

Public Grievances Activities at NCMRWF

National Centre for Medium Range Weather Forecasting (NCMRWF) has always been committed to addressing public grievances promptly and efficiently, ensuring transparency and accountability in its operations. The following initiatives have been undertaken to facilitate a streamlined grievance redressal mechanism:

1. **Grievance Redressal Cell:** NCMRWF has established a dedicated Grievance Redressal Cell (GRC) to receive, review, and address public grievances. The GRC comprises experienced personnel who are responsible for handling grievances and ensuring timely resolution.
2. **Online Grievance Portal:** To enhance accessibility and convenience, GOI has developed an online grievance portal. This portal enables individuals to lodge their grievances electronically, providing a user-friendly interface to submit complaints, suggestions, or seek information. The portal also allows users to track the progress of their grievances and receive updates.
3. **Timely Acknowledgement and Resolution:** NCMRWF understands the importance of acknowledging grievances promptly. The Grievance Redressal Cell at NCMRWF ensures that all grievances are acknowledged within the stipulated timeframe. Efforts are made to resolve grievances at the earliest possible, adhering to predefined timelines. Regular updates are provided to the complainants regarding the status of their grievances.
4. **Grievance Monitoring System:** GOI has implemented a robust Grievance Monitoring System to effectively track and monitor the progress of grievance resolution. This system helps in identifying bottlenecks, if any, and facilitates the timely resolution of grievances.
5. **Public Awareness Campaigns:** GOI actively conducts public awareness campaigns to educate citizens about the grievance redressal mechanism. These campaigns aim to inform the public about the available channels for registering grievances and the steps involved in the resolution process. Such initiatives encourage citizens to come forward and raise their concerns.
6. **Feedback Mechanism:** GOI values feedback from the public and considers it an integral part of improving its services. The Grievance Redressal Cell encourages individuals to provide feedback on their experience with the grievance redressal process, enabling NCMRWF to make necessary enhancements and address any shortcomings.

In conclusion, NCMRWF has a comprehensive system to address public grievances efficiently. The establishment of a dedicated Grievance Redressal Cell at NCMRWF remains committed to ensuring transparency, accountability, and effective redressal of public grievances.

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