

**AGRIM : AUTOMATED GRIEVANCE REDRESSAL AND INFORMATION
MANAGEMENT SYSTEM FOR IA VETERAN OFFICERS**

1. Adjutant General's Branch, Officers' Record Office (ORO) has launched "**AGRIM – Automated Grievance Redressal and Information Management**" system which has automated the complete process of Grievances/Request Registration, Processing and Resolution including online transmission to PCDA(O) and PCDA(P). Veteran officers/ Nexts of Kin (NsoK) may register their grievances online in RODRA after login. Grievances received through other modes like emails, telephone calls, SMS, WhatsApp & visits etc are also converged and recorded in the Customised Resource Management (CRM) Software. Veterans & NsoK will be kept informed through periodic SMS on registration, process/observation and resolution of their grievance. The upgradation in the Grievance Module will be beneficial to veterans/ NsoK by making the process of redressal transparent and providing real-time update wrt their service request/grievances. **A Digitized Call Centre with 10 Channel Primary Rate Interface (PRI) Line** has also been established at ORO to address the issue of connectivity being faced by veterans & NsoK. The **Call Centre Number** is **011-26757700**. Veterans/NsoK are requested to make maximum calls on the given number for registration of their grievances on **AGRIM** for better management. However, existing and other new Helpline Nos i.e 011-20863044, 8130591689, 7683004983 and 8800352938 would also remain functional.

2. The above be circulated to all veteran officers and NsoK of Indian Army to make optimum utilisation of the services.

"JAI HIND"