
	Pay Level	
← 2nd Review/ Escalation Level 2 (EL-2)	EL2-1 (eg DS/ Dir Rank)	
	Name	
	Designation Pay Level	
← 1st Review/ Escalation Level 1 (EL-1)	EL1-1	
	Name	
	Designation Pay Level	
← GRO (Level EL-0) Grievance Mapping Layer	GRO-1	
	Name	
	Designation Pay Level	
	EL1-2	
	Name	
	Designation Pay Level	
	GRO-2	
	Name	
	Designation Pay Level	
	GRO-3	
	Name	
	Designation Pay Level	
	GRO-4	
	Name	
	Designation Pay Level	
	Delegated GRO, if any	
		ASO 1

EL-3	Level 14 / 15 # of 7 th CPC	Joint Secretary/ Additional Secretary
EL-2	Level 12 / 13 # of 7 th CPC	Deputy Secretary/ Director
EL-1	Level 10/ 11 # of 7 th CPC	Under Secretary
EL-0	Level 8 / 9 / 10 # of 7th CPC	Section Officer
EL (-1)	Delegated GRO Level 7/ 8 of 7 th CPC	SO/ Assistant Section Officer

Annexure C: Designated e-mails for receiving the Grievances

(The NextGen CPGRAMS will be integrated through email services to access these dedicated email and check the grievance content for further analysis and allotment to the GRO)

Grievances received in all other official e-mails may be forwarded to this dedicated email for necessary action

SN	Email ID	Remarks
1		
2		
3		
4		
5		

Annexure D- Hashtags & Social Media Handles

(To be accessed through web crawling)

SN	Ministry/ Department Social Media Accounts	Social Media Handle desired to be tracked for grievance identification and registration	Hashtags
1	Twitter (X)	For example:	#IndianRailways
		@RailMinIndia	#RailMadad
		@IRCTCofficial	#RailwayGrievance
		@RailMadad	#RailMinIndia
		@LabourMinistry	#IndianRailwayGrievance
		@MORTHIndia	#PMAYG (For Pradhan Mantri Awas Yojana - Gramin / Housing issues)
		@officiallepfo	#PMGSY (For Pradhan Mantri Gram Sadak Yojana / Rural road issues)
			#Livelihoods
			#DAYNRLM (For Self-Help Groups and livelihood issues)
2	Facebook	For example:	
		@RailMinIndia	
		@IRCTCofficial	
		@RailMadad	
		@	
3	Instagram	For Example:	
		@irctc.official	
		@defenceminindia	
		@doptgoi	
		@socialepfo	

Annexure E

For Initial Grievance Recording in Interactive Voice Mode (First Round of Question/ Query)			
SN	Department Subject	Subcategory Name	Essential Fields required for Grievance Redressal
1	CBDT- ITR Filing	Tax Refund/ Corrections/ ITR Mismatch	PAN No Assessment Year (A.Y.) Financial Year ITR Acknowledgement Number
2			
3			Please phrase a question/ Tool for interaction during
For subsequent rounds of questions/ clarifications for ensuring a comprehensive & actionable grievance registration			
	CBDT- ITR Filing	Tax Refund/ Corrections/ ITR Mismatch	Challan No. Form 23 AS
1			
2			
3			

Illustrative List of grievance Categories

Sr. No	Category	Sub-Category (Level 1)	Sub-Category (Level2)	Sub-Category (Level 3), if any.
1.	Complaint	Corruption/Vigilance angle	Administrative issues	
2.	Harassment	Harassment of SC/ST/OBC	Harassment of differently abled person	Harassment of others
3.	Appointment	Direct recruitment for Scientific & Technical Cadre	Director recruitment for Group 'C' posts of Administrative Cadre	Compassionate Appointment
4.	Pending payments	Pending payment for Goods	Pending Payment for Services	
5.	Settlement of Claims/Reimbursement	Reimbursement of Medical Claims	Reimbursement of TA/LTC./CEA etc.	Reimbursement of Newspaper/Telephone
6.	Policy Matters	Policy regarding Recruitment Rules and Pay & allowances of S&T Staff	Policy regarding Recruitment Rules and Pay & allowances of Administrative Staff	Policy regarding Residence/Guest house allotment
7.	Pension Related	Restoration of commuted Pension	Enhanced Pension/Family Pension	
8.	Transfer & Posting	Transfer & Posting relating to S&T Staff	Transfer & Posting of Administrative Staff	
9.	Suggestions	Suggestions on research related matters	Suggestions on Administrative issues	
10.	Research Fellowship	Net/JRF Examinations	Pending Fellowship payment	
11.	Grants	UGC grants	Grants for Education	
12.	Court Matters			
13.	Technology Transfer			
14.	Harassment of Outsource worker	Non-payment of minimum wages	Not providing Social Securities like EPF, ESIC	
15.	Land encroachment			
16.	Scientific Ethics	Plagiarism		
17.	Intellectual Property			

Annexure E

For Initial Grievance Recording in Integrity Voice Mode (First Round of Question)			
SN	Department Subject	Subcategory	Essential Field required for Grievance Redressal
1.	Name of CSIR Lab./Instt.	Recruitment	Advertisement
2.		Payment	Goods or Services
3.		Complaint	Corruption or general administrative issue
4.			
For subsequent rounds of questions/clarifications for ensuring a comprehensive & actionable grievance registration			
	Name of CSIR Lab./Instt.	Recruitment	Advertisement
1.			

Annexure F

For Initial Grievance Recording in Interactive Voice Mode			
SN	Department Subject	Category Name	Business Phrases/Key Words examples
1.	Name of CSIR Lab./Instt.	Recruitment	Age relaxation
			Fee concession
			Last date for submission of application
			Portal not working
			Call Letter Note Received
			Result not declared
2.	Name of CSIR Lab./Instt.	Payment	Work Order
			Supply Order
			Bill pending
			Payment deducted
3.	Name of CSIR Lab./Instt.	Complaint	Corruption
			Misbehavior
			Violation of rules