

#### 4.5.1 - Grievance redressal mechanism

INCOIS has both external and internal administrative mechanism for redressing the grievances from general public and employs. Centralized Public Grievance Redress And Monitoring System (CPGRAMS) is an online (<https://pgportal.gov.in/>) web-enabled system developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to Ministries/Departments/Organisations who scrutinize and take action for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number. INCOIS employs can approach Grievance Officer for settlement of their grievances. The Public Grievance Officer, INCOIS report to the Central Grievance Officer, Ministry of Earth Sciences, New Delhi.

The address of Public Grievance Officer at INCOIS

Dr. Sudheer Joseph

Public Grievance Officer

INCOIS, Ocean Valley, Pragathi Nagar (PO)

Nizampet (BO), Hyderabad-500091

Mobile: 9440832534

Email: [sjo@incois.gov.in](mailto:sjo@incois.gov.in)

Please find the details of status of latest grievances.

S.No.	Period	Number of Grievances		
		Received	Resolved	Pending
1	April 2024 – March 2025	04	03	01
2	April 2023 – March 2024	06	06	00
3	April 2022 – March 2023	04	02	00