Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

PUBLIC GRIEVANCE PORTAL:
Accessible at http://pgportal.gov.in

1. **Introduction:** The Department of Administrative Reforms and Public Grievances (DARPG) with the technical support of NIC developed PG PORTAL, empowering the citizens to lodge their grievances/complaints online from anywhere anytime and also enabling the Government Departments to take redress action within a prescribed time limit. It has two interfaces, (a) Public Grievance Lodging and Monitoring system for citizens, and (b) CPGRAMS for Ministry/Departments/Organisations to facilitate speedy redress and effective monitoring of grievances. This is a single window system introduced in Ministries/Departments/Organisations in June, 2007 and made mandatorily applicable. CPGRAMS is a web-enabled single window system, providing online access to citizens to raise their grievances and to the nodal Public Grievance Officers in Government Departments to take prompt action for redress under intimation to the petitioners.

2. Developed CPGRAMS Module for Minister's Offices in Govt. of India for lodging of grievances/complaints received manually/post and online transfer for redress action.

**The Rashtrapati Bhavan Helpline (http://helpline.rb.nic.in)**

**Highlights and facilities for Citizens/Government Departments**
- Online lodging of grievances, reminder, view status and action taken reports
- System generated unique complaint registration number and acknowledgement
- Online receipt of grievances by Govt. Departments/ SMS alert to PGO's
- Online forwarding of Grievances to multiple sub-ordinate offices
- Lodging of manual grievances with facility of uploading scanned document
- Redress and Monitoring process by Directors of Public Grievances/PGO
- Uploading of action taken/disposal reports concerning each grievance
- Forwarding of Reminders/Clarifications for the grievances lodged earlier
- Query based reports and system generated correspondence letters
- Feedback of complainant regarding disposal of grievance
The DARPG customized State module of CPGRAMS as per the specific administrative requirements of the State Governments/UTs. The Governments of Haryana, Odisha, Rajasthan, Mizoram, Meghalaya and Union Territories of Puducherry in collaboration with DARPG launched the system in all their Government Departments/District administration/local bodies for effective redress and monitoring of grievances during 2010-12. It would be launched in the State of Assam, Punjab, Jharkhand, West Bengal and Union Territories of Andaman and Nicobar Admn. who have conveyed their willingness.

Main features of State CPGRAMS

- Enables the PGO's to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.
- Online forwarding of grievances to multiple departments made possible
- State-CPGRAMS provides information online to the Public Grievance Officer of the concerned Department/District on all cases.
- A feature to scan and attach the grievances/related documents locally received, is also made available. This scanned document can be seen at all levels wherever the grievance is forwarded to.
- Helps generate monitoring and query reports as per the requirement of the concerned Department/District for effective monitoring of pending grievances.
- The system is flexible enough to be extended to multiple levels below as per the requirement of the concerned Department/District Administration for speedy redress of grievance.
- Support for UNICODE compliant languages.
A substantial number of public grievances are received in the Office of the MOS (PP), manually, or by post for redressal. The Department of AR & PG developed an interface for Minister’s Office in CPGRAMS for lodging/registering of such grievances and online forwarding thereof to the concerned Departments in the Ministry of Personnel, Public Grievances and Pensions for timely redress action. It facilitates attachment of grievance and relevant documents in the system after scanning. Also generation of monitoring reports and SMS alerts to the petitioners and the Nodal Public Grievance Officer concerned for redress action. Such grievances would be reflected as Minister Office Cases in CPGRAMS for resolution on priority basis. The Minister’s Office interface of CPGRAMS will also be made available to Offices of the Ministers in other Ministries/Departments for usage.

**Features of Operational Desk of MOS (PP) Interface:**

a) Registration of grievances received manually/by post.
b) Acknowledgement with unique registration no. Of grievance/complaint
c) Scanned documents can be uploaded.
d) Categorisation of grievances
e) Provision for Age-wise, category-wise and subordinate offices wise pendency report.
Registration form for grievances/complaints received manually or by post

Monitoring Reports:
Centralized Public Grievance Redress And Monitoring System (CPGRAMS)
for Office of the
Minister of State in the Ministry of Personnel, Public Grievances & Pensions

Government of India
Department of Administrative Reforms & Public Grievances
5th floor Sardar Patel Bhawan, New Delhi-1
011-23361856 • E-mail:ddpg2-arpg@nic.in
URL – http://pgportal.gov.in

Technology Partner
NATIONAL INFORMATICS CENTRE
National Informatics Centre
Department of Information Technology
Government of India
E-mail: cpgrams-darp@nic.in
**Introduction**

MIPUI AW PG PORTAL (VOICE OF THE PEOPLE) is accessible to citizens at http://mipulaw.nic.in

The State CPGRAMS/MIPUI AW PG PORTAL has been customized by the Department of Administrative Reforms and Public Grievances, Government of India as per the specific administrative requirement of the Government of Mizoram with technical support from NIC.

It is a citizens' centric initiative of the Govt. of Mizoram for the public welfare, aimed at empowering citizens to lodge their grievances/complaints online through (internet) with local language interface (dialect) to the concerned Government Department/district administration in the State of Mizoram for redress action within a specified time limit. Operational training has been provided to the Nodal PGOs of State Govt Departments/District administration and Staff by the DARPG/NIC team with support of IT Department Govt. of Mizoram. The system has been operationalised with the technical support of State Informatics Officer, Mizoram.

The State CPGRAMS/MIPUI AW Portal is scheduled to be launched jointly by the Government of Mizoram and DARPG, Govt. of India on 29.2.2012. The PG PORTAL will be launched by the Hon'ble Chief Minister of Mizoram.

**Features of State CPGRAMS/MIPUI AW**

- Enables the PGO's to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.

An acknowledgement is issued to the complainant with unique registration number for tracking of the grievance i.e. issue reminder, view progressive status and action taken reports.

The system facilitate on line receipt, redress and effective monitoring of grievances/complaints and uploading of interim replies/action taken reports by the State Government Departments/district administration. The system also facilitates registration of grievances received manually or by post and uploading of grievances with documents after scanning.

The Nodal Public Grievance Officers can assess the grievances and forward them online to various departments/subordinate organizations/districts for speedy redress action and reporting.

- Online forwarding of grievances to multiple departments made possible
- State-CPGRAMS provides information online to the Public Grievance Officer of the concerned Department/District on all cases.

- A feature to scan and attach the grievances/related documents locally received, is also made available. This scanned document can be seen at all levels wherever the grievance is forwarded to.
- Helps generate monitoring and query reports as per the requirement of the concerned Department/District for effective monitoring of pending grievances.
- The system is flexible enough to be extended to multiple levels below as per the requirement of the concerned Department/District Administration for speedy redress of grievance.
- Support for local language
Introduction

The Public Grievance Portal of the Government of Meghalaya is accessible to citizens at http://megpgrams.gov.in

The Department of Administrative Reforms and Public Grievances, Government of India has developed State Module of CPGRAMS for speedy redress of grievances concerning State Governments/Union Territories.

The State CPGRAMS/ has been customized by the Department of Administrative Reforms and Public Grievances, Government of India as per the specific administrative requirement of the Government of Meghalaya with technical support of NIC.

It is a citizens' centric initiative of the Govt. of Meghalaya for the public welfare, aimed at empowering citizens to lodge their grievances/complaints online (though internet) in local language interface (dialect) to the concerned Government Department/district administration in the State of Meghalaya for redress action within a specified time limit. Operational training has been provided to the Nodal PGOs of State Govt Departments/District administration and Staff by the DARPG/NIC team with support of IT Department Govt. of Meghalaya. The system has been operationalised with the technical support of State Informatics Officer, Meghalaya.

The State CPGRAMS is scheduled to be launched jointly by the Government of Meghalaya and DARPG, Govt. of India on 01.03.2012. The PG PORTAL is scheduled to be launched by the Hon'ble Chief Minister of Meghalaya.

An acknowledgement is issued to the complainant with unique registration number for tracking of the grievance i.e. issue reminder, view progressive status and action taken reports.

The system facilitate online receipt, redress and effective monitoring of grievances/complaints and uploading of interim replies/action taken reports by the State Government Departments /district administration. The system also facilitates registration of grievances received manually or by post and uploading of grievances with documents after scanning.

The Nodal Public Grievance Officers can assess the grievances and forward them online to various departments/subordinate organizations/districts for speedy redress action and reporting.

Features of State CPGRAMS

- Enables the PGO's to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.
- Online forwarding of grievances to multiple departments made possible.
- State-CPGRAMS provides information online to the Public Grievance Officer of the concerned Department/District on all cases.

  - A feature to scan and attach the grievances/related documents locally received, is also made available. This scanned document can be seen at all levels wherever the grievance is forwarded to.
  - Helps generate monitoring and query reports as per the requirement of the concerned Department/District for effective monitoring of pending grievances.
  - The system is flexible enough to be extended to multiple levels below as per the requirement of the concerned Department/District Administration for speedy redress of grievance.
  - Support for local language.
Introduction

PG PORTAL of the Government of Puducherry is accessible to citizens at http://puduvalkural.puducherry.gov.in

The Department of Administrative Reforms and Public Grievances, Government of India has developed State Module of CPGRAMS for State Governments/Union Territories. The Portal for public grievances of the Government of Puducherry has been customized by DARPG as per the specific administrative requirement of the Government of Puducherry with technical support of NIC.

It is a citizens' centric initiative of the Government of Puducherry and Department of AR&PG, Government of India for the public welfare, aimed at empowering citizens to lodge their grievances/complaints online (through internet) with provision for local language interface to the concerned Government Department/district administration in the UT of Puducherry for redress action. The system has been operationalised with the technical support of State Informatics Officer, Government of Puducherry.

The CPGRAMS Portal is scheduled to be launched jointly by the Hon'ble Chief Minister, Government of Puducherry and Hon'ble MOS (PP) and PMO, Shri V. Narayanasamy on 5th March, 2012 during the Regional Conference on Reforms for citizen-centric governance at Puducherry.

The system facilitates issue of acknowledgement to the petitioner/complainant with unique registration number for tracking of the grievance i.e. issue reminder, view progressive status and action taken reports.

The system facilitate online receipt, redress and effective monitoring of grievances/complaints and uploading of interim replies/action taken reports by the State Government Departments/district administration. The system also facilitates registration of grievances received manually or by post and uploading of grievances with documents after scanning.

The Nodal Public Grievance Officers can assess the grievances and forward them online to various departments/subordinate organizations/districts for speedy redress action and reporting.

The system provides for various reports on grievance redressal for effective monitoring of grievances and to identify grievance prone areas for systemic changes for public welfare.

Features of State CPGRAMS

- Enables the PGO’s to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.

- Online forwarding of grievances to multiple departments made possible

- State-CPGRAMS provides information online to the Public Grievance Officer of the concerned Department/District on all cases.

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- Support for local language.
### Monitoring Report

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<th>Progress Report as on 31/03/2012</th>
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**Overall Status as on 31/03/2012**

- Total Cases: 0
- Total Resolved Cases: 0
- Pending Cases: 0
- Final Disposal: 0
- Total Disposal: 0
- Disposal %: 0

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**Government of India**
Department of Administrative Reforms & Public Grievances
5th floor Sardar Patel Bhawan, New Delhi-1
011-23361856 - E-mail: ddp2-arpg@nic.in
URL – http://pgportal.gov.in

**Technology Partner**
National Informatics Centre
Department of Information Technology
Government of India
E-mail: cpgrams-darpg@nic.in