



NATIONAL SCHOOL OF DRAMA

No. NSD/1437/2026

OFFICE ORDER

Dated: 21/09/2026

Subject: Designation of Grievance Redressal Officer (GRO), Review Authorities and CPGRAMS Nodal Officer under NextGen CPGRAMS – reg.

In accordance with Ministry of Culture, AR&IT Division O.M. F. No. ARIT-16011/1/2026-24 dated 31.08.2026, the following officers are hereby designated for handling and monitoring grievances under NextGen CPGRAMS with immediate effect:

Level	Designated Officer	Role & Workflow Responsibility
EL-0	Shri Mohinder, Assistant Registrar (Admin)	Grievance Redressal Officer (GRO): Receive and examine grievances, identify the concerned Section/Department, obtain factual reports, coordinate redressal and ensure timely disposal/uploading of the reply on CPGRAMS.
EL-1	Shri Manoj Ramela, Deputy Registrar	First Review Authority: Examine grievances escalated/referred for review, review the GRO's disposal, seek further clarification where necessary and issue appropriate directions for resolution/disposal.
EL-2	Shri P. K. Mohanty, Registrar	Second Review/ Final Closure Authority-cum-CPGRAMS Nodal Officer: Undertake second-level review of escalated grievances and coordinate, monitor and oversee the functioning of CPGRAMS in NSD, including liaison with the Ministry/DARPG and monitoring of pendency and timely disposal.

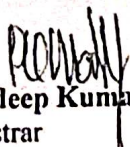
The grievance workflow shall ordinarily be EL-0 (GRO) → EL-1 (First Review) → EL-2 (Second Review), as applicable under the prescribed CPGRAMS mechanism.

Responsibility of Concerned Sections/Departments:

All concerned Sections/Departments of NSD shall examine the grievances relating to their respective subjects on priority and shall provide the requisite information, facts, documents and inputs to the GRO on the same day of receipt of the request, wherever such information is available with them. In cases requiring consultation or collection of information from another Section/Department, the concerned Section/Department shall coordinate accordingly and furnish the consolidated inputs at the earliest, without avoidable delay.

All concerned officers/Sections/Departments shall extend full cooperation to the designated GRO and Escalation Authorities to ensure that grievances are disposed of within the prescribed timelines under NextGen.CPGRAMS.

The above arrangement shall be governed by the applicable NextGen CPGRAMS/DARPG guidelines and instructions issued from time to time. This issues with the approval of the Competent Authority.


(Pradeep Kumar Mohanty)
Registrar

Copy to:

1. All Heads of Sections/Departments.
2. PA to Director.
3. PA to Registrar.
4. IT Section, for necessary update.
5. Notice Board / Website.
6. Office Order File / Guard File.