



Centralised Public Grievance and Redress Monitoring System (CPGRAMS)

Regional Conference
on
Good Governance and Replication of Best Practices

AASC, Guwahati, ASSAM
Dec 22-23, 2017

Agenda

- Introduction to CPGRAMS
- Grievance Flow
- Variants of CPGRAMS
- CPGRAMS Facts and Figures
- Integration with CPGRAMS

Centralised Public Grievance Redressal And Monitoring System (CPGRAMS)

➤ Public/Citizen

- A platform for redress of public grievances
- Provision to view the status, send reminders, provide feedback

➤ Ministry/Department/State Government

- Receipt of Grievances
- Follow Grievance Redress Process
- Transmission of ATRs and Monitoring

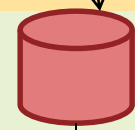
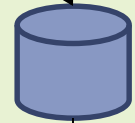
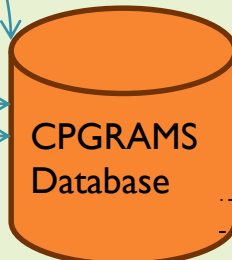
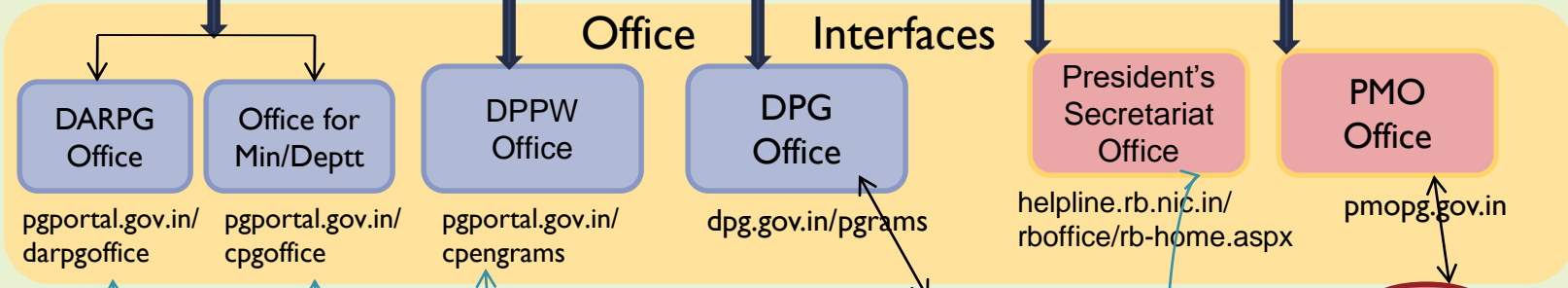
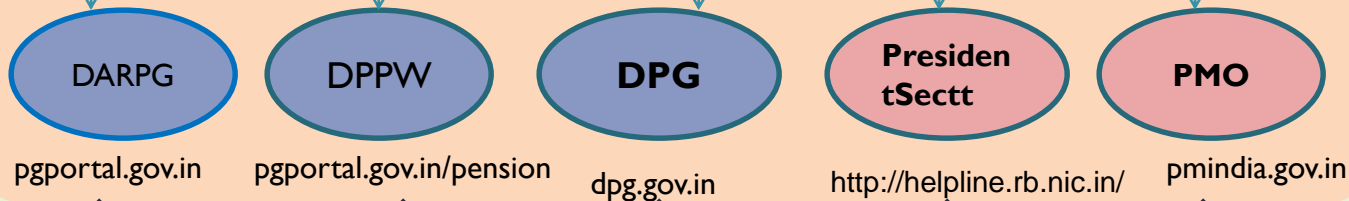
➤ Nodal/Apex Organisations

- Transmission of grievances to next level offices
- Monitoring of grievance disposal

Public Grievance System



Citizen may lodge grievance on any of these Interfaces



— Direct
- - - - - Through Webservice

Grievance Flow

Citizen lodges complaint



Receipt of Grievances by **Nodal Agencies/Apex Organization**
(Pres Sectt./PMO) / (DARPG, DPG, DPPW)

Assessment of Grievances by Public Grievance Officer to take them up with
Ministry/Department concerned

Concerned Ministry/Department receives the grievance and the Director of Public
Grievances makes Assessment

Does the grievance pertain to the
Ministry/Deptt?

Yes

Case Taken up within
office for redress

Case forwarded to
Sub-org/ Attached
office

Forwarded to field
units, if necessary

No

Return to Applicant
who had sent
grievance directly to
the Ministry/Deptt.

Return to Nodal
Agencies/Apex
Organisation which
forwarded the
grievance

Action Report

Action Report

Action Report

Final Response

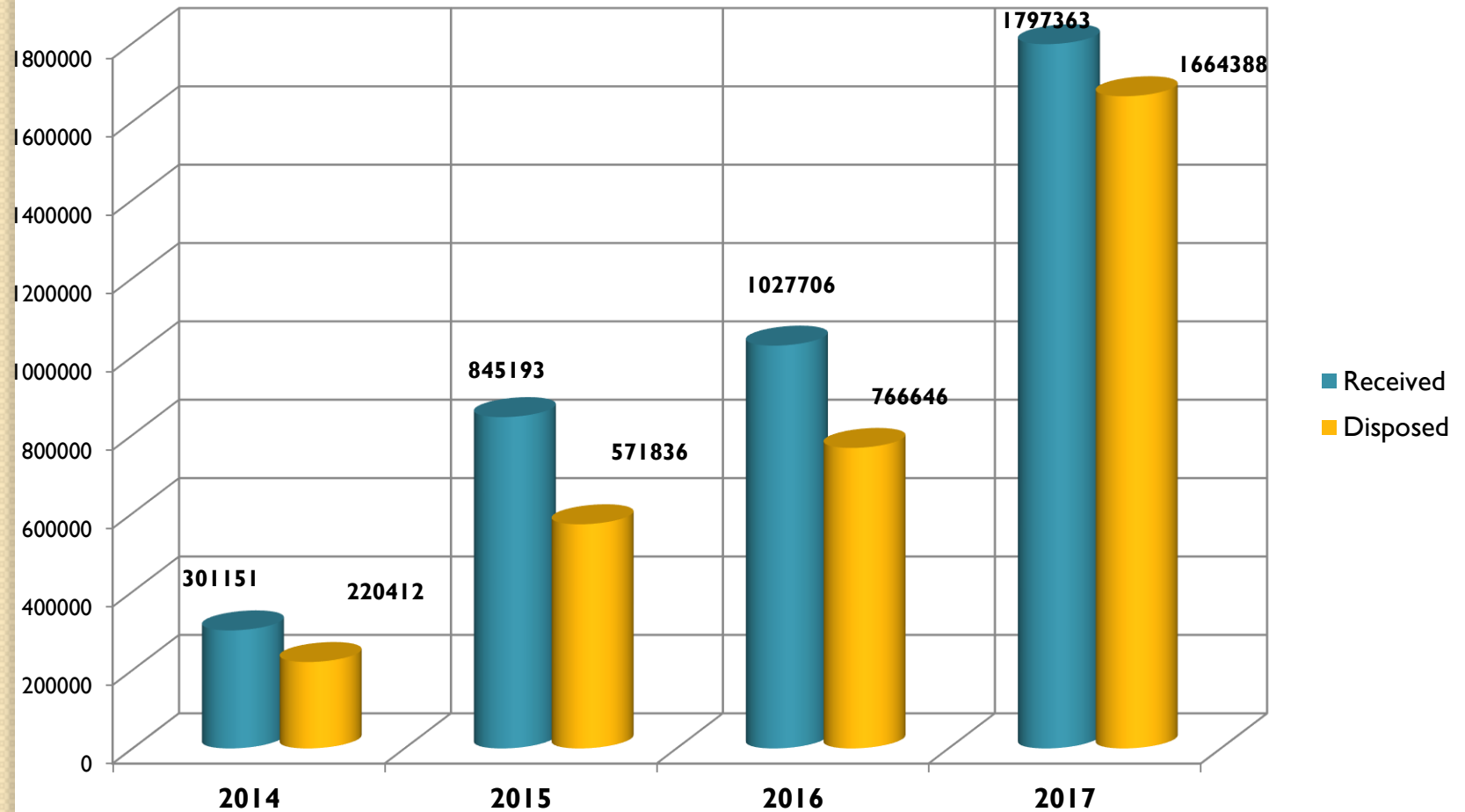
Variants of CPGRAMS

- **State PGRAMS** –The application is not hosted. However, the source code has been given to various states and they have customised the application and hosted in their data centres
- **Mobile App - Public Grievance**
 - The new Mobile App on CPGRAMS is now available in UMANG (**U**nified **M**obile **A**pp for **N**ew **G**eneration). The app is known as **My Grievance App**.
 - Now approx. 1200 grievances lodged till date through Mobile App since its launch in UMANG in November 2017.

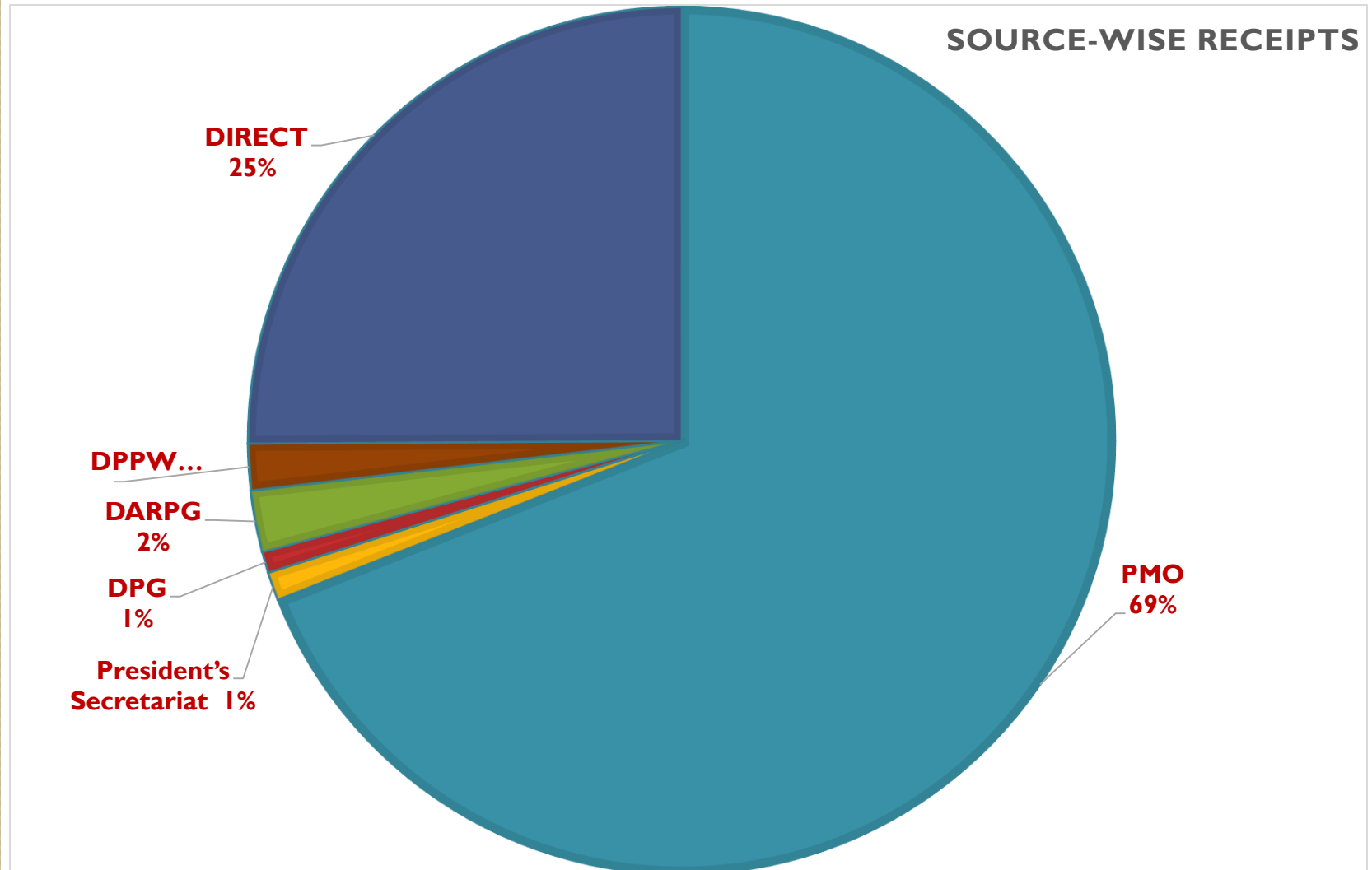
CPGRAMS

Facts & Figures

Grievance Receipts and Disposal (as on Dec 18, 2017)

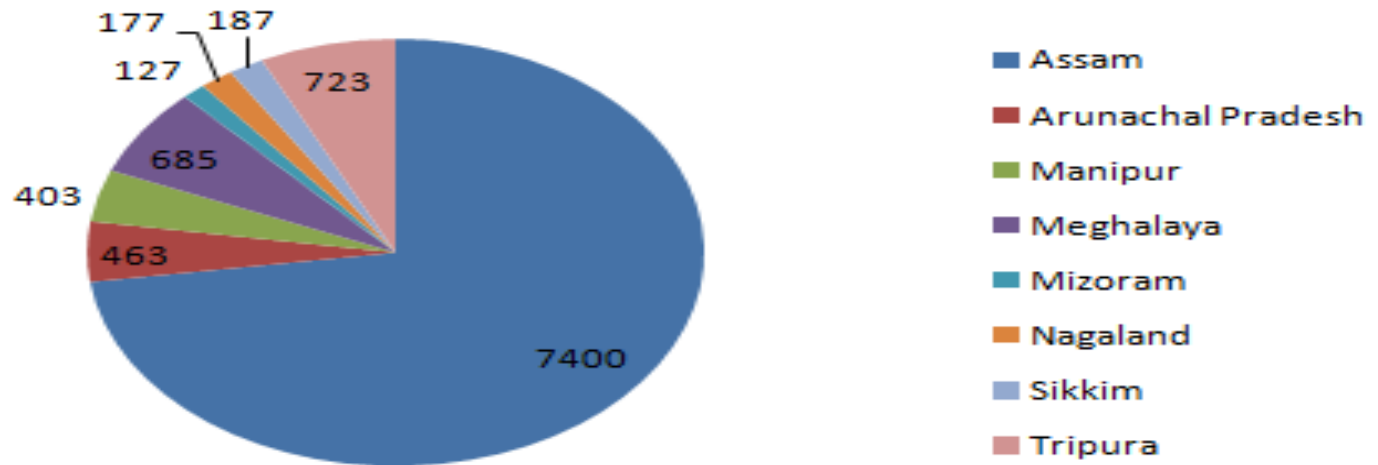


Grievances Received by Apex Bodies/Nodal Agencies

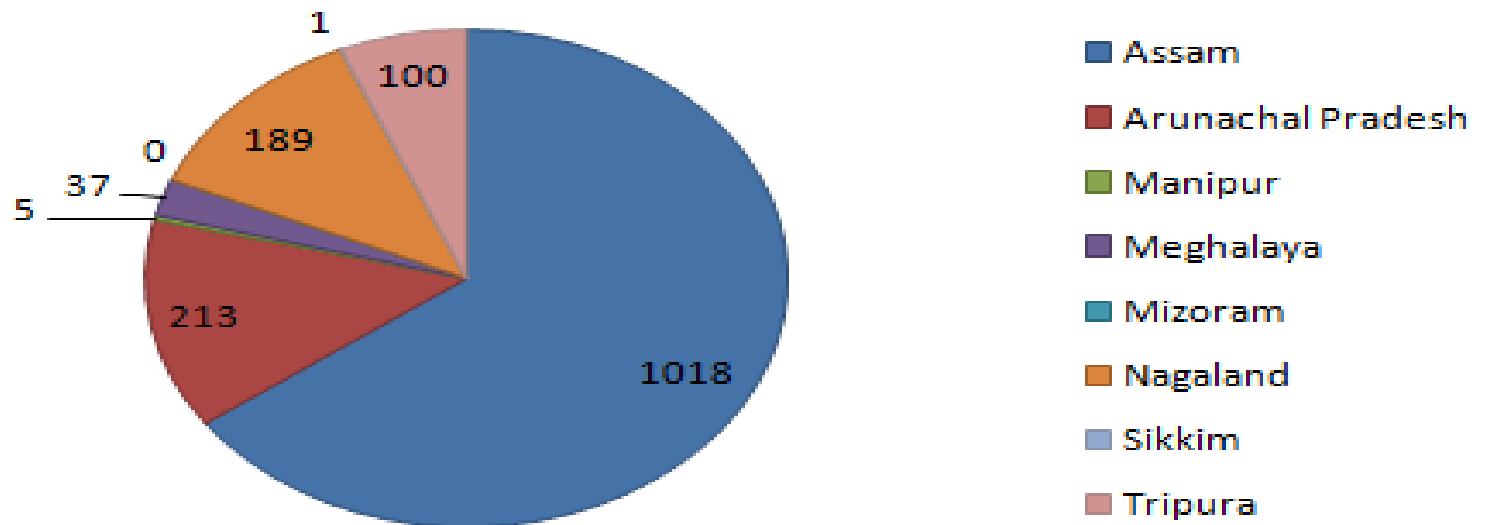


Grievances in North-Eastern States in 2017

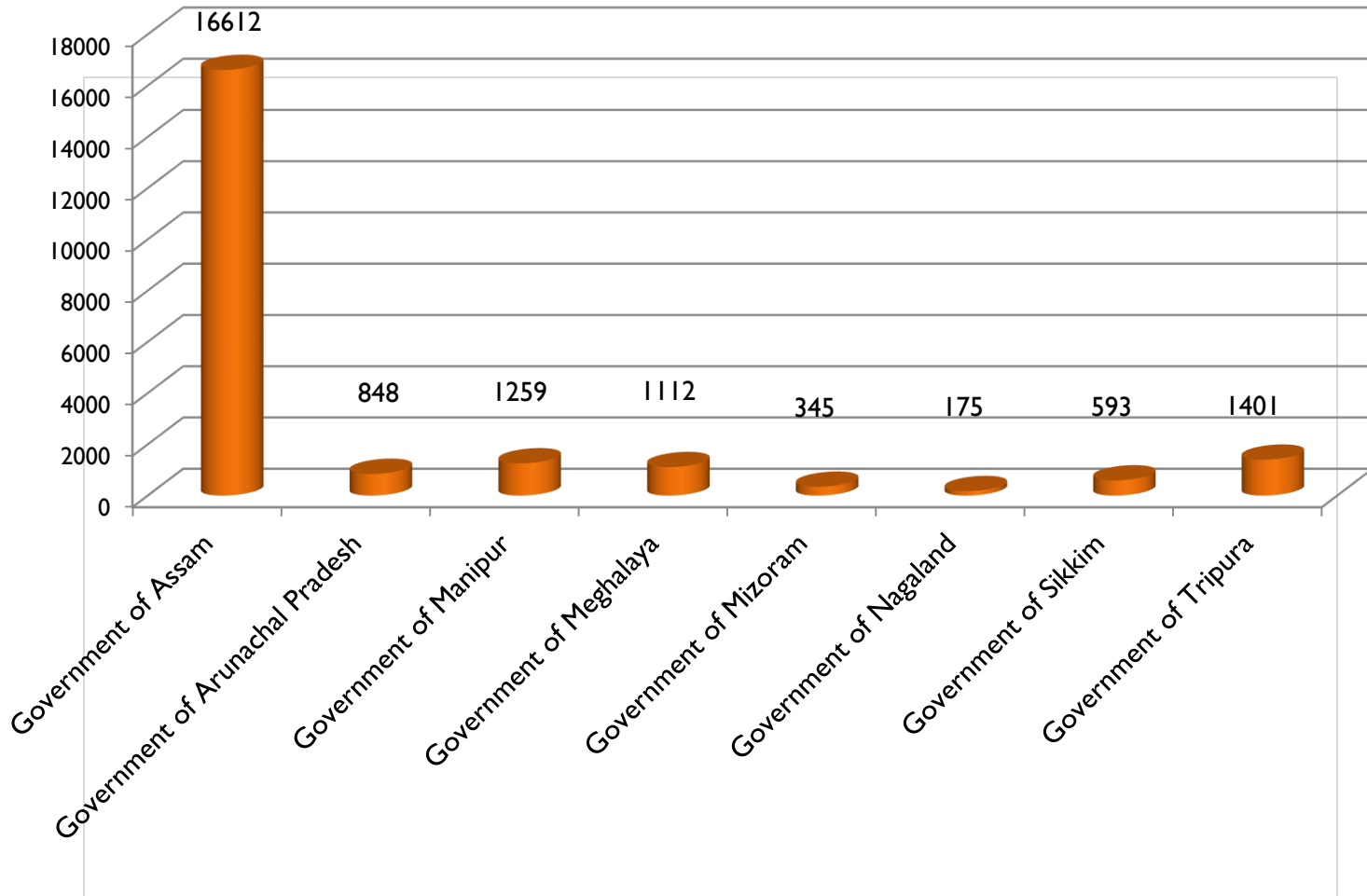
Receipts



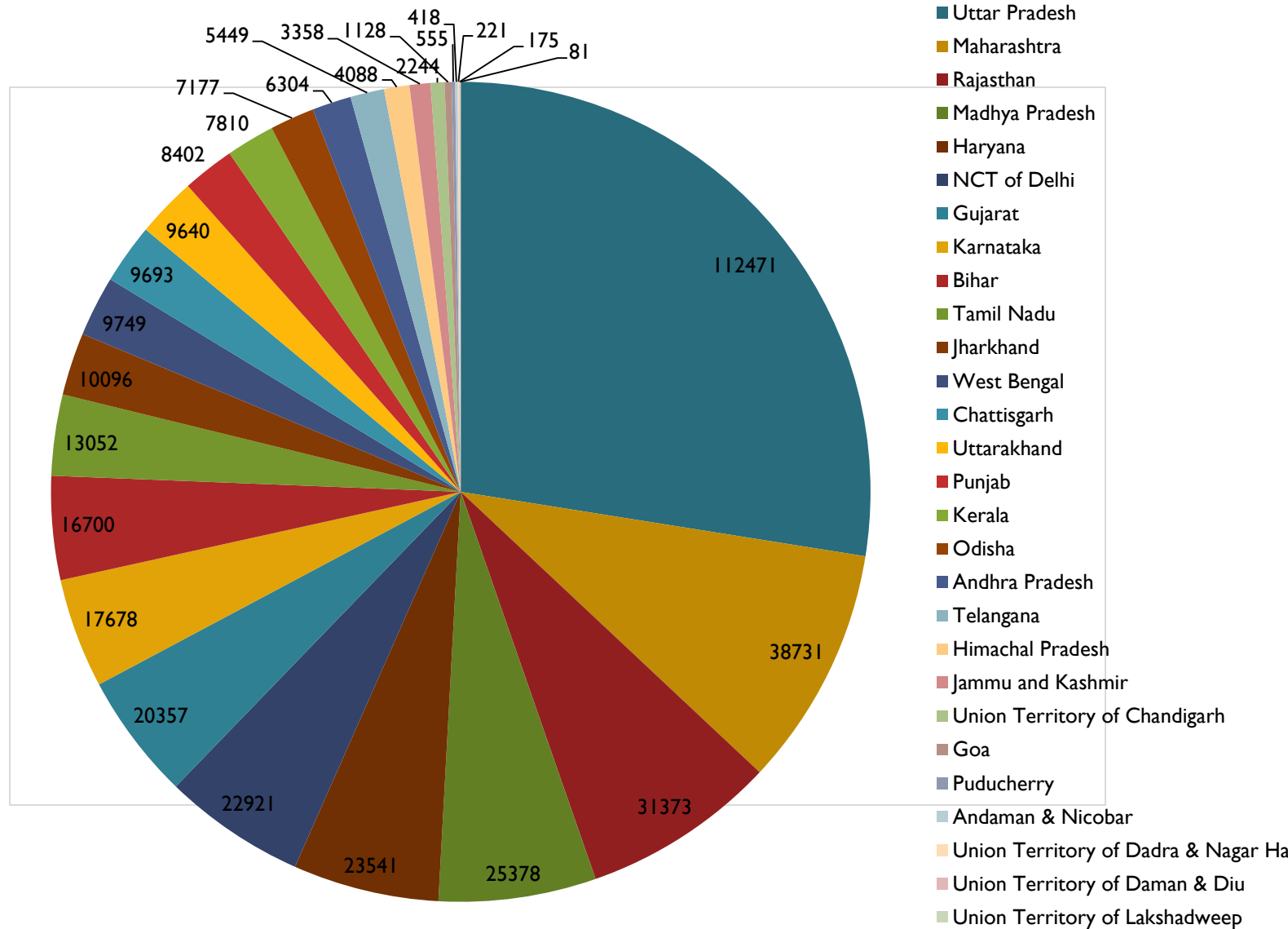
Disposal



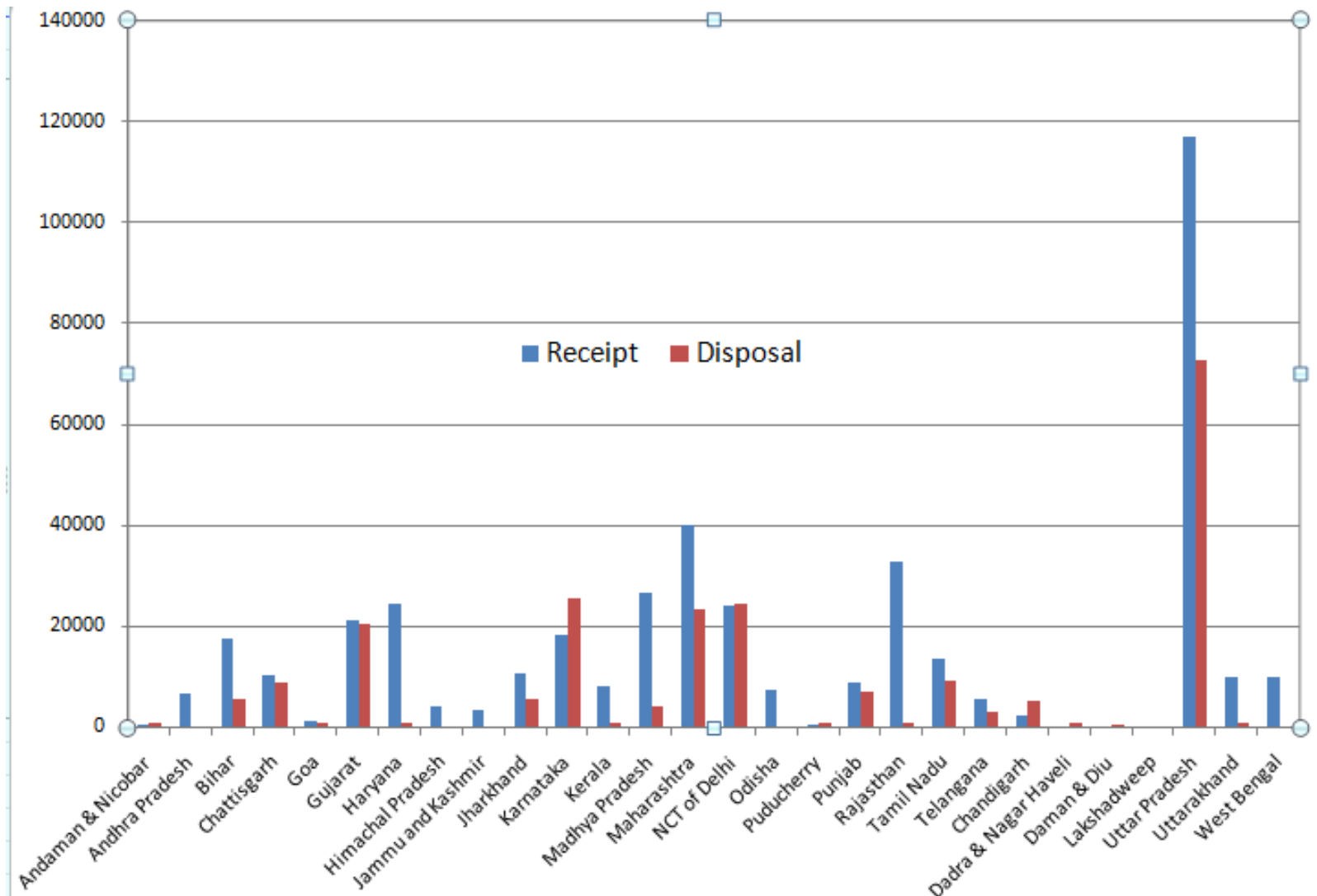
Grievance Pendency in NE States



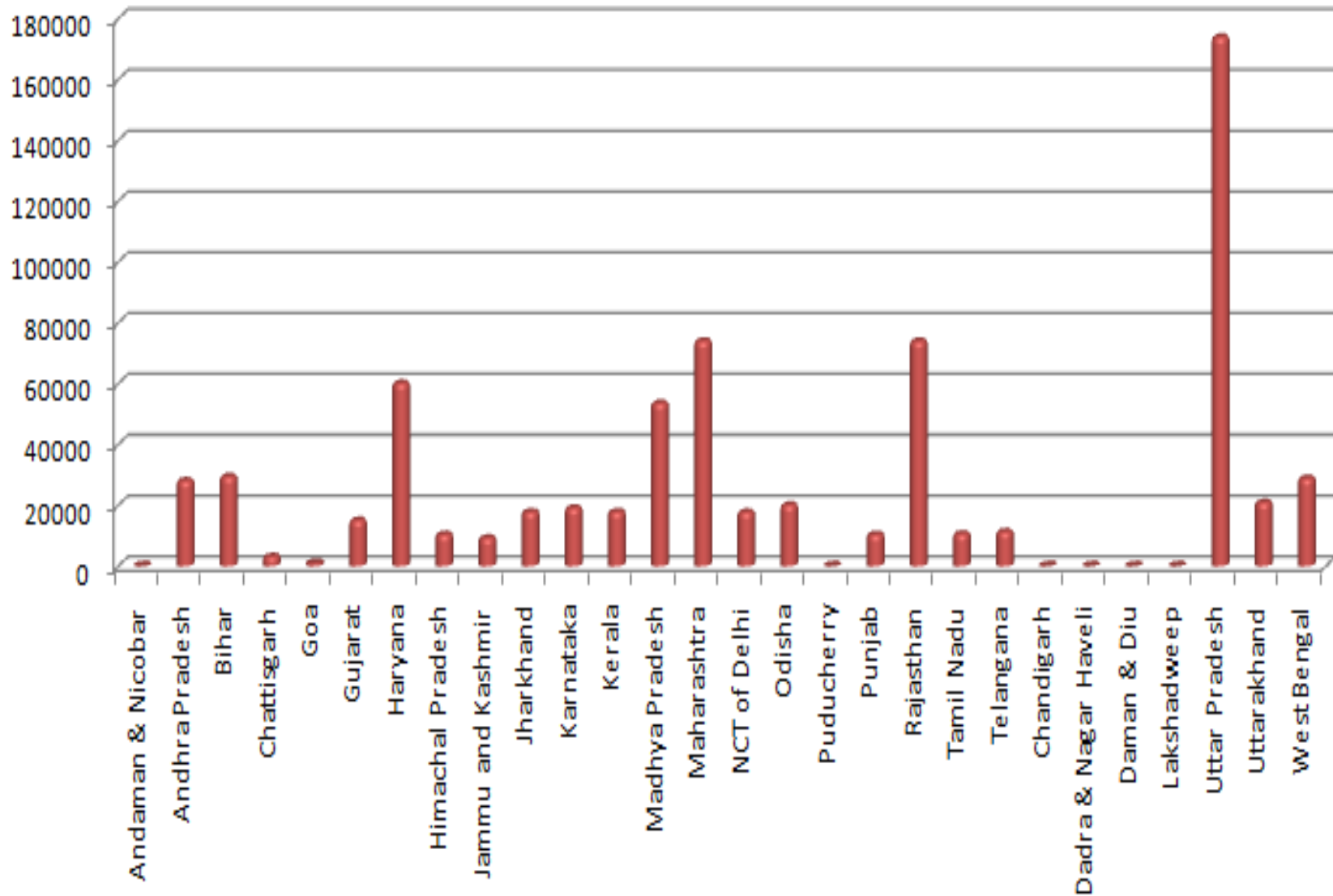
Grievances Received by Other States in 2017



Receipts and Disposals in Other States in 2017



Grievance Pendency in Other States



Improvement in Grievance Disposals

- More participation by States
 - Credential for State Nodal Officers
 - Provision to create Subordinate Units
 - Grievance resolution at appropriate level
 - Grievance Resolution within 60 days from date of grievance lodged
- Create awareness about CPGRAMS
 - Organize Workshops/trainings for Public Grievance Officials
 - Publicize about such Grievance Redress Systems
- Follow-up for effective Grievance Redressal
- Integration of existing Grievance Redress System, if any, with CPGRAMS

Need for an Integrated CPGRAMS

- Category I (States using CPGRAMS)
 - Ensure effective and responsive disposal
- Category II (States not using any Grievance Redress System)
 - Start using CPGRAMS (Himachal Pradesh, Sikkim, Manipur, West Bengal)
- Category III (States having local Grievance Redress System and/or using CPGRAMS)
 - Integrate with CPGRAMS
 - Already integrated (Madhya Pradesh, Uttar Pradesh and Punjab)
 - To be Integrated (Maharashtra, Mizoram, Haryana, Jharkhand, Puducherry, Odisha, Rajasthan)

Thanks