

F.No.CD-I-11/2/2021-CD-I (e-92808)
Government of India
Ministry of Women & Child Development
CD-I Division

Shastri Bhawan, New Delhi
Dated: 5th May, 2021

To,

Principal Secretaries of all States/ UTs - dealing with ICDS Scheme

Subject: Timely action on public grievances forwarded to States/ UTs for appropriate action under Anganwadi Services- Action Taken Report reg.

Sir/ Madam,

Please refer to this Ministry's letter No.12/9/2020 dated 14th December, 2020, on the subject mentioned above. The Ministry has been receiving a lot of Public Grievances on the CPGRAMS portal pertaining to corruption, malpractices, requests for increase in honorarium and other benefits to AWWs and AWHs etc.

2. As the subject matter in most of the cases fall under the ambit of the States/ UTs being the implementing agency, the Public Grievances are forwarded to States/ UTs for taking appropriate action, if any, in the matter under intimation to this Ministry. However, it has been observed that in several cases, an appropriate response is reportedly furnished to the complainant (as seen from repeat references). Also, this Ministry is not informed of the further developments of the matter.
3. The information available on CPGRAMS portal is closely monitored and reviewed by the Minister, WCD and PMO from time to time.
4. In view of the above, States/ UTs are once again requested to take immediate action on the grievances (copy enclosed) forwarded to them by different divisions of this Ministry and send an **Action Taken Report positively by 15th May, 2021** to this Ministry.

Yours faithfully,


(Dr. Harmeet Singh)

Director (Anganwadi Services)