4.5 SuchotherinformationasmaybeprescribedunderSection4(i)(b)(xvii)

4.5.1 Grievance redressal mechanism

Our Grievance Redressal Mechanism

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 favourable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number

In the Seamen's Provident Fund Organization grievance redress Helpdesk system is available through following modes:

1. **Phone Calls:** call at 022-22616925 to register the complaint on all working days.
2. **Email:** grievance may be written through email :- spfo-commr@spfo.gov.in
3. **Letter:** grievance may also be raised by writing letter to SPFO office address
4. **Visiting Organisation:** visiting at SPFO Office to register complaints
5. **SPFO Web Portal:** Grievance may be raised by seafarers on SPFO Web portal in Grievance Module.