

## Flowchart for Grievances

Grievances received through

- CPGRAMS Portal
- Emails
- RBI CMS Portal
- Postal letters
- CM Helpline and other modes.



The Grievance is received/ registered at  
Complaint Cell, HO, Dharamshala.



Grievance is assigned to concerned ZO/HO  
Department/ Vigilance Deptt.



- Grievance attended to by Nodal Officer at  
ZO/HO Deptt.
- Resolutions / Response is provided to  
the complainant by Mail / Letter and respective  
portals.



The Grievance is closed at Complaint Cell, HO,  
Dharamshala.