

RTI Applications & RTI Appeals

Financial Year	RTI Applications Received	RTI Applications Disposed	RTI Appeals Received	RTI Appeals Disposed
2021-22	10	10	0	0
2022-23	13	10	0	0
2023-24	129	132	0	0

Grievance Redressal Mechanism

Procedure for citizens to lodge grievance:

1. Grievances can be lodged online by log-in to www.pgportal.gov.in (PG portal) with provision for selecting password and giving email ID to receive electronic acknowledgement. The citizen could also lodge grievance using – link on CBEC website www.cbic.gov.in . The specifics in the grievance may be provided like the right jurisdictional office (if known), details of specific service not meeting Citizen Charter norms and remedy requested with immediate action if any. Citizen may provide additional details as sought by department for effective grievance redress.
2. The system shall generate a 'Unique Registration number' for each grievance. This number could be used to check periodic progress and send reminders.
3. On grievance redress, reply is received and can be viewed through the PG portal.
4. Grievances can also be sent by post to the following address.

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