



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

CPGRAMS

Half-Yearly Progress

Shri Puneet Yadav

Additional Secretary

Department Of Administrative Reforms & Public Grievances

9th July, 2025



CPGRAMS

Hon'ble Prime Minister Review of Grievances – December, 2024




Remarks/Directions

- Timely and Quality disposal of grievances must be ensured by the Ministry.
- A review meeting, once a month, headed by the Chief Secretary/Secretary of Central/State Government should be held to review the status of disposal of grievances.
- D/o Financial Services/States/UTs to conduct case studies at the State and Central levels to assess the impact of grievance mechanisms and identify systemic gaps.
- To Develop robust quality metrics and parameters to evaluate citizen satisfaction and the effectiveness of resolution processes.
- To ensure strengthened enforcement actions against unfair practices and hold institutions accountable for delays.
- To Conduct root cause analyses and case studies across all states and ministries, in collaboration with banks, insurers, and regulators, to effectively identify and address recurring issues.
- D/o Financial Services to resolve the grievances pertaining to Pradhan Mantri Suraksha Bima Yojana, Jeevan Jyoti Yojana, and SVANidhi Yojana on priority as these schemes provide direct benefit to downtrodden persons.

Directions by Cabinet Secretary

In line with the **Hon'ble Prime Minister's** directions from the **PRAGATI Meeting** on 26th December, 2024, the Cabinet Secretary issued a DO letter on **30th January, 2025**, urging all Secretaries to the Government of India and Chief Secretaries to review public grievances in their respective Ministries/Departments and States/UTs

राजीव गांधी
Rajiv Gauba


सत्यमेव जयते

मंत्रिमंडल सचिव
भारत सरकार
CABINET SECRETARY
GOVERNMENT OF INDIA

D.O. No. 1/28/2/2024-Cab.

1st July, 2024

Dear Secretary,


This has reference to Prime Minister's interaction with Secretaries to Government of India on 29th June, 2024.

2. The Prime Minister, inter-alia, emphasized the following:

- Ministries/ Departments to identify at least one impactful Project to be commissioned, one Project to be grounded and one scheme/ initiative to be launched during the first 100 days of the new Government.
- Ministries/ Departments to take steps for implementation of action points in 100 Days' Agenda prepared by them, after obtaining necessary approvals.
- Each Ministry / Department to formulate initiatives/ ideas for implementation as part of 'Panch Pran' (five resolutions) announced by PM on 15th August, 2022.
- Each Ministry/ Department to effect qualitative improvements in their Grievance Redressal systems to make them more sensitive, accessible and meaningful.
- 'Whole of the Government' approach to be adopted by Ministries/ Departments in formulating and implementing their policies/ schemes and concerted steps to be taken for India to become the 3rd largest economy, in the shortest possible timeframe.
- 'Ease of Living' for citizens is a high priority for government. Ministries/ Departments to make sustained efforts for reducing compliance burden and decriminalizing minor offences.
- A comprehensive exercise to be undertaken by all Ministries/ Departments to simplify Rules/ regulations and processes to ensure that these are consistent with the spirit of laws and policies. This may be ensured also while framing new rules/ processes.
- Ministries/ Departments to revamp their websites to ensure that they are user friendly, taking into account the global best practices.

Page 1 of 2

डॉ. टी.वी. सोमनाथन
Dr. T.V. Somanathan


सत्यमेव जयते

मंत्रिमंडल सचिव
भारत सरकार
CABINET SECRETARY
GOVERNMENT OF INDIA

D.O. No. S-15/32/2021-PG (C-1)

30th January, 2025


Dear Secretary,

Kindly recall the Prime Minister's interaction with Secretaries to Government of India on 29th June 2024 wherein he emphasised on making the public grievance redressal system more sensitive, accessible and meaningful. Later, while reviewing grievances relating to Department of Financial Services in the PRAGATI meeting on 26th December 2024, it was desired that Secretaries of Central Ministries and Chief Secretaries/ Administrators of States/UTs may review the status of grievance disposal at least once a month.

2. Actionable points from the direction have been conveyed vide ID No. 1/8/4/2023-CA.IV of this Secretariat dated 13th January 2025 (copy enclosed). Guidelines have been issued by DARPG on handling public grievances.

3. You are requested to take appropriate action for senior level review of Public Grievances.

Encl : As above

Yours sincerely,

(T V Somanathan)

To
All Secretaries to the Govt. of India

Page 2 of 2

Secretaries to the Government of India (as per list)

Cabinet Secretariat, Rashtrapati Bhavan, New Delhi-110004
Tel.: 011-23016696, 23011241 Fax : 011-23018638 E-mail : cabinetsec@nic.in

Review Meeting Module

DARPG has created a dedicated module in the CPGRAMS Portal to enable senior-level review of grievances.

F.No. S-15/21/2025-(PG)-DARPG(e-9242)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms and Public Grievance

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated the 14th February, 2025

OFFICE MEMORANDUM

Subject: Mechanism for senior level Review of Public Grievances by Central Ministries / Departments


The undersigned is directed to refer to the instructions of the Hon'ble Prime Minister in PRAGATI meeting held on 26 December 2024 and follow up DO letter from the Cabinet Secretary regarding review on disposal of Public Grievances once in a month by the Secretaries to Government of India. A copy of the directions are enclosed at Annexure 1 and 2.

2. In pursuance to the above directions, Department of Administrative Reforms and Public Grievances (DARPG) has operationalized a dedicated module for review of public grievances by Secretaries to the GOI, Chairman CBDT, Chairman CBIC, Chairman Railway Board in CPGRAMS. The Module enables Ministries/Departments to structure meeting agenda, monitor the progress in a systematic manner. The module was demonstrated to the Nodal Officers in the meeting held on 4 February, 2025 and suggestions incorporated. As per suggestions received, all Attached/ Subordinate/ Autonomous Offices have been included into the agenda formats for Secretary level reviews with the exceptions of CBDT and CBIC.

3. Shri Sanjeev Saxena, Sr. Technical Director of NIC, DARPG will be the nodal officer for technical assistance on the module (Email: sanjeevs@nic.in Tel: 011-23440447, Mob. 9891064940).

4. It is requested that review of public grievances may kindly be conducted as mandated and minutes of the meeting may kindly be uploaded on the portal for collation and reporting by DARPG in the CPGRAMS Monthly progress reports.

Encl: As above


(V. Srinivas)
Secretary to the Government of India

106 Review Meetings Conducted by 43 M/D

Cases Resolved

657

Unresolved Grievances

9

Policy / Systemic Issues Identified

33

Time Period: 14/02/2025 to 30/06/2025

Workshops on Review Meeting Module



DARPG organized **two capacity-building workshops** on **5th and 12th March, 2025**, for Nodal Grievance Redressal Officers (GROs) on the newly launched **Review Meeting Module** in CPGRAMS. This module enables Secretary-level reviews of public grievances, enhancing redressal efficiency and improving citizen satisfaction. Over 130 officers from various Central Ministries and Departments participated in these workshops.

Key Highlights

(Central Ministries/Departments)

RECEIVED
7,45,607

DISPOSED
7,42,582

PENDING
62,620

Time Period: 01/01/2025 to 30/06/2025



The pendency in the Central Secretariat stands at **62,620 grievances**, out of which 70.35% of the grievances are pending for less than 21 days, as on 30th June, 2025



In June, 2025, monthly disposal crossed **1 lakh cases** in the Central Secretariat for the **36th month in a row**



Average Grievance Redressal Time for Ministries/Departments from 1st January to 30th June, 2025 is **15 days**



A total of **35,653 grievances** were registered via **Common Service Centers** from 1st January to 30th June, 2025



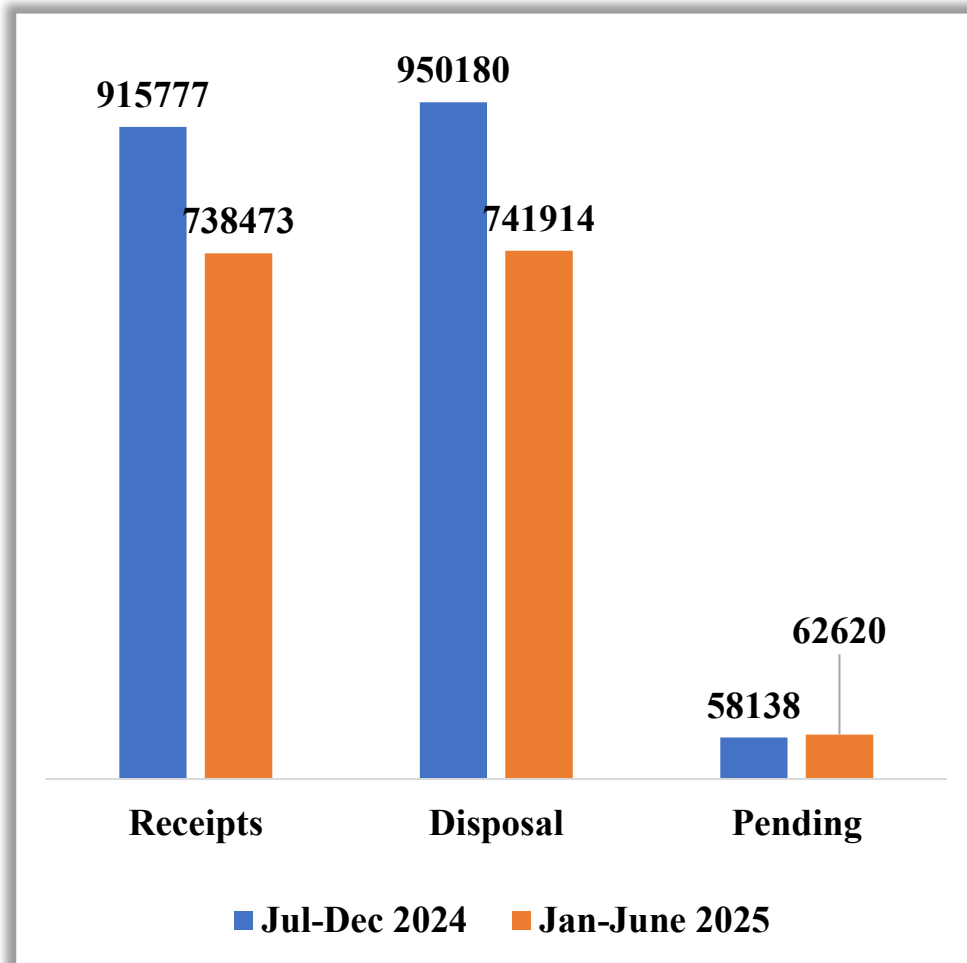
Central Secretariat has a pendency of **16,058 PG Appeals** as on **30th June, 2025**



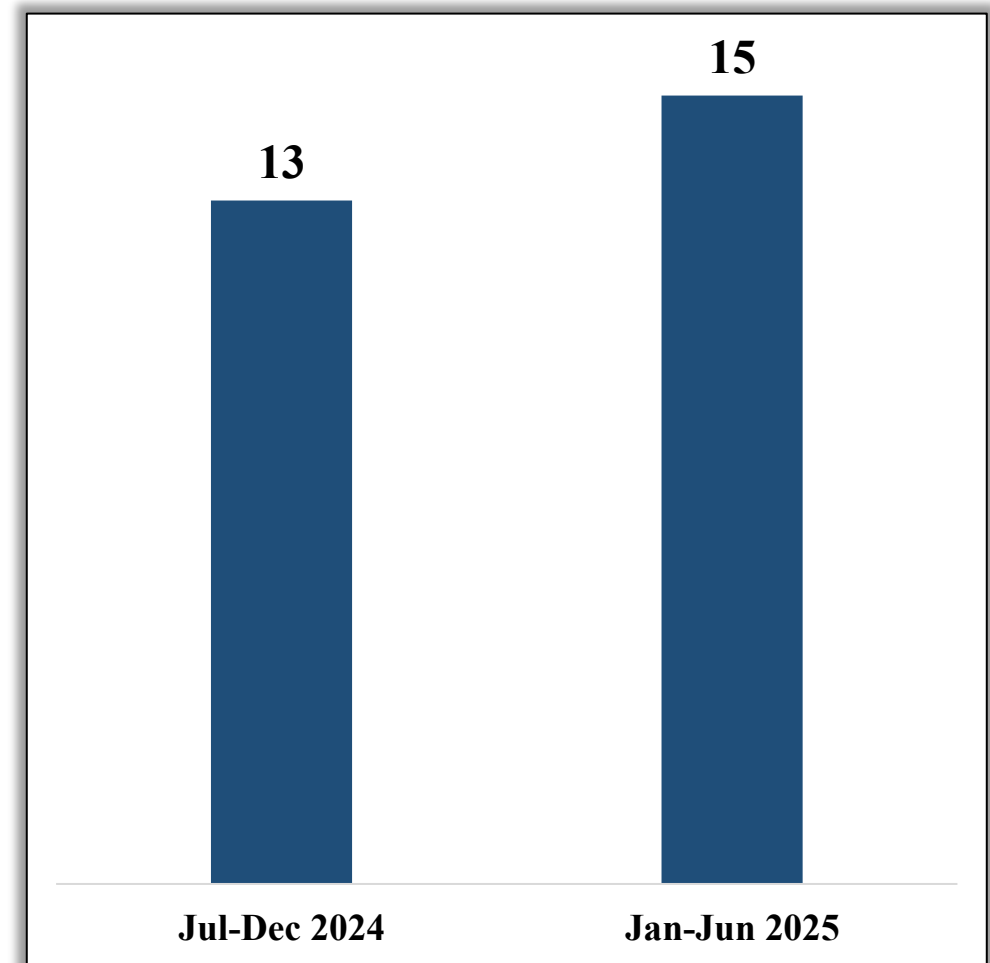
The Feedback Call Centre collected **2,12,272 feedbacks** for the period 1st January, 2025 to 30th June, 2025, for **Central Ministries/Departments** with a **satisfaction rate of 48%**

Comparison of 2024 and 2025 (*Central Ministries/Departments*)

Comparison of Grievances received in Central Ministries/Departments

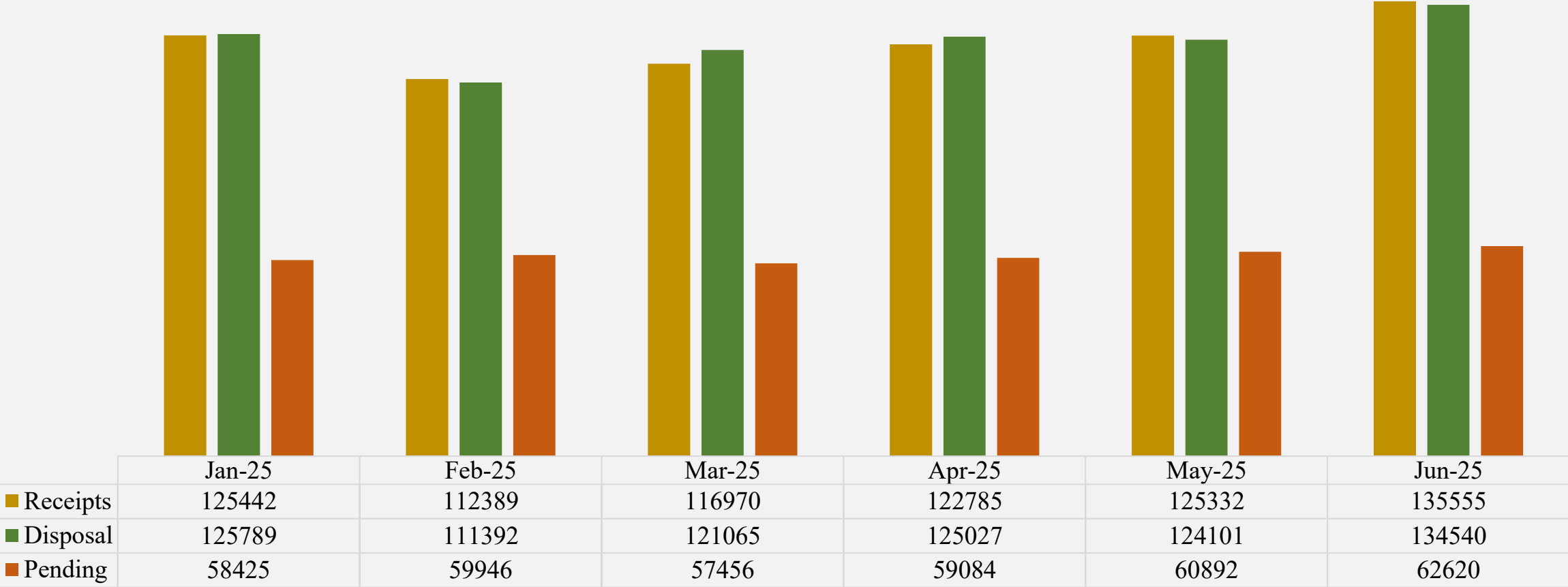


Comparison of Average Closing Time (*in days*)



Status of Grievances on CPGRAMS - 2025 *(Central Ministries/Departments)*

Status of Receipts, Disposal & Pendency



Grievance Redressal and Assessment Index (*Group A*)

Top Performers

S. No.	Name of Ministry/Department	Jan	Feb	Mar	Apr	May	Jun
1	Department of Posts	1	3	2	1	2	3
2	Department of Telecommunications	2	2	1	2	1	2
3	Central Board of Indirect Taxes and Customs	5	4	3	4	3	
4	Department of Revenue	3		4			
5	Department of Agriculture and Farmers Welfare	4			3		
6	Department of Food and Public Distribution		1				
7	Ministry of Panchayati Raj		5	5			
8	Ministry of Micro Small and Medium Enterprises				5	4	
9	Ministry of Environment, Forest and Climate Change					5	
10	Department of Land Resources						1
11	Department of Social Justice and Empowerment						4
12	Ministry of Skill Development and Entrepreneurship						5

Grievance Redressal and Assessment Index (Group A)

Bottom Performers

S. No.	Name of Ministry/Department	Jan	Feb	Mar	Apr	May	Jun
1	Department of Rural Development		34	37		37	37
2	Central Board of Direct Taxes (Income Tax)			35	34	36	
3	Ministry of Housing and Urban Affairs			36		35	40
4	Department of Higher Education		33	38	36		
5	Department of Ex Servicemen Welfare			34	37	34	
6	Department of Justice					38	38
7	Ministry of Petroleum and Natural Gas	36			35		
8	Department of Consumer Affairs	37	35				
9	Department of Defence Finance	38			38		
10	Ministry of Panchayati Raj	39					41
11	Staff Selection Commission	35					
12	Ministry of Civil Aviation						39
13	Department of Drinking Water and Sanitation		31				
14	Ministry of Corporate Affairs		32				

Status of Appeals on CPGRAMS - 2025 (Central Ministries/Departments)

Brought Forward
24,071 PG cases

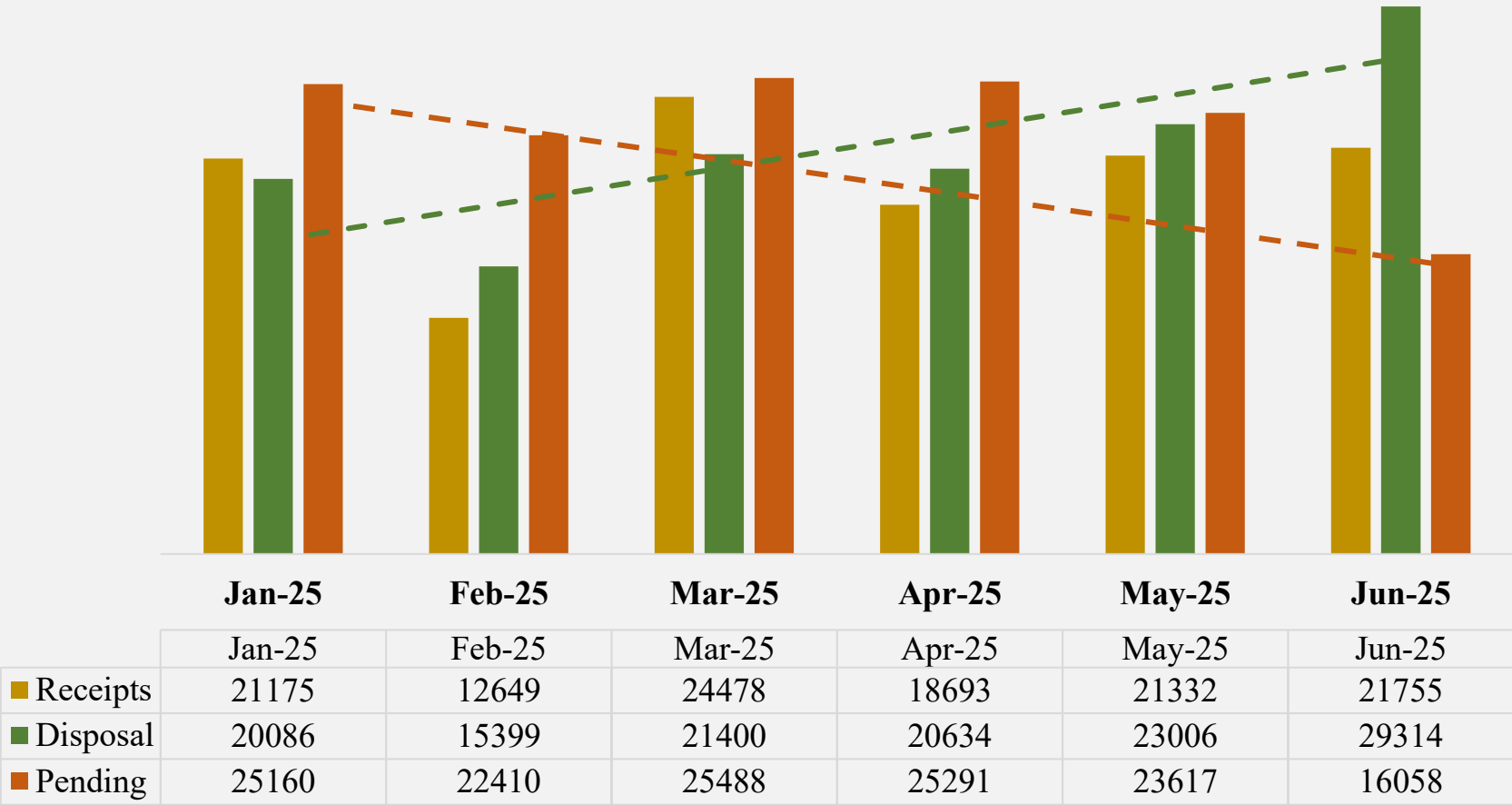
Received
1,22,374 PG cases

Disposed
1,30,387 PG cases

Pending
16,058 PG Appeal cases

Time Period: 01/01/2025 to 30/06/2025

Status of Receipts, Disposal & Pendency



Key Highlights

(States/UTs)

RECEIVED
3,88,128

DISPOSED
3,68,477

PENDING
2,05,465



The pendency in the States/UTs stands at **2,05,405 grievances**, out of which 79.71% of the grievances are pending for more than 21 days, as on 30th June, 2025



23 States/UTs have more than 1000 pending grievances as on 30th June, 2025



To facilitate a senior level review of PG cases in each State/UTs, a module in CPGRAMS has been operationalized from **6th June, 2025**

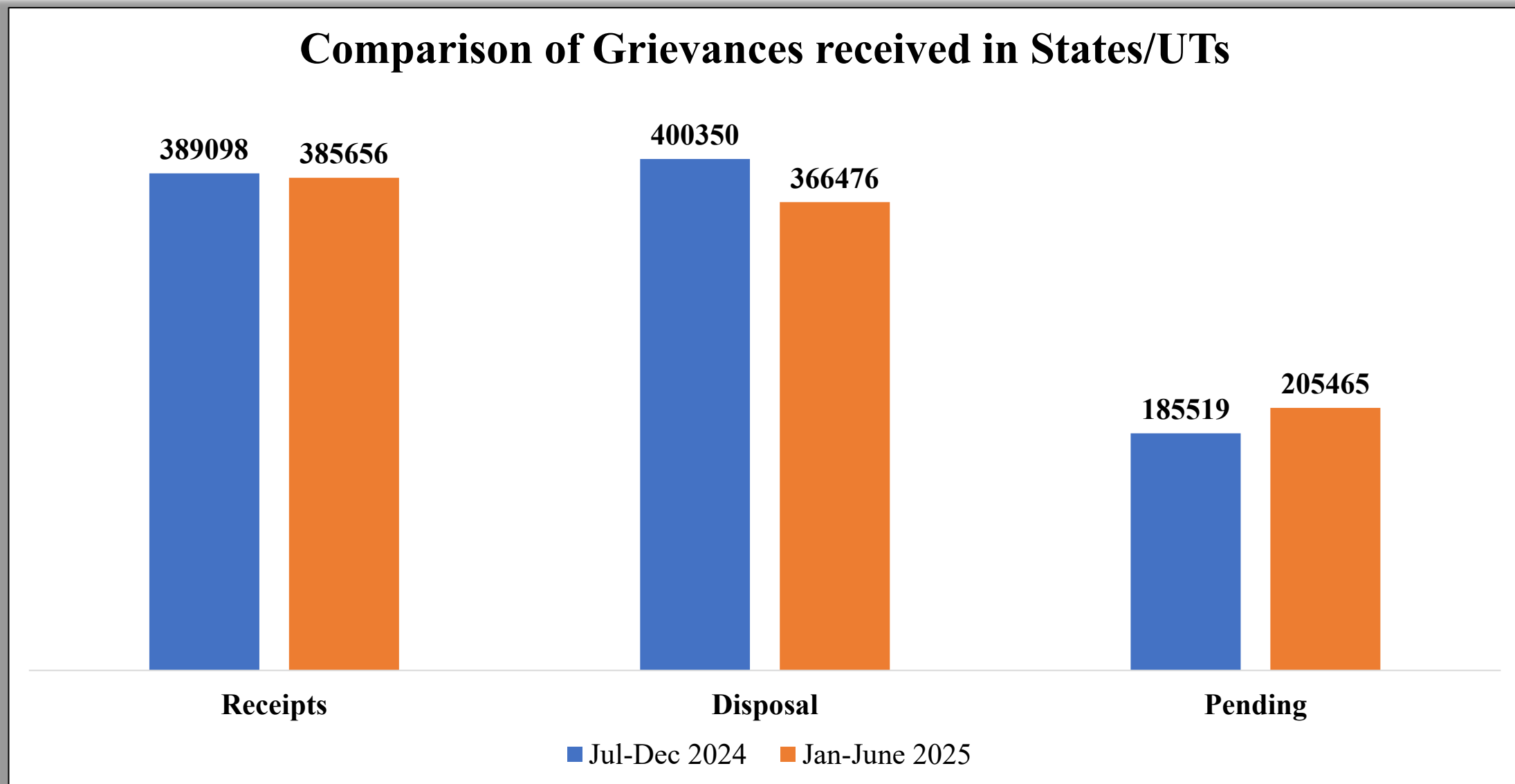


In the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26), **874 training courses** have been completed, in which **~29,250 officers** have been trained



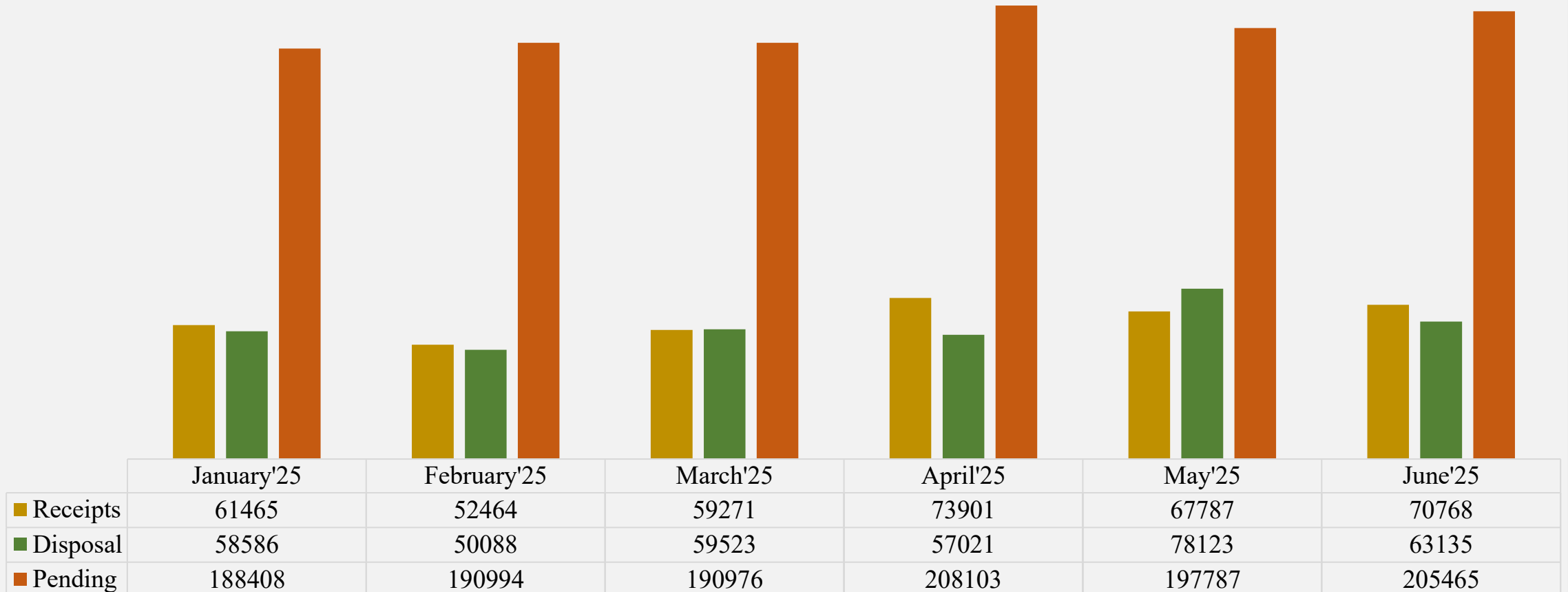
The Feedback Call Centre collected **1,38,761 feedbacks** for the period 1st January, 2025 to 30th June, 2025, for **States/UTs** with a **satisfaction rate of 32%**

Comparison of 2024 and 2025 *(States/UTs)*



Status of Grievance on CPGRAMS - 2025 *(States/UTs)*

Status of Receipts, Disposal and Pendency



Sevottam Scheme

Proposals received from following 17 ATIs for FY 2025-26 are under process:

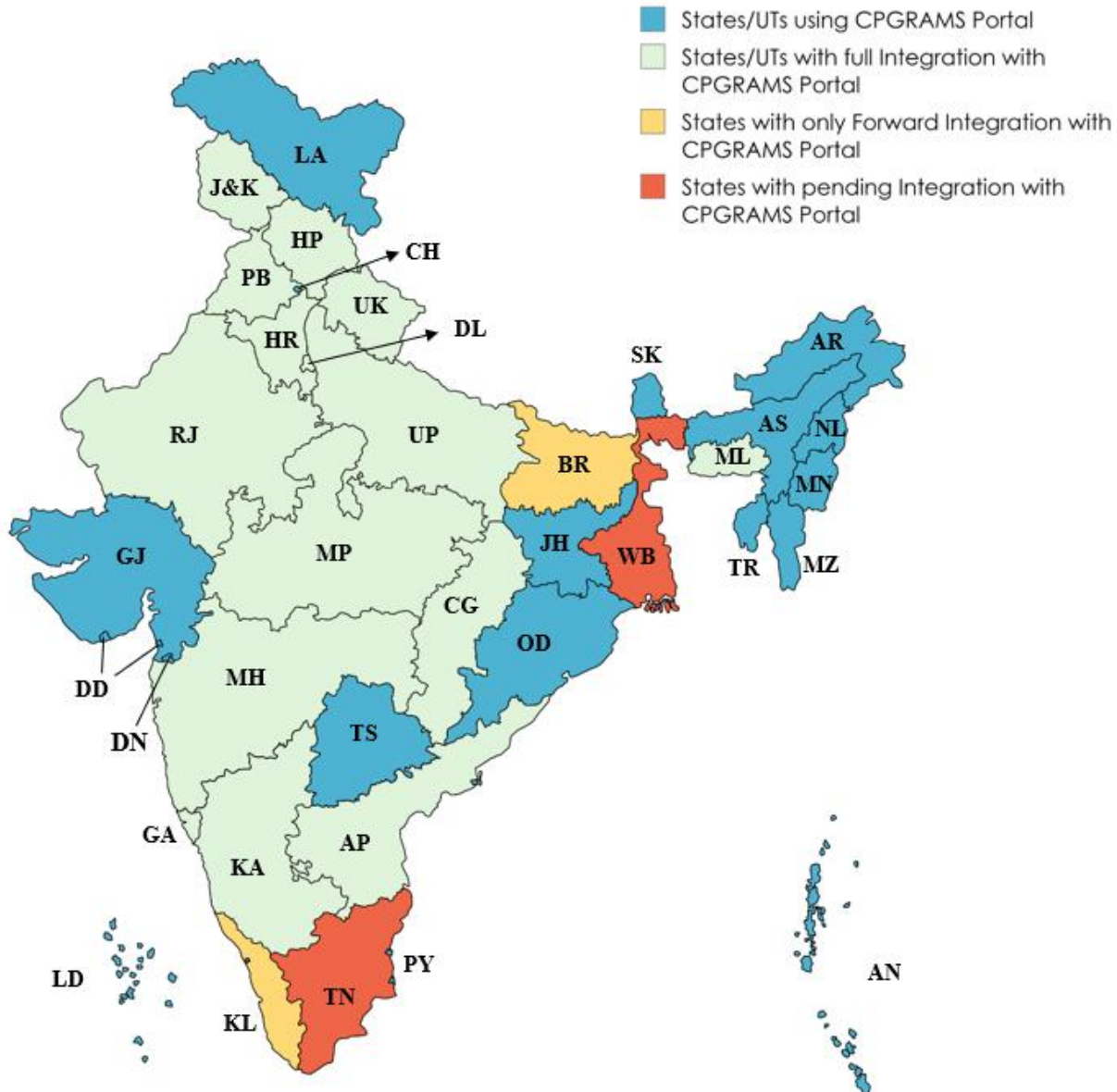
1. Andhra Pradesh
2. Assam
3. Delhi
4. Gujarat
5. Haryana
6. Himachal Pradesh

7. Jharkhand
8. Kerala
9. Madhya Pradesh
10. Maharashtra
11. Meghalaya
12. Mizoram

13. Punjab
14. Rajasthan
15. Tamil Nadu
16. Telangana
17. Uttar Pradesh

All States/UTs are requested to submit the Utilization Certificate (UC) and Proposals/Training Calendar for FY 2025-26 at the earliest to enable DARPG to issue the next sanction.

Integration of State/UTs with CPGRAMS Portal

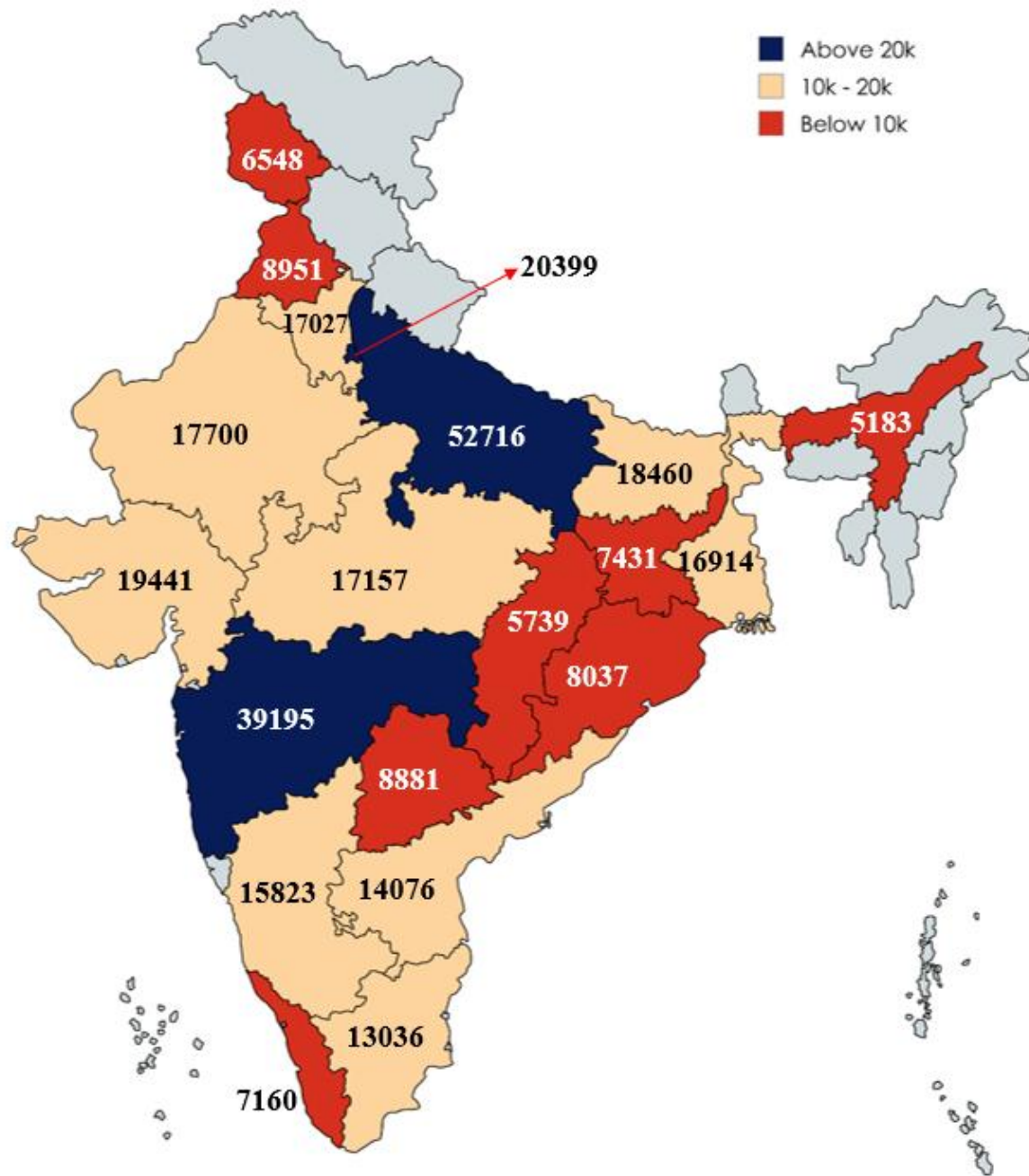


States with Pending Forward (CPGRAMS to State) and Reverse (State to CPGRAMS) Integration:

1. Tamil Nadu
2. West Bengal

States with Pending Reverse Integration:

1. Bihar
2. Kerala



Top 20 States/UTs with maximum user registrations in 2025

New User Registration

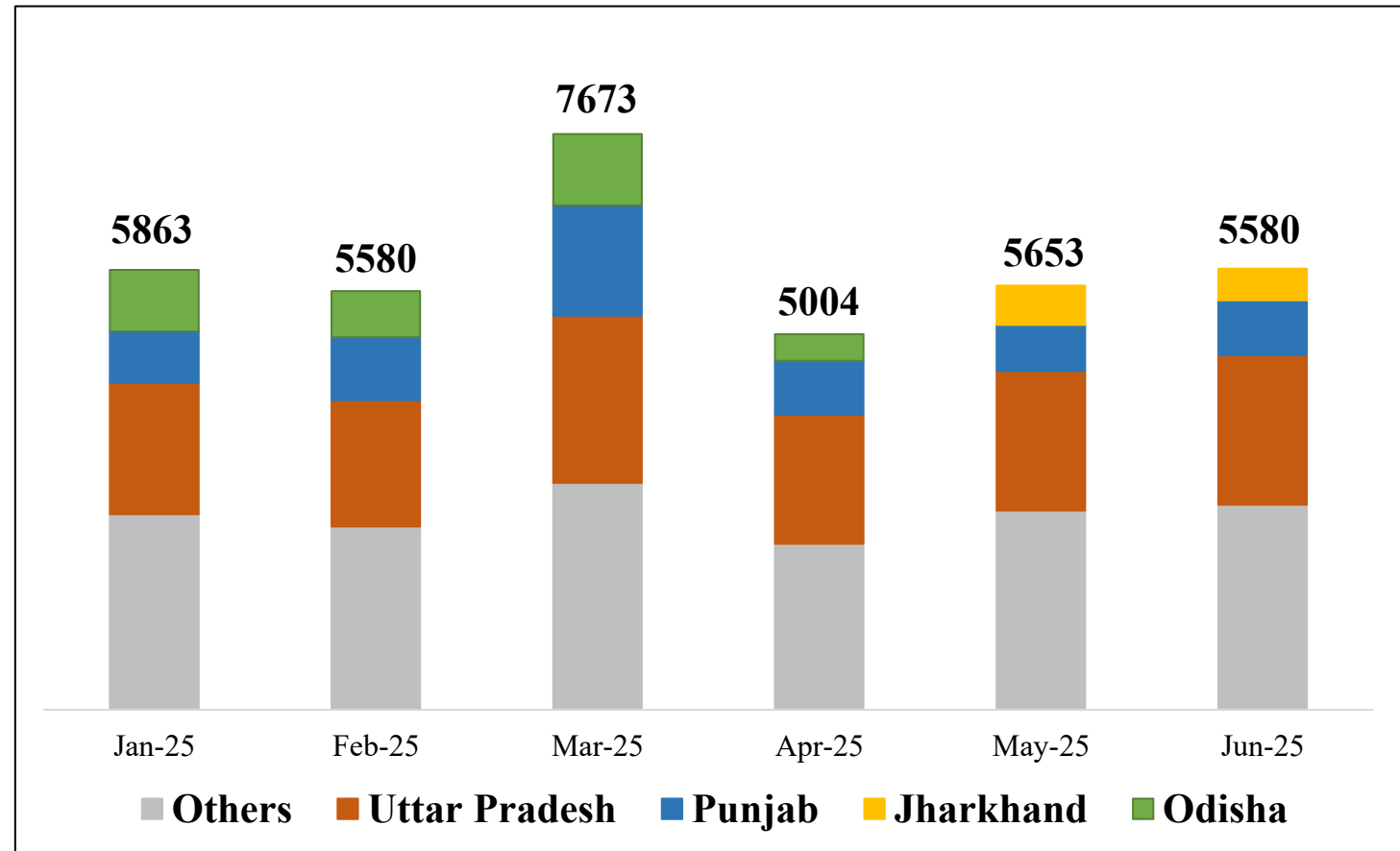
S. No.	Month	Total New User Registrations in 2025
1	January	56,214
2	February	47,599
3	March	49,912
4	April	62,227
5	May	60,499
6	June	58,502
TOTAL		3,34,953

Outreach through Common Service Centers (CSCs)

Leveraging the network of Common Service Centres (CSCs) for rural outreach

CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs)

Common Service Centres has started organizing **CSC-CPGRAMS Grievance Day** on the 20th of every month from October, 2023.



Number of Grievances registered through CSCs from 1st January to 30th June, 2025

Outreach through Common Service Centers (CSCs)



28th February, 2025

Interaction on addressing DFS (Banking Division) related grievances :

A live session on banking-related grievances via CPGRAMS was held on 28th February, 2025, involving the Department of Financial Services (Banking Division), DARPG, and Village Level Entrepreneurs (VLEs) of CSCs. Key officials, including the Secretaries of DARPG and DFS, and the MD & CEO of CSC, participated in the session. They interacted with nine VLEs to understand the nature and resolution of grievances, with a major focus on fraud-related complaints received by DFS.



20th May, 2025

Interaction on addressing EPFO related grievances :

A live session on EPFO-related grievances via CPGRAMS was held on 20th May, 2025, involving the Ministry of Labour and Employment, EPFO, DARPG, and Village Level Entrepreneurs (VLEs) of CSCs. Key officials, including the Secretary of DARPG, CPF Commissioner, Joint Secretary of Ministry of Labour and Employment and the MD & CEO of CSC, participated in the session. They interacted with VLEs to understand citizen concerns and gather feedback from the field.

Revamping of Categorisation on CPGRAMS 7.0

- ✓ Establish uniformity in categories across Ministries/Departments while ensuring the use of consistent terminology throughout
- ✓ Enhance clarity and making grievance filing process more citizen-centric
- ✓ Remove redundant categories
- ✓ Few of the identified uniform key categories are:
 - Employee Services Related,
 - Pension Related,
 - Misbehaviour/ Corruption/ Harassment,
 - Government Schemes Related,
 - Citizen Services Related

Status Update

New Categorisation for **20 Ministries/Departments** has been made **LIVE (11th March to 8th July, 2025)** on the CPGRAMS Portal and for **2 Ministries/Departments**, it is under implementation.

S. No.	Name of Ministry/Department
1	Department of Financial Services (Banking Division)
2	Department of Telecommunications
3	Ministry of External Affairs
4	Department of Drinking Water and Sanitation
5	Ministry of Road Transport and Highways
6	Unique Identification Authority of India
7	Department of Defence
8	Department of Military Affairs
9	Department of Defence Research and Development
10	Department of School Education and Literacy
11	Central Board of Direct Taxes (Income Tax)

S. No.	Name of Ministry/Department
12	Department of Posts
13	Department of Rural Development
14	Ministry of Labour and Employment
15	Central Board of Indirect Taxes and Customs
16	Department of Personnel and Training
17	Department of Consumer Affairs
18	Department of Food and Public Distribution
19	Department of Agriculture and Farmers Welfare
20	Ministry of Heavy Industry
21	Department of Higher Education
22	Department of Ex Servicemen Welfare

Status Update

Status for remaining 8 Ministries/Departments:

S. No.	Name of Ministry/Department	Categorisation	GRO Mapping
1	Ministry of Women and Child Development	In Process	In Process
2	Ministry of Home Affairs	In Process	In Process
3	Department of Justice	In Process	Pending
4	Ministry of Tribal Affairs	In Process	Pending
5	Ministry of Railways (Railway Board)	Pending	Pending
6	Department of Commerce	Pending	Pending
7	Ministry of Petroleum and Natural Gas	Pending	Pending
8	Ministry of Micro Small and Medium Enterprises	Pending	Pending

Other Highlights (*January - June, 2025*)

- ✓ **Parliamentary Standing Committee** visit to Bengaluru, Kerala and UT of Lakshadweep [*10th - 14th January, 2025*]
- ✓ Meeting with RTS Commissioners [*5th March, 2025*]
- ✓ **146th Report** of Parliamentary Standing Committee published [*March, 2025*]
- ✓ **Signing of MSA with Bhashini** to implement a multimodal, multilingual solution for CPGRAMS [*28th March, 2025*]
- ✓ **National Workshop on Sevottam & Effective Redressal of Public Grievance Redressal** – Bhopal, Madhya Pradesh [*20th February, 2025*] and Thiruvananthapuram, Kerala [*25th April, 2025*]
- ✓ **On boarding of Accenture** as the **Master System Integrator** for NextGen CPGRAMS [*April, 2025*]
- ✓ **Envisaged Features and Functionalities** for NextGen CPGRAMS finalized and shared with Accenture [*June, 2025*]

News on AIR and DD

[Download](#) Mobile Application for NewsOnAIR

The channels could also be accessed on radio having following frequencies:

FM Rainbow 102.6

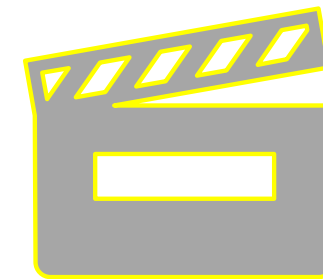
FM Gold 100.1

Vividh Bharati 106.4

AIR radio jingle on CPGRAMS commenced from 12th February, 2025



DARPG's promotional video on CPGRAMS has been consistently broadcast on Doordarshan News during prime and morning slots - 8:00–10:00 PM and 6:00–8:00 AM - since 26th March, 2025, ensuring wide public outreach.



The background features a light blue and white architectural wireframe of a modern building. Overlaid on this are several hexagonal shapes in various shades of blue, teal, and grey, some of which are partially cut off by the edges of the frame.

THANK YOU !!!



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

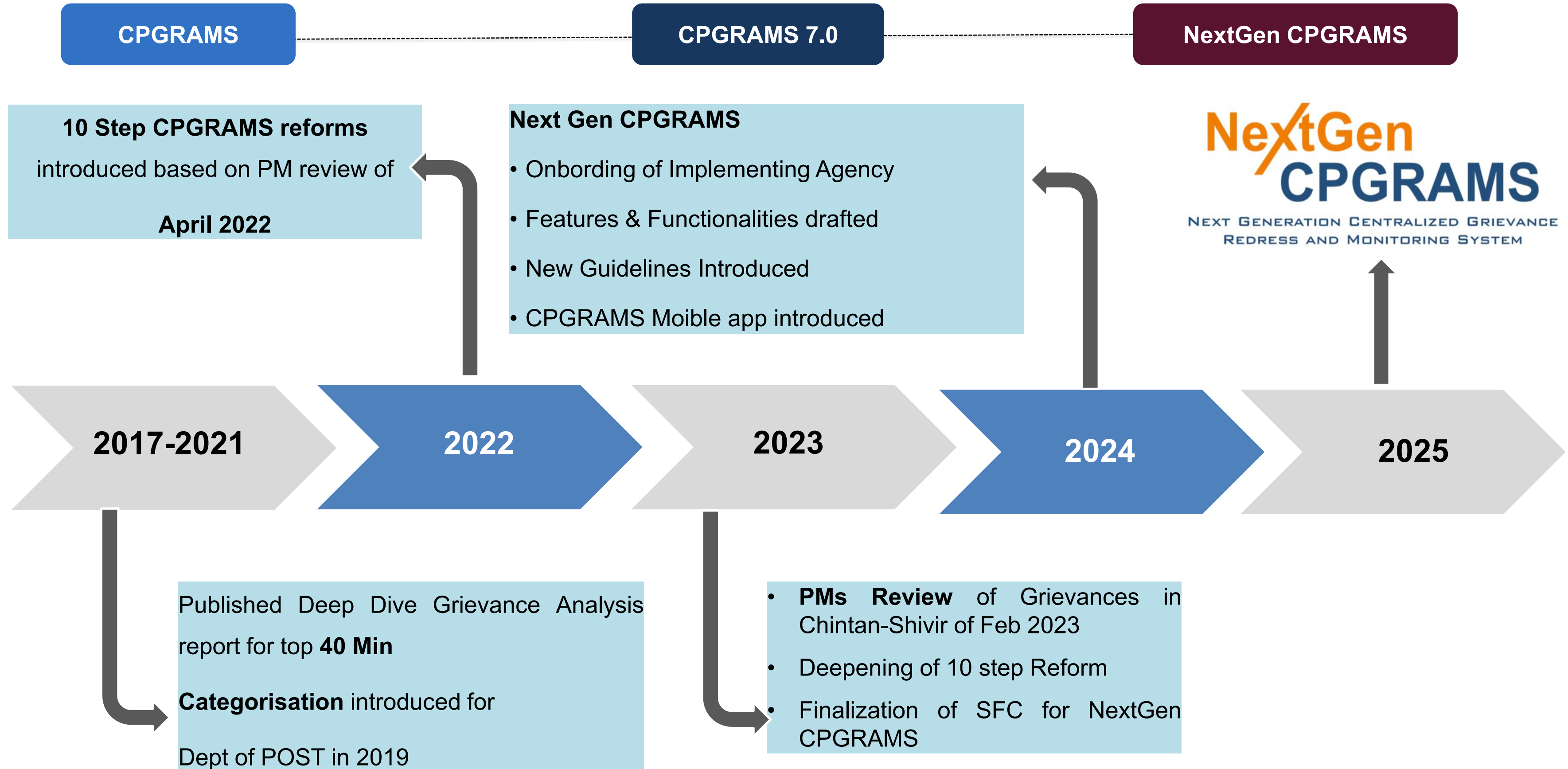
National Workshop on Effective Redressal of Public Grievances, NextGen CPGRAMS & Half Yearly Review of Progress

9th July 2025

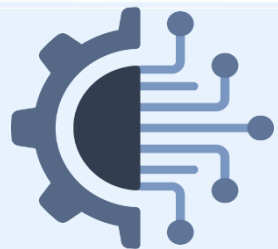
Shri D C Misra, Technical Advisor, DARPG



Evolution of CPGRAMS



Improvement Areas



CPGRAMS built in
Monolithic Platform
(Operational since 2006)



Lacking Deepened
Analytic Layer
(For Better observation and
Reports)



CPGRAMS not built to **Scale up**
looking at future requirement

pgportal.gov.in

भारत सरकार | कार्मिक, लोक शिकायत और पेंशन मंत्रालय
Government of India | Ministry of Personnel, Public Grievances & Pensions

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

CPGRAMS
Centralized Public Grievance Redress And Monitoring System

View Status | Nodal PG Officers | Redress Process | Grievance | Nodal Authority for Appeal | Mobile App | Language: English | Sign In

Redress Process Flow

Citizen Lodges Complaint

ARE YOU AGGRIEVED WITH THE SERVICES OF GOVERNMENT AGENCY?
LODGE YOUR GRIEVANCE HERE

Redirection to Concerned Authority

01 COMPLAINT LODGE | 02 ASSESSMENT | 03 REDRESSAL

Any Grievance sent by email will not be attended to / entertained. Please lodge your grievance on this portal.

ABOUT CPGRAMS

Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG.

The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. After closure of grievance if the complainant is not satisfied with the resolution, he/she can provide feedback. If the rating is 'Poor' the option to file an appeal is enabled. The status of the Appeal can also be tracked by the petitioner with the grievance registration number.

Issues which are not taken up for redress :

- RTI Matters
- Court related / Subjudice matters
- Religious matters
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015

WHAT'S NEW

27 JULY 2022 Strengthening of Machinery for Redressal of Public Grievance (CPGRAMS) (PDF - 1.05 MB)

23 AUGUST 2024 Comprehensive Guidelines for Handling the Public Grievances (PDF - 0.25 MB)

Note :

1. If you have not got a satisfactory redress of your grievance within a reasonable period of time, relating to Ministries/Departments and Organisations under the purview of Directorate of Public Grievances(DPG),



Accommodating
User's Expectations
in CPGRAMS is not feasible



Lack of
Effective, **Accessible and User**
Friendly
User Interface



Integration with
External Components
not compatible

10 Steps Reforms

Universalisation of CPGRAMS 7.0

Auto-routing of grievances to the last mile officer and review of categorization

Technological Enhancements

Launch of IGMS 2.0 for categorical, spatial, and root cause analysis

Language Translation

Portal in 22 scheduled languages along with English, and integration of Bhashini with CPGRAMS

Grievance Redressal Index

Comprehensive Grievance Redressal Assessment & Index for ranking of Central Ministries/Departments

Feedback Call Centre

50 seater call centre collecting more than 1 lakh feedbacks directly from the citizens

One Nation – One Portal

Integration of State Portals and other Govt Portals with CPGRAMS

Inclusivity and Outreach

Empowering CSCs to reach to the remotest citizen

Training and Capacity Building

Conducted via iGOT Platform and Sevottam Scheme

Monitoring Process

Monthly Reports for both the Central Ministries / Departments and States / UTs followed by review meetings


Data Strategy Unit

Automated analysis rolled out to all the Central Ministries / Departments

Implementation of 10 Steps Reforms

REFORM AREA	KEY STRATEGIC ACTIONS
1. AI-BASED GRIEVANCE CATEGORIZATION	ML model deployment, taxonomy definition, audit loop, GRO training workshops
2. OMNICHANNEL REGISTRATION	Chatbot integration, SOPs, SLA sync, multilingual support, user workshops
3. MULTILINGUAL SUPPORT	AI translation, Bhashini integration, SME reviews, accuracy benchmarking
4. AUTOMATED ESCALATION MATRIX	Role-based SLA, auto-alerts, Ministry mapping, dashboard integration
5. REAL-TIME ANALYTICS	IGMS 2.0 rollout, heatmaps, analytics KPIs, integration with tree dashboard (DSU)
6. VOICE-BASED SUBMISSION	Voice-to-text via chatbot, dialect handling, ASR/NLP partner onboarding
7. DISPOSAL QUALITY METRICS	Standard templates, feedback loops, linkage to officer appraisal, sops
8. ACCESSIBILITY FEATURES	UI/UX redesign, screen reader compatibility, usability audit, stakeholder validation
9. FEEDBACK & TRANSPARENCY	Satisfaction polls, feedback loop sops, call centre enablement, public dashboards
10. ONE NATION – ONE PORTAL	API integration, data protocols, state rollout plans, nodal officer assignment, phased implementation

NextGen CPGRAMS- Vision

Two hands are holding a white rectangular sign against a white background. The sign contains black text describing the vision for NextGen CPGRAMS. The hands are positioned on the left and right sides of the sign, with fingers gripping the edges.

To evolve CPGRAMS into a citizen-centric
and intelligent ecosystem that ensures
seamless, time-bound, qualitative, insightful,
and effective resolution of public grievances,
thereby establishing a transparent,
accountable, and responsive governance
system across all levels

Stakeholders

**Citizen,
CSO**

**GRO,
Nodal
Officer**

**State & UT
Administrations**

**DARPG &
APEX
Bodies**

**Central
Ministries and
Departments**

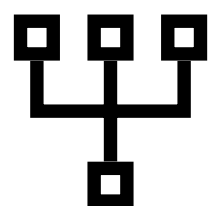
**Feedback and
Monitoring
Units**

**Technology
and Knowledge
Partners**

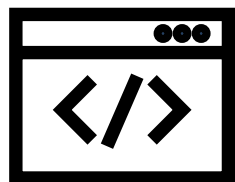
NextGen CPGRAMS- Features



Simplified Grievance Lodging
process using AI- ML



Automated Alerts & Escalation
System



Root Cause, Predication on priority
& delay in public service delivery



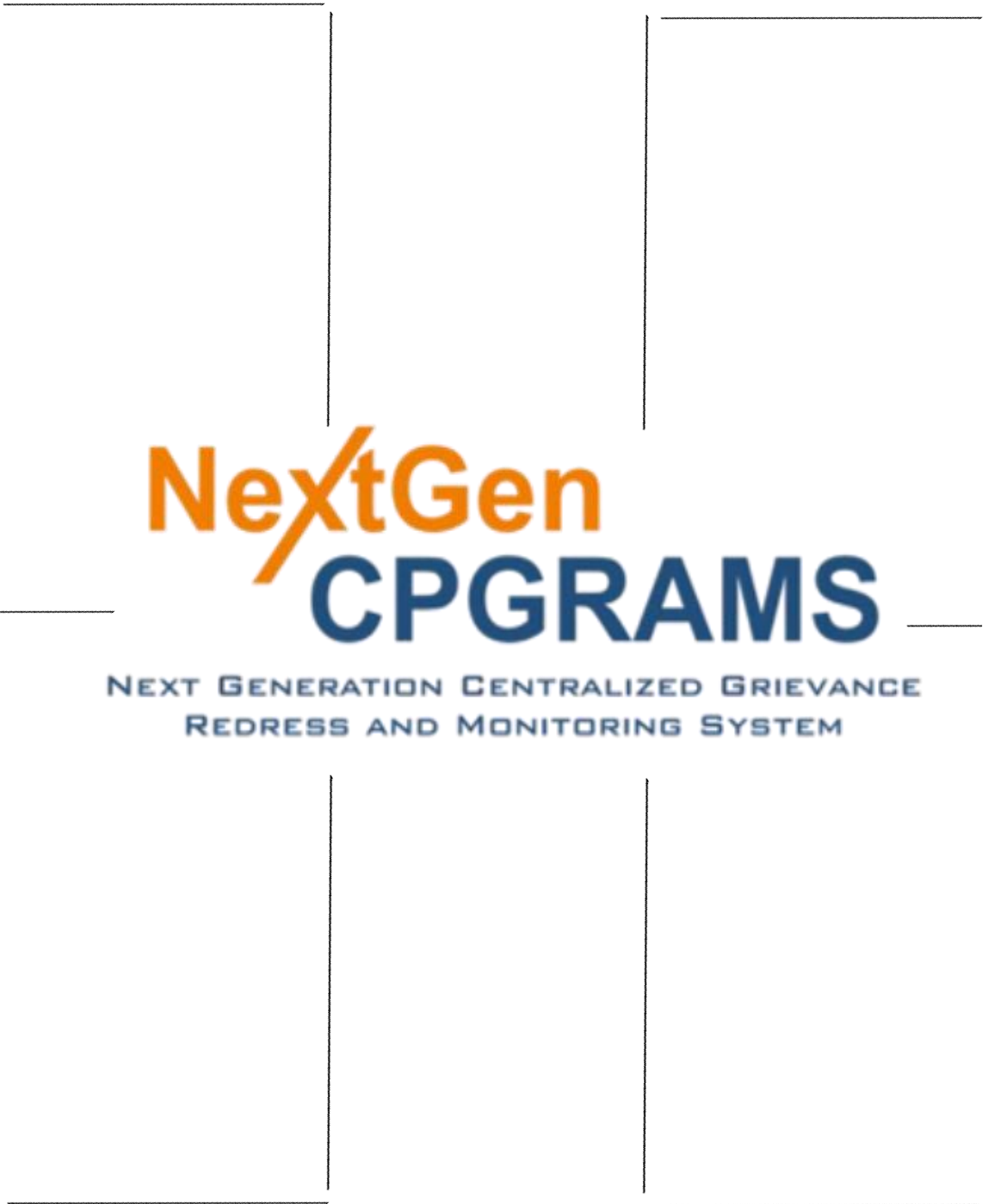
Multimodal and Multi Lingual
Support



Interactive Dashboard for better
inferences and analysis



Integrated Feedback &
Transparency Mechanism



NextGen CPGRAMS- User Flow

Lodging

Omnichannel Registration & access



Web Portal



Mobile App



UMANG App



Chat Bot



WhatsApp



Assisted Mode



Physical Grievances

Processing



Grievance
Location



Grievance
Description &
Attachment



Review
summary,
Categorization

SUBMIT

Submit

DRAFT

Save in Drafts
(Available in Menu)



Modify



Credentials



Authenticates
Number With
OTP.



Draft- Review

SUBMIT

Submission



Grievance through
OCR



summary,
Categorization



Generates
Response

Confirmation



Confirmation
Notification along with
Grievance ID



















Confirmation
Notification along with
Grievance ID

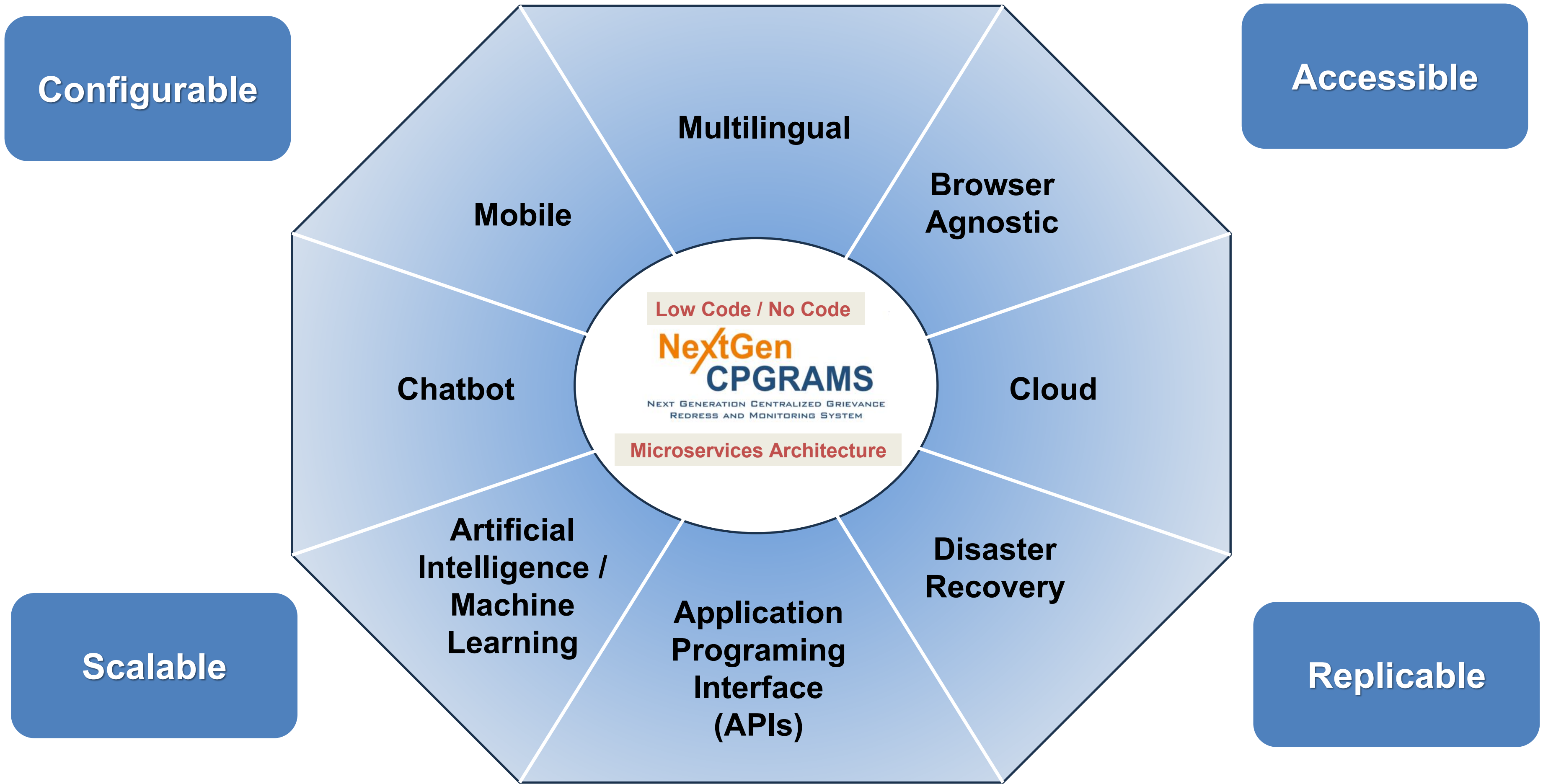


Resolution letter

Key Differentiators

Functionality	CPGRAMS	NextGen CPGRAMS
AI-based Grievance Categorization		
Omnichannel Grievance Registration		
Multilingual Support		
Automated Escalation Matrix		
Real-time Analytics & Reporting		
Voice-based Grievance Submission		
Standardized Disposal Quality Metrics		
Accessibility Features (Divyangjan-friendly)		

Architectural Reforms



Key Benefits



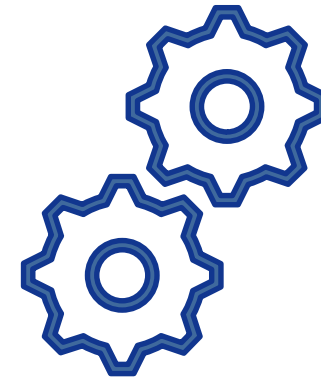
Enhanced Accessibility

Simplified Platform for the Citizen to lodge, trace & communicate



Increased Efficiency

Timebound redressal with better accountability & Performance Tracking



Scalability & Integration

Configurable & open standard Model for wider collaboration & efficiency



Policy Making

Data Driven Approach for adequate reform & policy making

Benefits To Stakeholder



Citizen

Faster Response Time

Personalized Assistance

Enhanced User Experience

Optimum Transparency

Multiple Modal Access



Official

Increased Efficiency

Smart Resource Allocation

Better Data Insights and Reporting

Enhanced Decision-Making

Faster Case Resolution

Where We Are

API Based Integration with States, Right to Public Service Commission, RTI, and other Statutory bodies for better data exchange and grievance processing

May 2024

Conceptualization & Requirement Gathering

October 2024

RFP & Scope of Work

April 2025

Bid Process & SI onboarding

November 2025

Pilot Roll Out

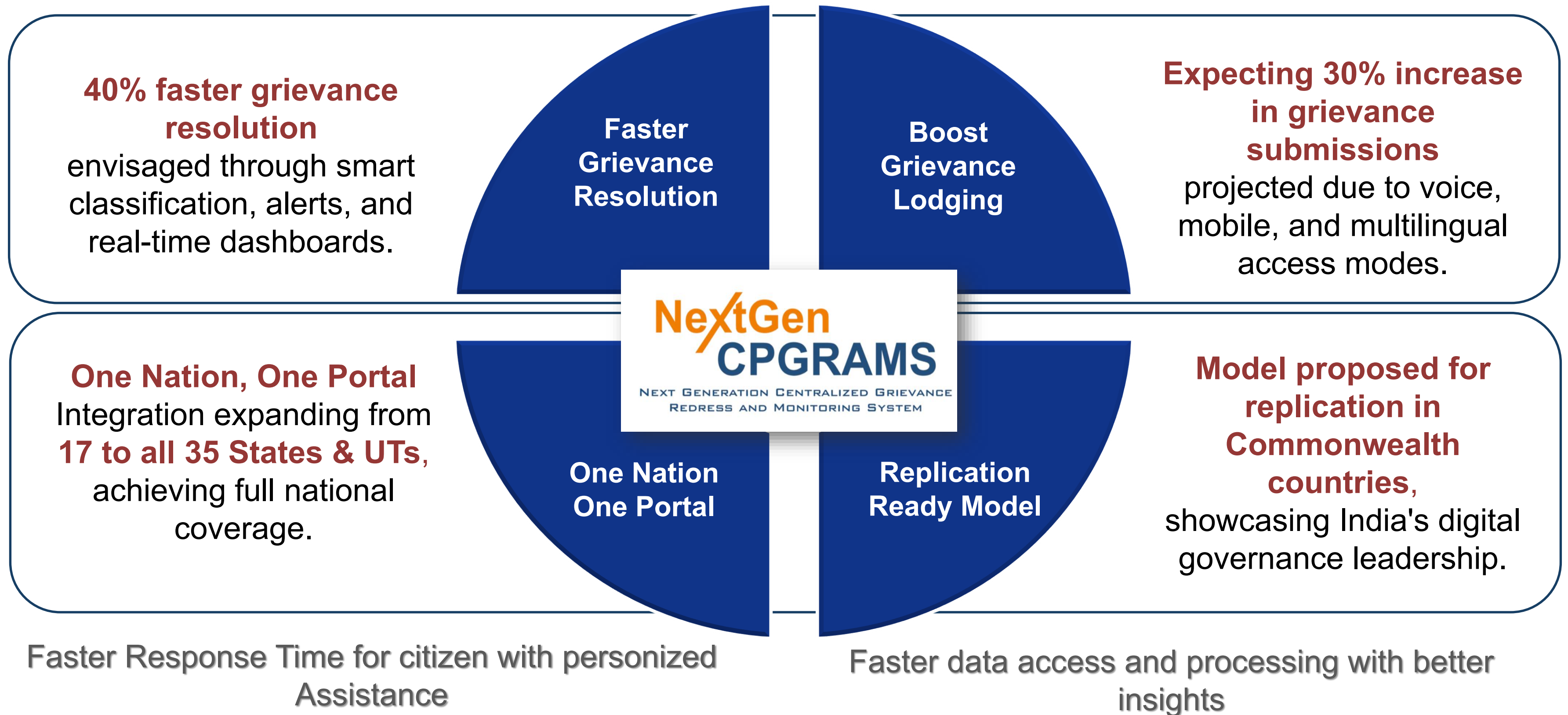
December 2025

NextGen
CPGRAMS
NEXT GENERATION CENTRALIZED GRIEVANCE
REDRESS AND MONITORING SYSTEM

Go Live

State Expansion aiming “One-Nation, One -Portal”
Initiatives for increasing global outreach especially CW Countries

Key Impact





सत्यमेव जयते

Department of Administrative Reforms and Public Grievances
Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001

Sevottam Guidelines & Model Curriculum, Content and Andragogy



**Prof. Nirmalya Bagchi
Administrative Staff College of India
(ASCI), Hyderabad**

July 9, 2025

Background

- The Sevottam → to empower citizens with information on service delivery and providing quality public service delivery and seeks to establish a quality management system for continual improvement to achieve excellence in service delivery.
- 19 ATIs were funded in FY 2022-23 and 10 ATIs were funded in FY 2023-24, based on earlier scheme guidelines.
- ASCI as a Knowledge Partner for further improving the quality of the Sevottam Training and Capacity Building Programmes
- Developing Model Curriculum, Content and Andragogy for the training programs
 - To improve the quality of grievance redressal

Participation in Sevottam Training

- To understand how a Sevottam Training is imparted, and to gain insights on the
 - Curriculum, content and andragogy, and
 - Profile of the participants
- One Day Training Programme on Training on Sevottam (Redressal of Public Grievances) at the Andhra Pradesh Human Resource Development Institute, Regional Centre, Mangalagiri, Andhra Pradesh on March 12, 2025
- Govt. of India Sponsored Training Programme on “SEVOTTAM” for the officials of Tiruvannamalai District at the Anna Administrative Staff College (AASC), Chennai, Tamil Nadu on March 19-20, 2025
- Sevottam Training Programme in Haryana Institute of Public Administration (HIPA), Haryana on April 4, 2025



Consultations with Nodal Officers, Sevottam Training



- For inputs and insights on Sevottam Training to understand the existing Outline, Content, and Andragogy of the *Sevottam* Programs
 - Mr. K. Jagan Mohan Goud, Joint Director (Training), MCRHRD, Telangana
 - Shri G Sreenivasulu, Joint Director, APHRDI, Andhra Pradesh
 - Smt. Loretta D. Nongbri, Asst. Director (e-Governance Cell), MATI, Shillong,
 - Dr. V. Sulochana, Joint Director, AASC, Tamil Nadu
 - Shri Vikram Kapur, IAS, Director, AASC, Tamil Nadu
 - Smt. Amritha Arshi, SKIPA, Jharkhand
 - Dr. S. Sajeev, Professor, IMG, Kerala
 - Smt. Aarti Dudeja, Asst. Professor, Haryana Institute of Public Administration (HIPA), Haryana

Consultations with Nodal GROs of states

- Visits to the Grievance Redressal Centres and Consultations with the Nodal GROs to understand the grievance redressal process and details of GROs in the respective states
 - Mr. C. Chinna Rao, CGO-CMO, Andhra Pradesh
 - Ms. T. Jaya Sheela, Spl. Officer, CM Special Cell, Tamil Nadu
 - Mr. J. Arun Kumar, Joint Secretary, GAD, Telangana
 - Mr. Robert Francis, Spl. Officer, CM's Computer Cell, Kerala
 - Mr. Rajeev Mathew, Under Secretary, CM Computer Cell, Kerala

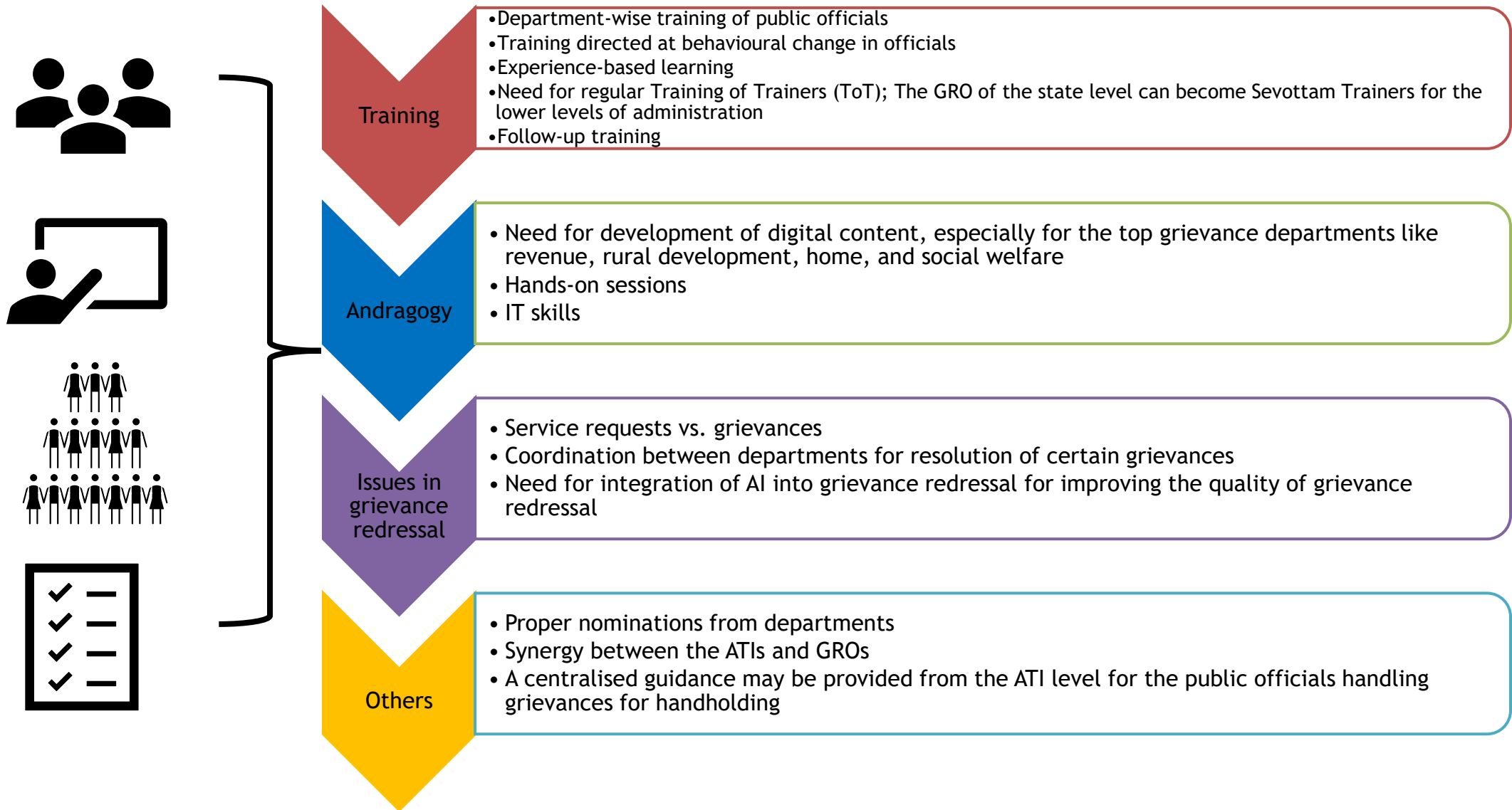
Training Needs Assessment (TNA)

- TNA Questionnaire prepared and circulated to all the GROs across the country
- Pilot Questionnaire to understand the training needs and revision of the questionnaire
- Data collection in progress wherein GROs across the country are being contacted for inputs and insights on the Sevottam Training

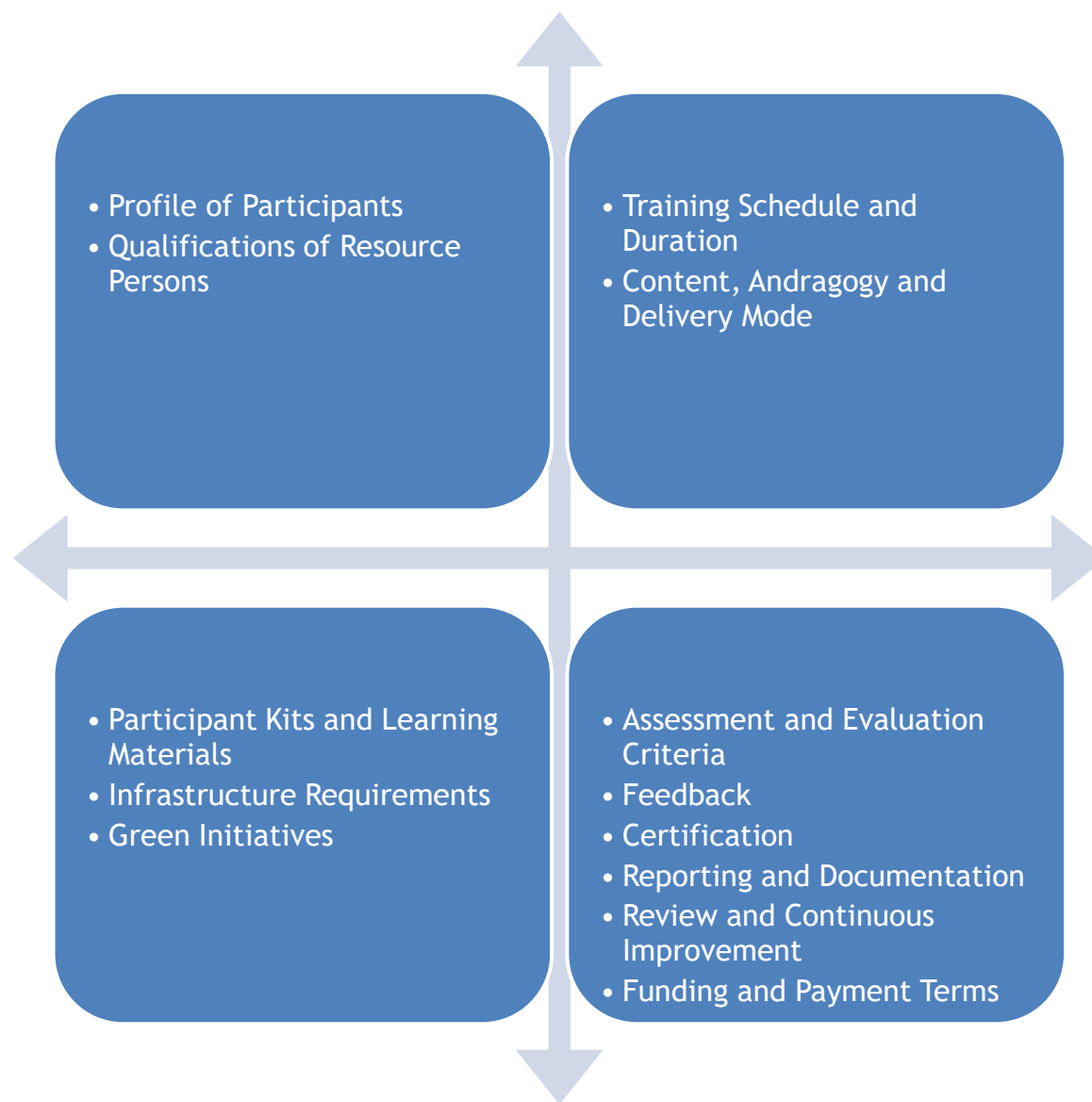
Major Findings

- Most participants were aware of the various aspects of the state grievance redressal portals in their respective states. The grievance registration process, followed by status tracking of grievances, reporting, and dashboard, are some of the features in which the respondents showed higher levels of familiarity.
- Most of the participants acknowledged that all the mentioned skills were very important for grievance redressal.
- The majority of the respondents identified a need for improvement in various skills for resolving citizens' grievances.
- More than 75 per cent felt that the Sevottam training was relevant to their daily work responsibilities.
- A majority of the participants expressed the need for more practical aspects (like role plays, case studies, practical activities, and real-life examples) and hands-on practical training of the grievance redressal website in the training programmes.
- A majority of the respondents expressed that they listen and respond to the citizens' requests and grievances. They also felt that it is essential to treat the citizens with respect and empathise with them.
- A majority of the respondents expressed strong agreement to follow up with citizens to know if they are satisfied. Similarly, a majority of the respondents also strongly agree to improve their ways of resolving grievances based on the feedback from citizens.

Multi-dimensional inputs and insights from the field



Inputs for the Sevottam Guidelines



Objectives

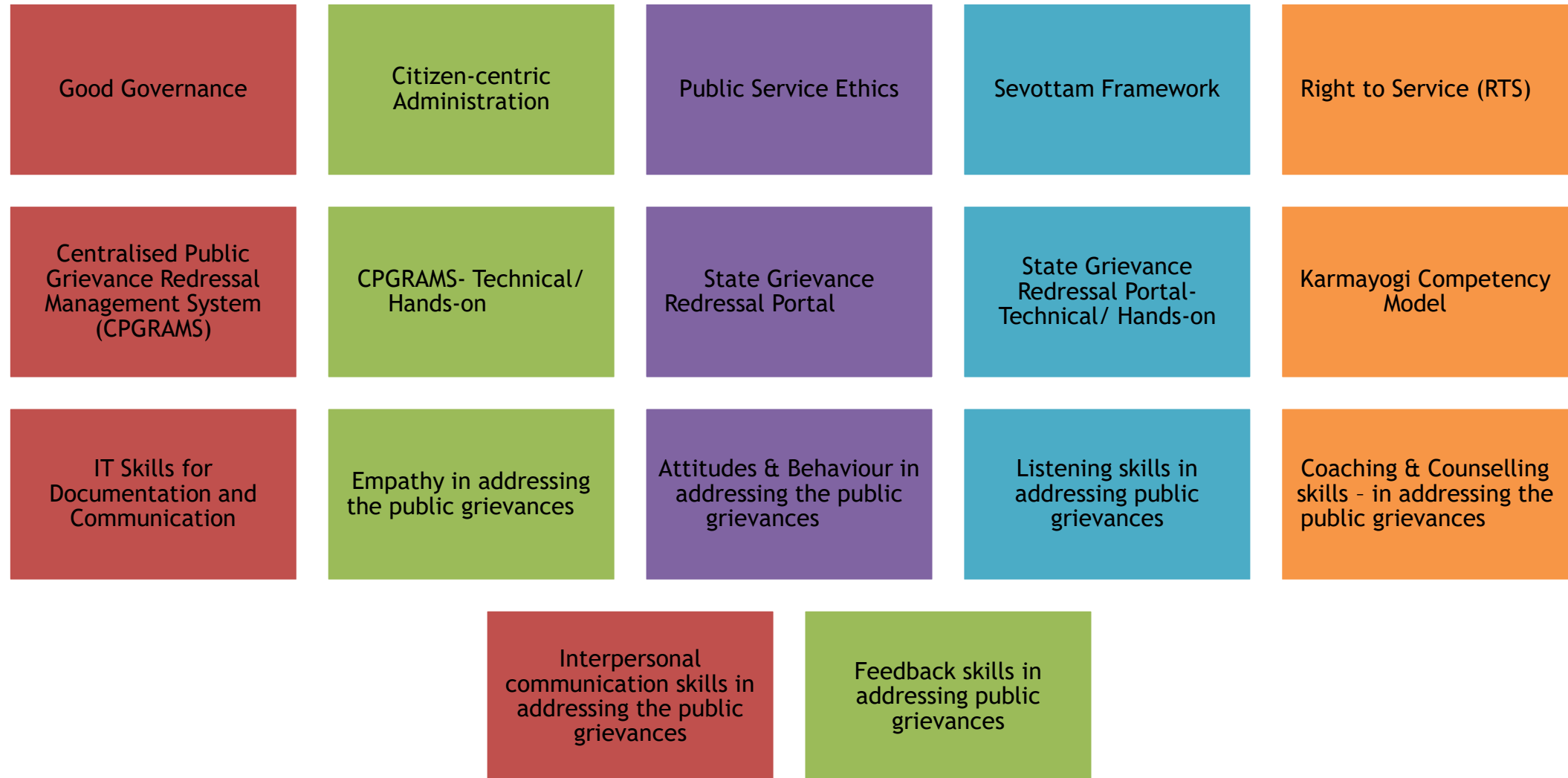
- To educate, equip and empower the State/ UT Government officers/ officials working in the respective departments handling service delivery and grievance redressal through the Sevottam Training Programmes on behavioural, functional and domain competencies with an emphasis on
 - Good Governance and Citizen-Centric Administration
 - Sevottam Framework for Service Delivery
 - Karmayogi Competency Model for Public Officials
 - Soft and technical skills for quality and timely redressal of public grievances, including training in handling grievances on the CPGRAMS/ State grievance portal

Model Curriculum, Content & Andragogy- An overview



- Aims to serve as a comprehensive framework outlining the essential knowledge, skills, and competencies to ensure a learner-centred training experience that encourages both theoretical and practical skills.
- Designed for one and two days, incorporating both theoretical and practical sessions, to cater to the different levels of officials handling grievances at various levels, with a focus on four Modules and sub-modules.
- Each of the Sub-Modules consists of
 - Learning Outcomes
 - Contents of the sub-module, which include case studies, role-plays, brainstorming, reflections, collaborative activities, simulations, and other practical learning experiences, as well as references and Quizzes.
- The content and andragogy are developed by subject matter experts in alignment with the objectives of the Sevottam Training Programmes to provide a structured outline with clearly defined learning outcomes.
- While the ATIs are encouraged to tailor the model curriculum to meet the respective training needs and profiles of participants, they must incorporate the key components of each module and adopt andragogy to ensure hands-on and experience-based learning, and comprehensive coverage of the topics. The ATIs are free to exercise flexibility in contextualising these modules to their respective priorities.
- For sessions on state-specific (Right to Service (RTS) Acts, State Grievance Redressal portals) and other domain-specific aspects, the ATIs can design, develop, and deliver content in adherence to the suggested guidelines and andragogy.

Model Curriculum, Content & Andragogy- Sub- Modules



THANK YOU

Grievance Redressal System of Indian Railways



RailMadad

Ratnesh K Jha
ED/PG, RB



Evolution of Railway Grievance Redressal

“From Registers to AI”



Complaint Book



MAY I HELP YOU
Counters



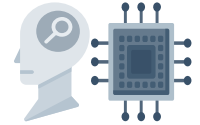
Station Master



SMS



Mobile App



Artificial Intelligence



Complaint Form



DAK



Helpline



Online Portal



Social Media

A decorative illustration featuring stylized light blue clouds at the top and bottom of the page. In the bottom left corner, a white train with red and blue accents is shown moving towards the right. A thin black vertical line with a diamond-shaped arrowhead points downwards from the top left.

Why RailMadad? 'Ease-of-Living'

1 Multiple Portals : Inconvenience

CoMS, DAK, CPGRAMS, IRCTC, UTSONMOBILE, CoachMitra & 15 Railway Helplines

2 Registration: Cumbersome

Multiple, Diffused Categories; No Integration with PRS, UTS ticketing systems, NTES & other Railways IT systems

3 Man Hours wasted : Inefficient

Manual Assignment; Top-down approach; Multiple channels - No integration & No integrated MIS

4 Results: Meagre

Lower Disposal Rate; Higher Disposal time

5 Citizen Charter: Unincorporated

Commitments

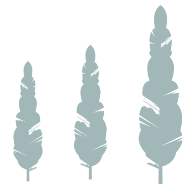
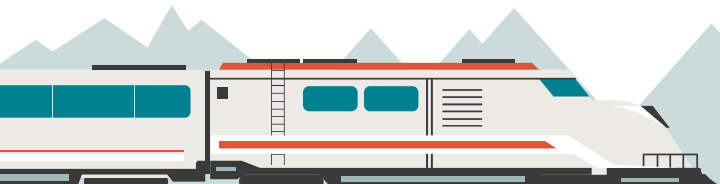
Three-Tier Grievance Framework: Fast & Accountable

Three-tier system

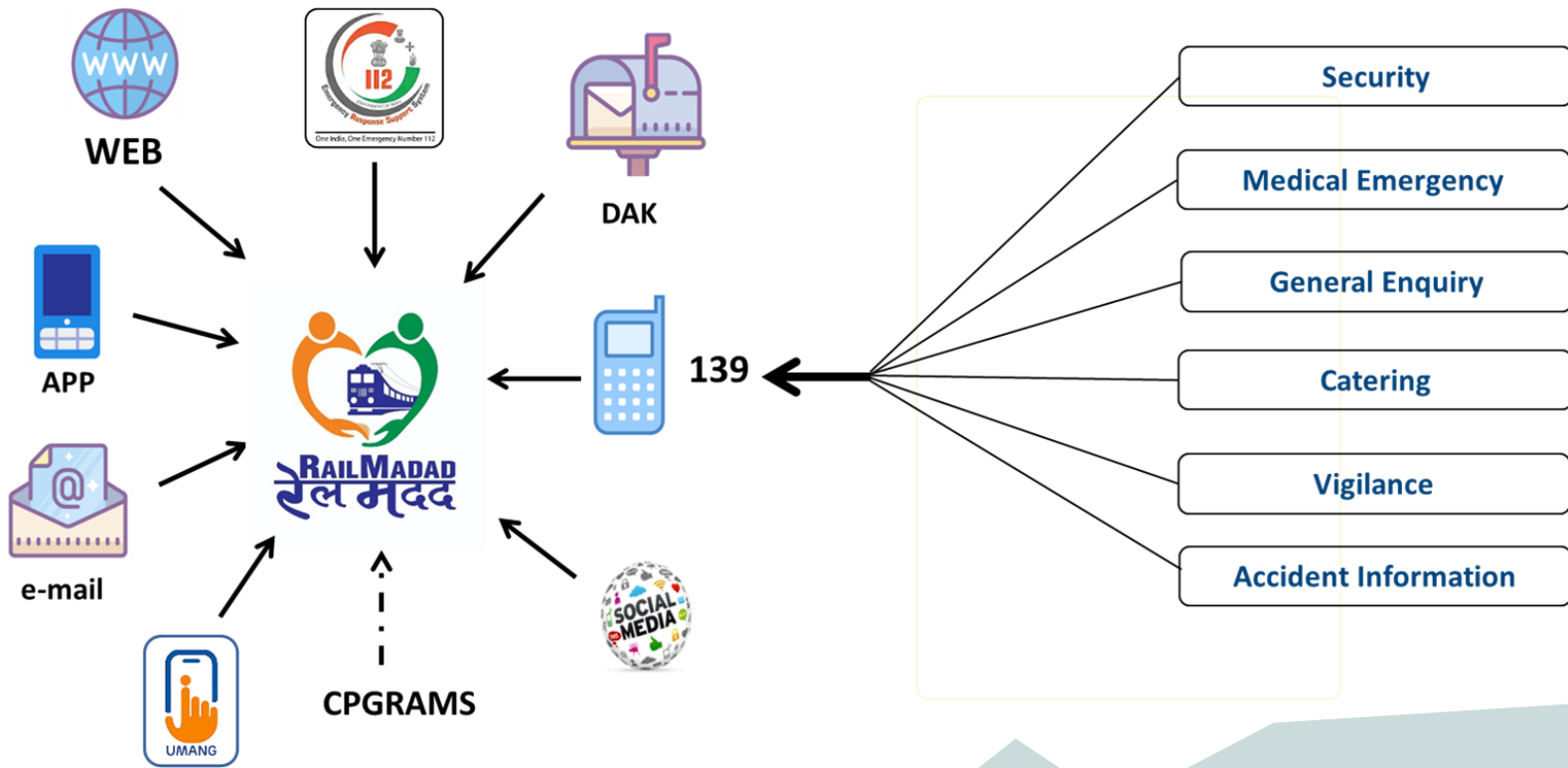
- 1. Division level:** Additional Divisional Railway Manager (ADRM) is the Nodal Grievance Redressal Officer.
- 2. Zonal level:** Additional General Manager (AGM) is the Nodal Grievance Redressal Officer.
- 3. Railway Board level:** Executive Director (Public Grievances) is the Nodal Grievance Redressal Officer. The Railway Board has a Public Grievance Division that is responsible for resolving grievances.

Primary Channel

RailMadad is primary channel for resolving grievances from passengers and other stakeholders



How Passengers Reach Us: Grievance Channels





RailMadad

1

**Commissioned in
July 2019**

2

**Integrated end-to-
end customer
service portal**

3

**Auto Complaint
Assignment & Real
time redressal**

4

**Service Level
Agreements and
Escalation Matrix**

5

**Feedback
management**

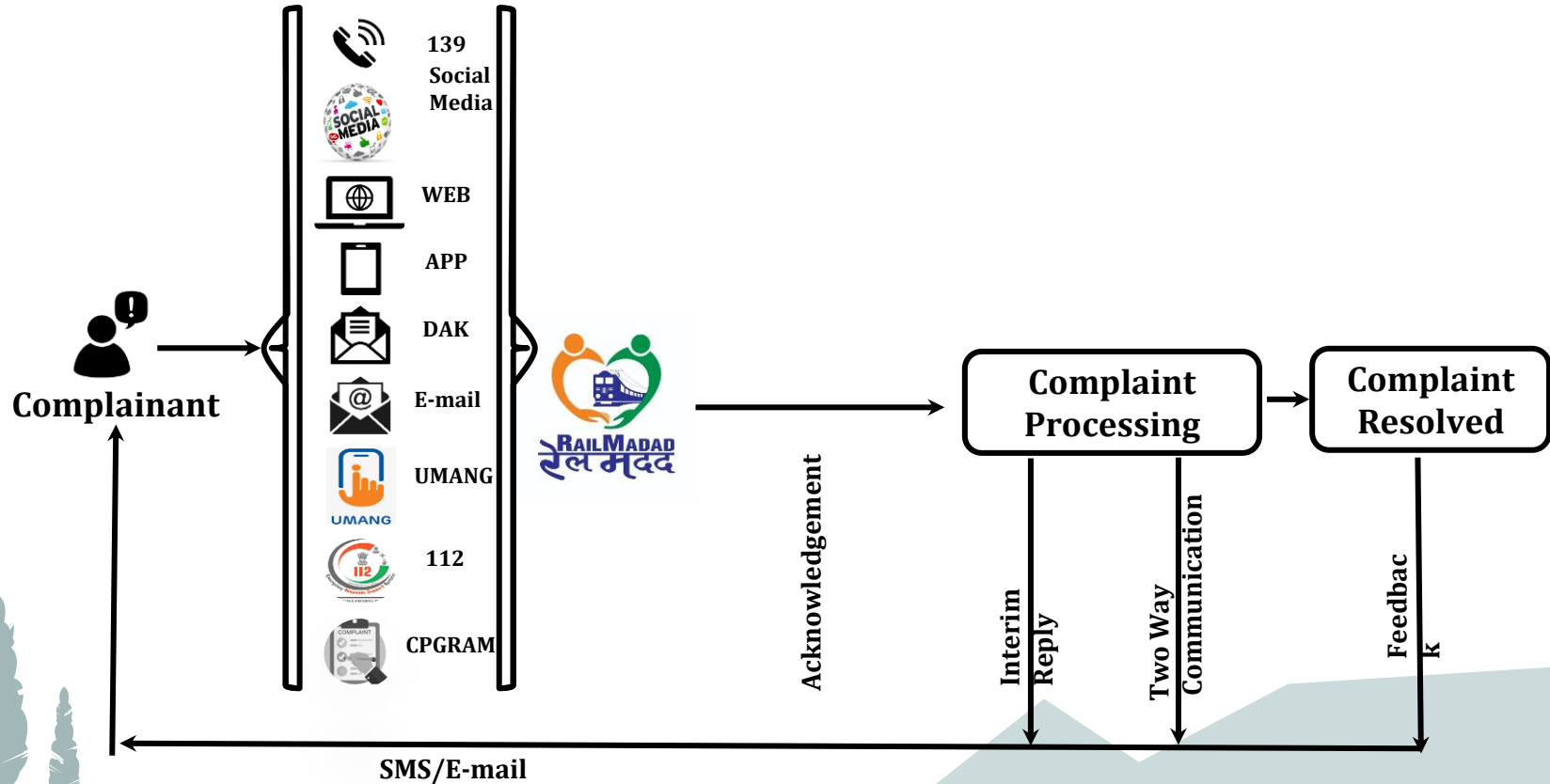
6

**Unified digital
platform**

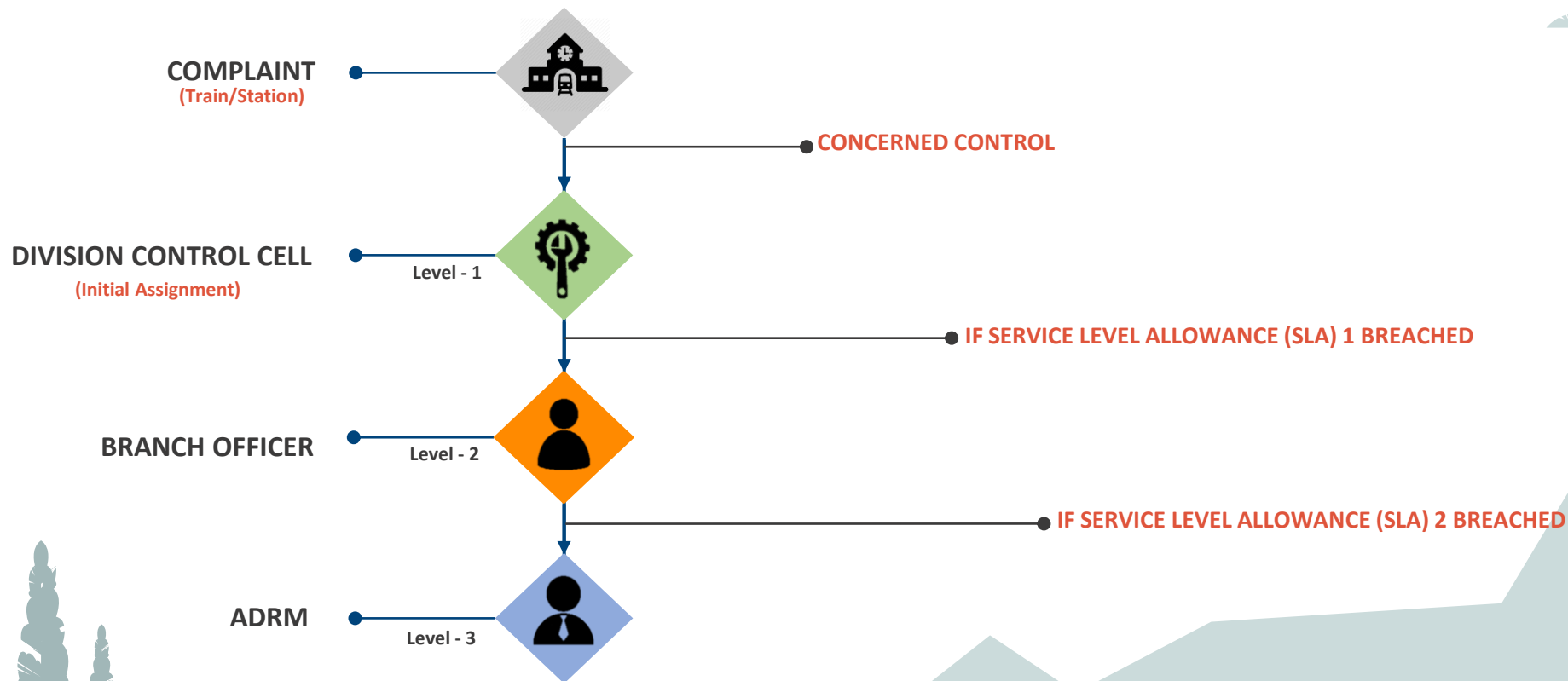
lodge grievances from multiple modes: Helpline
139, WebPortal, Mobile App, Social Media, etc.



The Journey of a Complaint: From Registration to Resolution



Escalation Matrix: Ensuring Timely Redressal





◆ **8,791**

Avg. Grievances Received per day

◆ **01:31 Hrs.**

Disposal Time

◆ **72%**

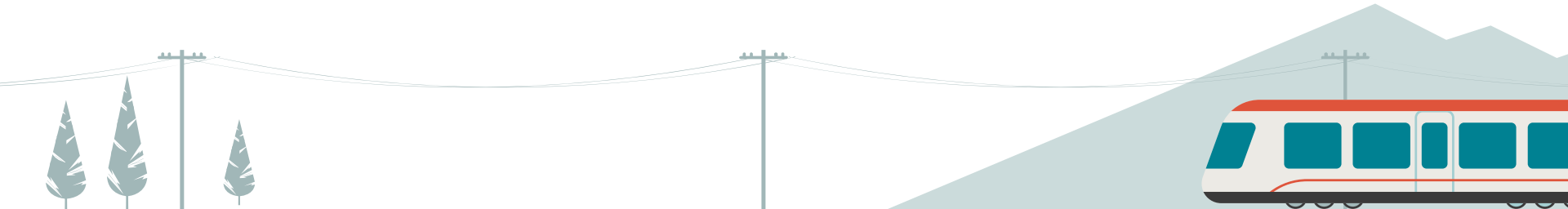
% Excellent & Satisfactory Feedback

**Performance
Snapshot**
***“Speed &
Satisfaction
Metrics”***
(FY 2024-25)

Digital Governance: Empowering Passengers with Technology



- **Make in India** - Developed by CRIS
- **Digital India** - NTES, PRS, UTS, ICMS
- **Citizen-centric delivery** - Accountability, Tracking, Feedback
- **Ease of living** - Choice of channels & easy registration



Beyond Grievances : Passenger Assistance that Cares

Providing assistance to passengers

- 1 Medical Assistance
- 2 Luggage Left Behind
- 3 Passenger Missing/Not Responding
- 4 Need Wheelchair/Battery operated car/Divyang Sahayak





Customer Delight – Rail Anubhav

Allows Rail users to share their experience

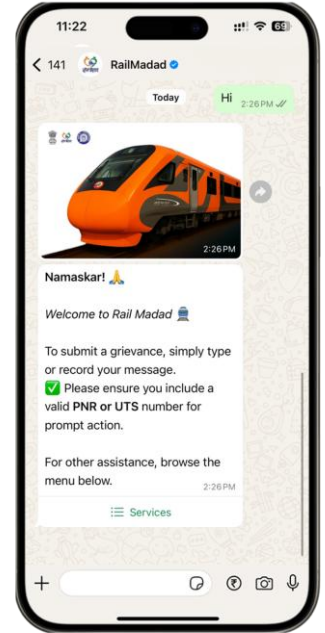
- | | | | |
|----------|-------------------------------|----------|---|
| 1 | Neat and Clean coaches | 4 | Courteous & Prompt Behaviour of Staff |
| 2 | Clean Toilets | 5 | Good Food |
| 3 | Good Quality & Clean Bed Roll | 6 | Support Provided for Senior Citizen, Divyangjan/Women |

Star Rating from 1 to 5 can be done by Rail Users.



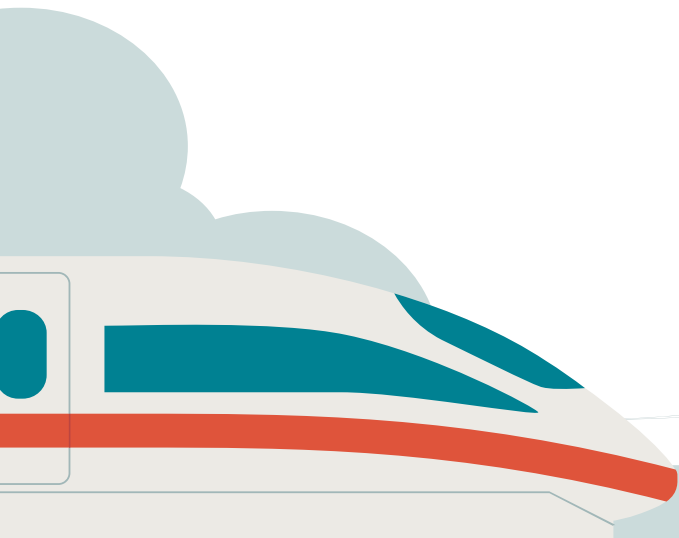
AI-Enabled WhatsApp Chatbot

- **Ease of Use:** No need for additional apps, services, or website navigation — just use WhatsApp.
- **Voice Message Recognition:** Passengers can send voice messages, which the AI understands instantly.
- **Bi-Lingual Support:** Accepts and processes inputs in both English and Hindi, as per user preference.
- **Natural Language Processing (NLP):** Understands and handles grievances with minimal typed or spoken input.
- **Instant PNR/UTS Validation:** Verifies PNR or UTS instantly, reducing waiting time and effort.
- **Additional Services:** Direct access to features like Rail Anubhav, Track Your Concern, and Suggestions through WhatsApp.



Thank You

Ministry of Railways





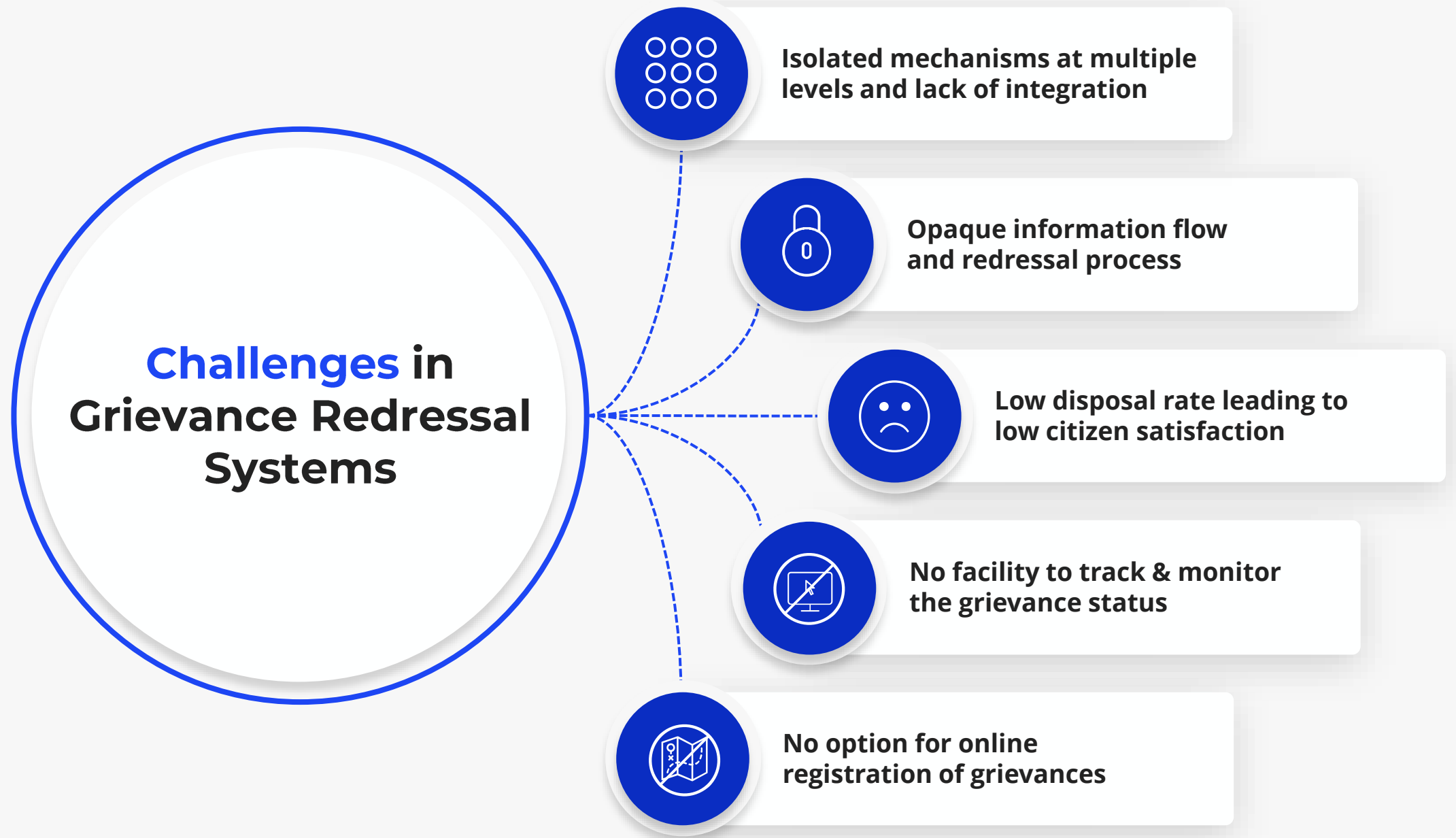
IGRS

Integrated Grievance Redressal System: Jansunwai

Sanyukta Samaddar, IAS

Principal Secretary, Administrative Reforms
Government of Uttar Pradesh





Integrated Grievance Redressal System (IGRS)

Objectives



Citizen Empowerment

To provide a platform for citizens to raise their concerns & seek redressal



Centralized Platform

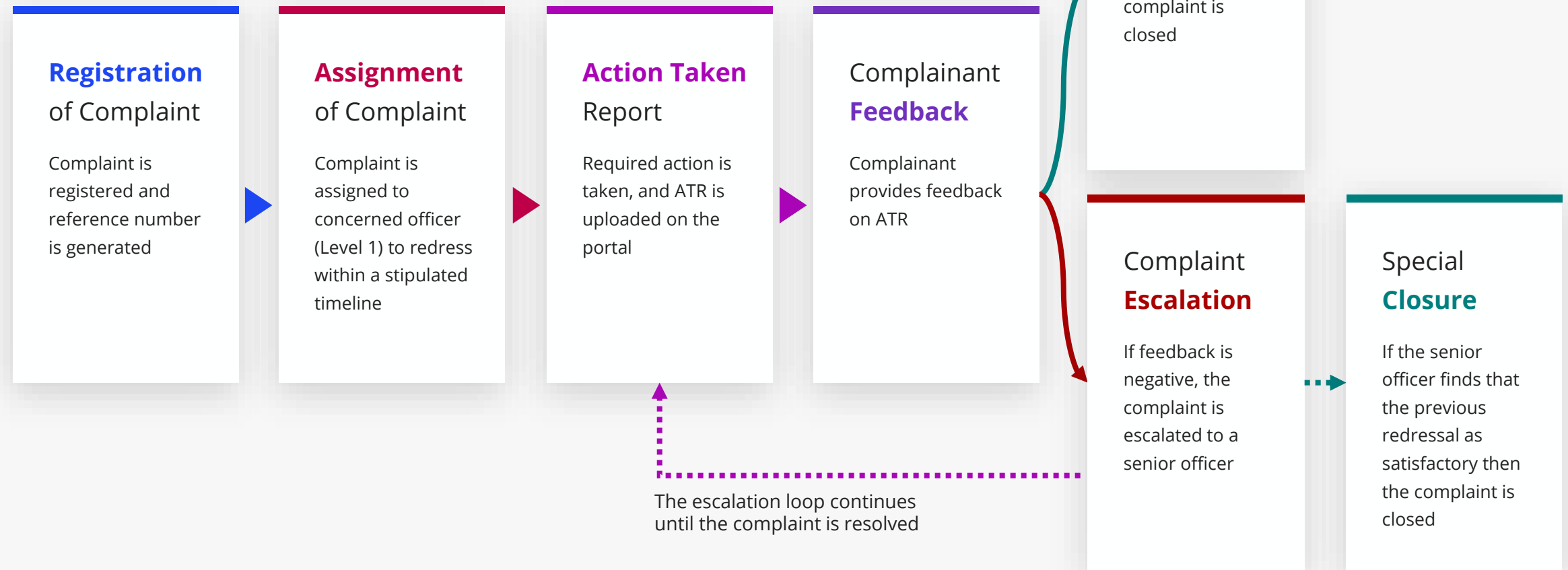
To provide a centralized platform that integrates grievances across various departments & levels of government, even CPGRAMS



Quality & Efficiency

Improve efficiency by automating workflows & reducing manual intervention; create robust feedback mechanisms for grievance redressal

Architecture of the IGRS



Source Integration through the IGRS

Chief Minister	Governor / Deputy Chief Minister	Chief Minister's Helpline - 1076	Public Grievance Portal
Online Complaints through the Portal / App	DM / SSP / CP / CDO Office	Commissioner / DIG Police	Tehsil Diwas (Sampooran Samadhan Diwas / SDM)
Government/ Board / Directorates	Common Service Centers (CSC)	Anti-Corruption	Anti-Bhumafia

Complaint **Classification** & Department / Officer **Mapping**



Classification of categories & attributes

- Approx 1000 Categories / Attributes are provided for the registration of complaint
- Specific categories are mapped to their concerned department



Mapping of departments & officers

- 95 Departments have been incorporated
- Department-wise > level-wise mapping of Officers .
- 55,000+ officers across state



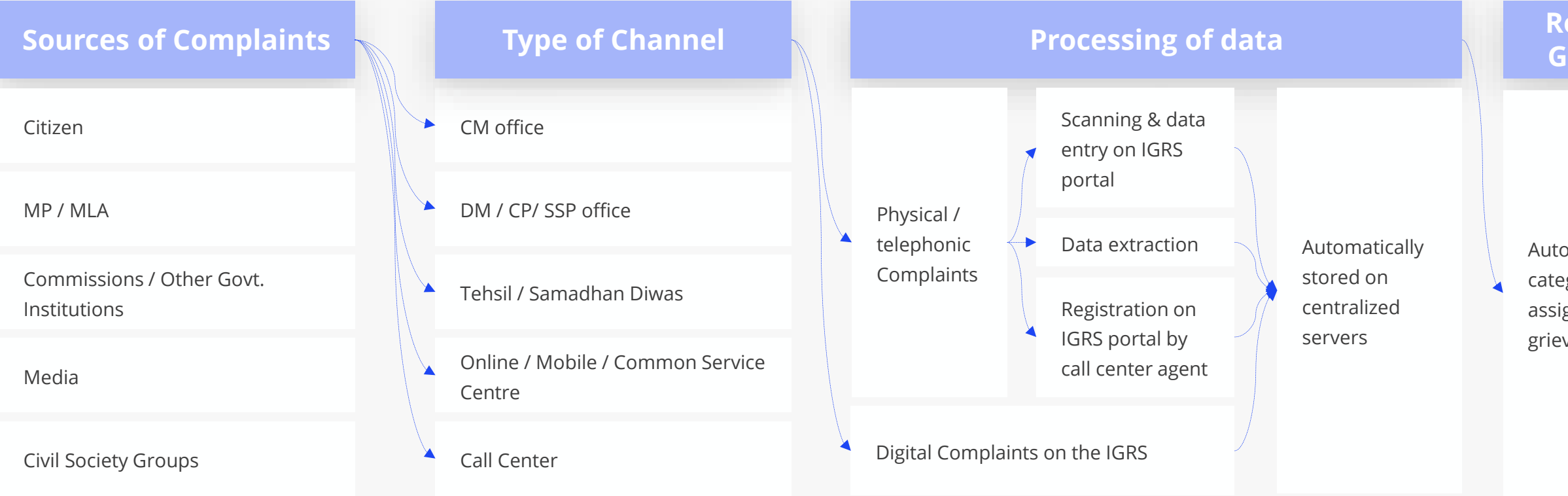
Assigning complaints to the redressal officer

- Complaints (Online & CM Helpline) are assigned to the concerned officer in accordance with Category-Post-Level Mapping.

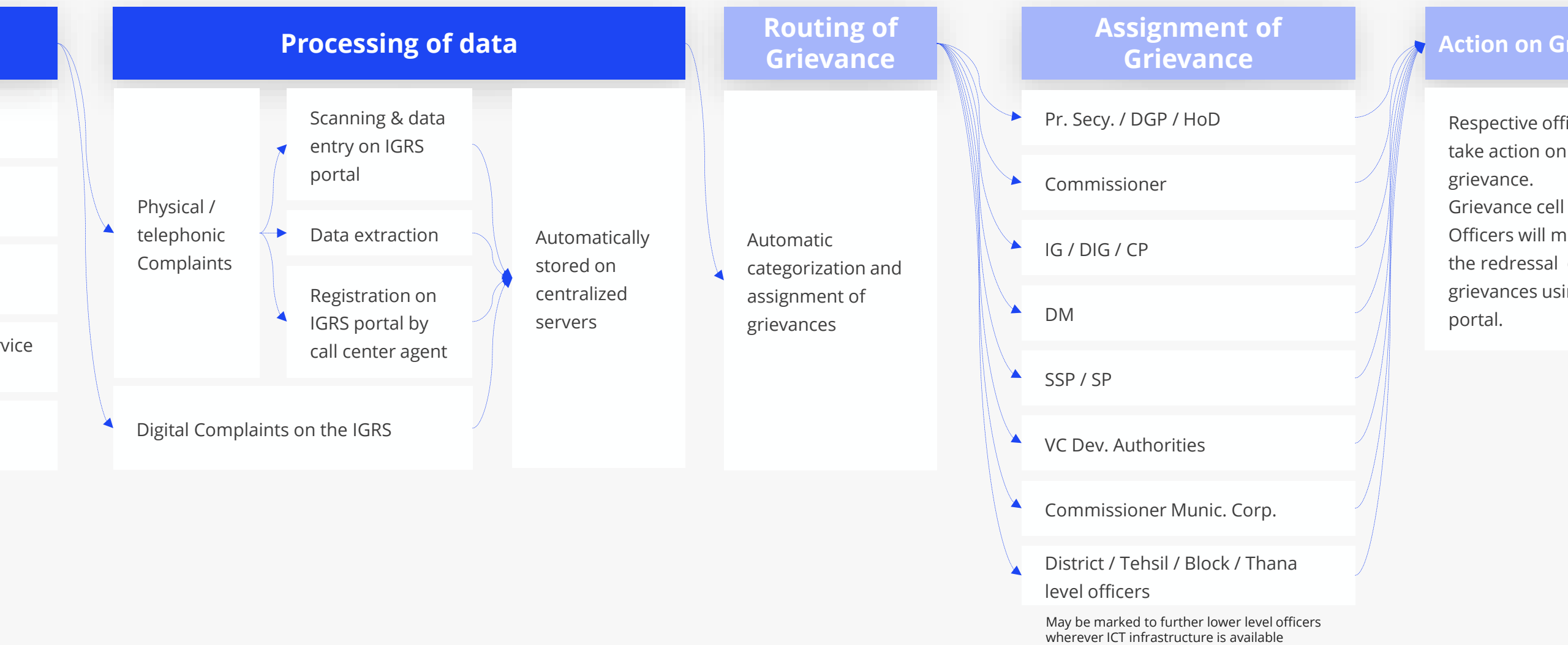
Key Highlights

- Systematic categorization enables better monitoring & redressal of complaints
- Enables identification of recurring thematic areas of complaints
- Thematic areas with the maximum number of complaints are flagged to the concerned departments for focused intervention

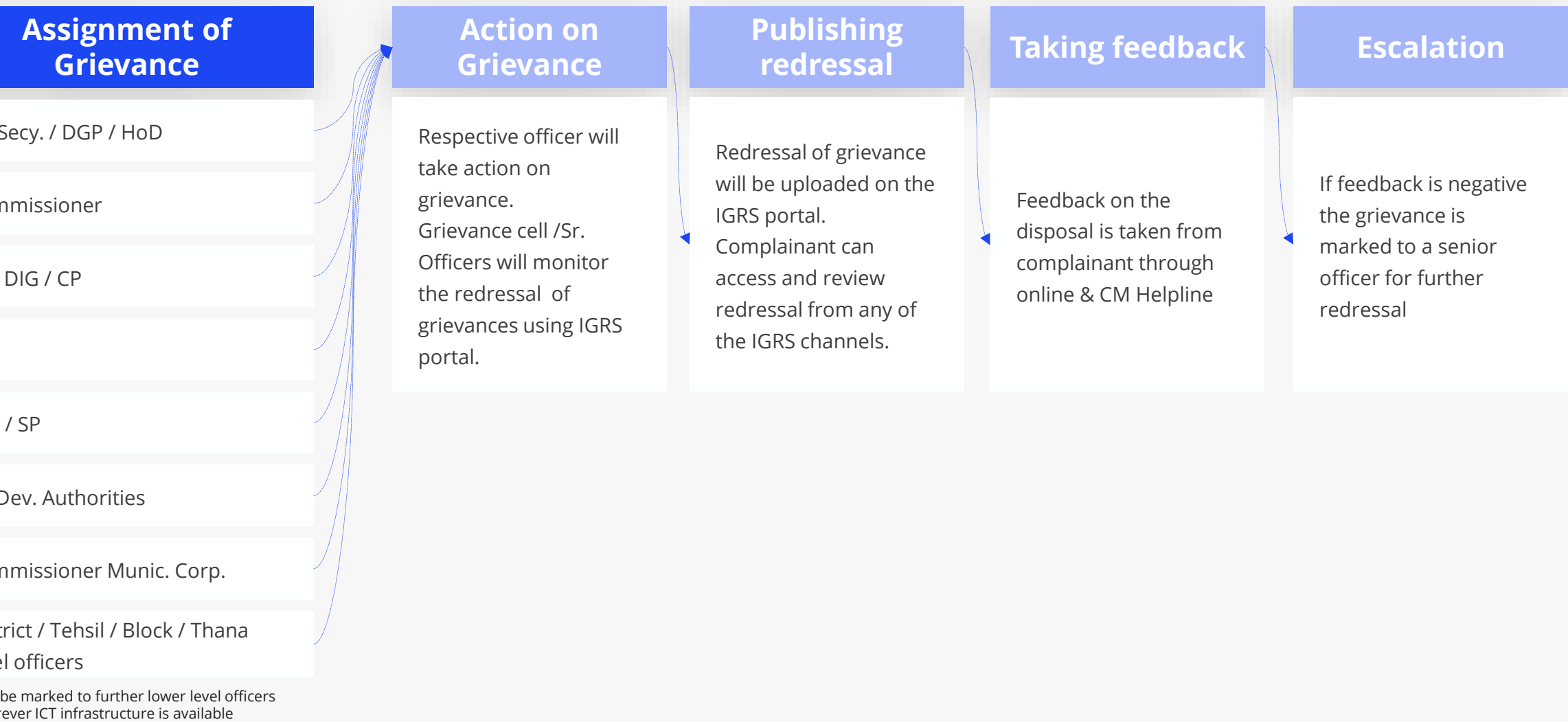
IGRS Process Flow



IGRS Process Flow



IGRS Process Flow

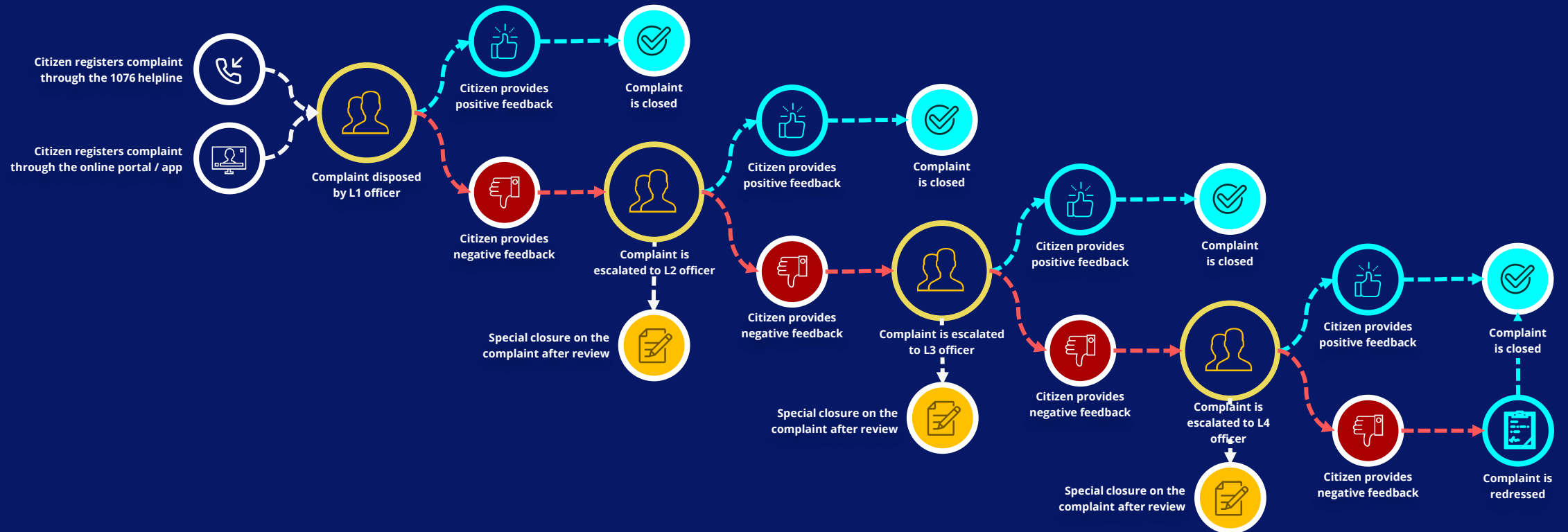


Integrated Grievance Redressal System: Jansunwai

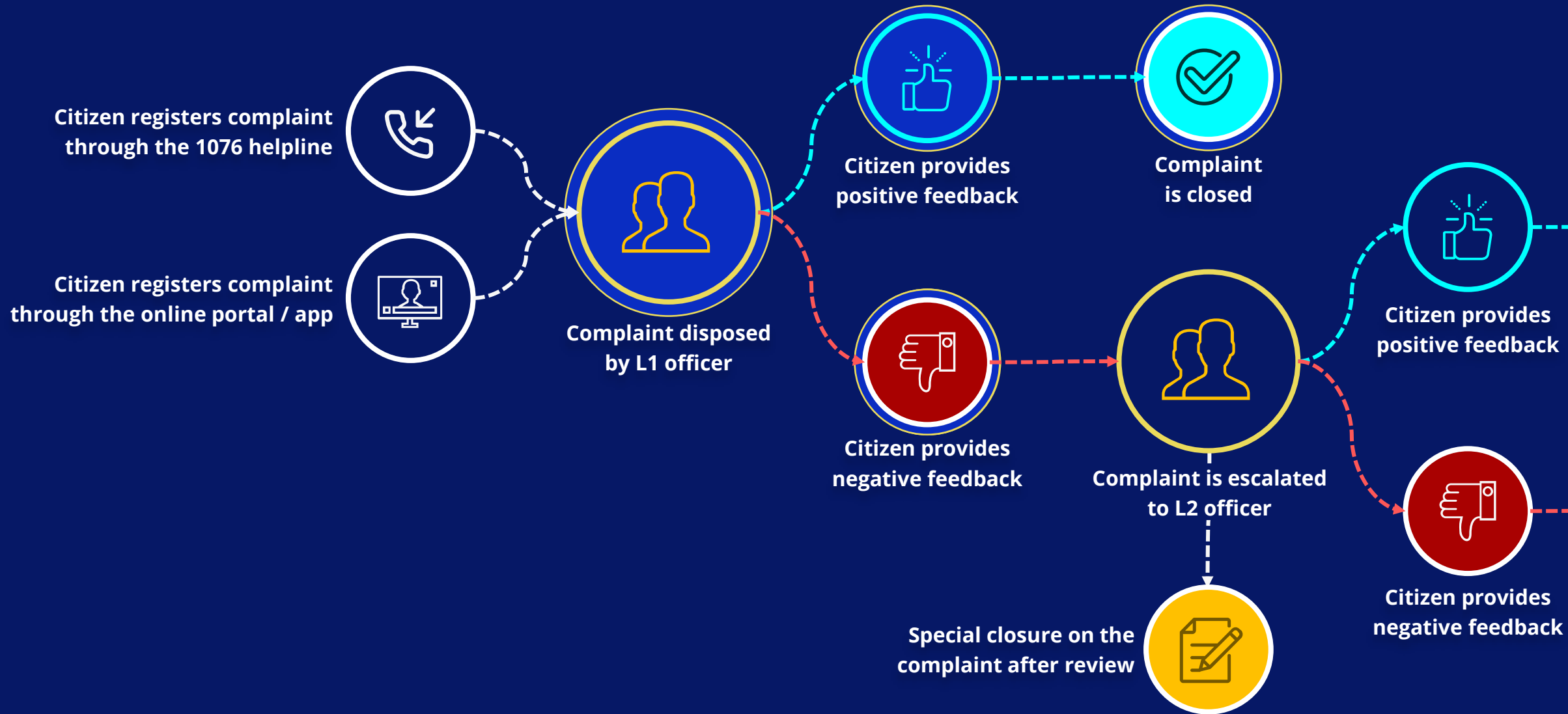


The helpline number has been operational from Feb 2018.
It has also served as the Covid-19 management helpline for the State.

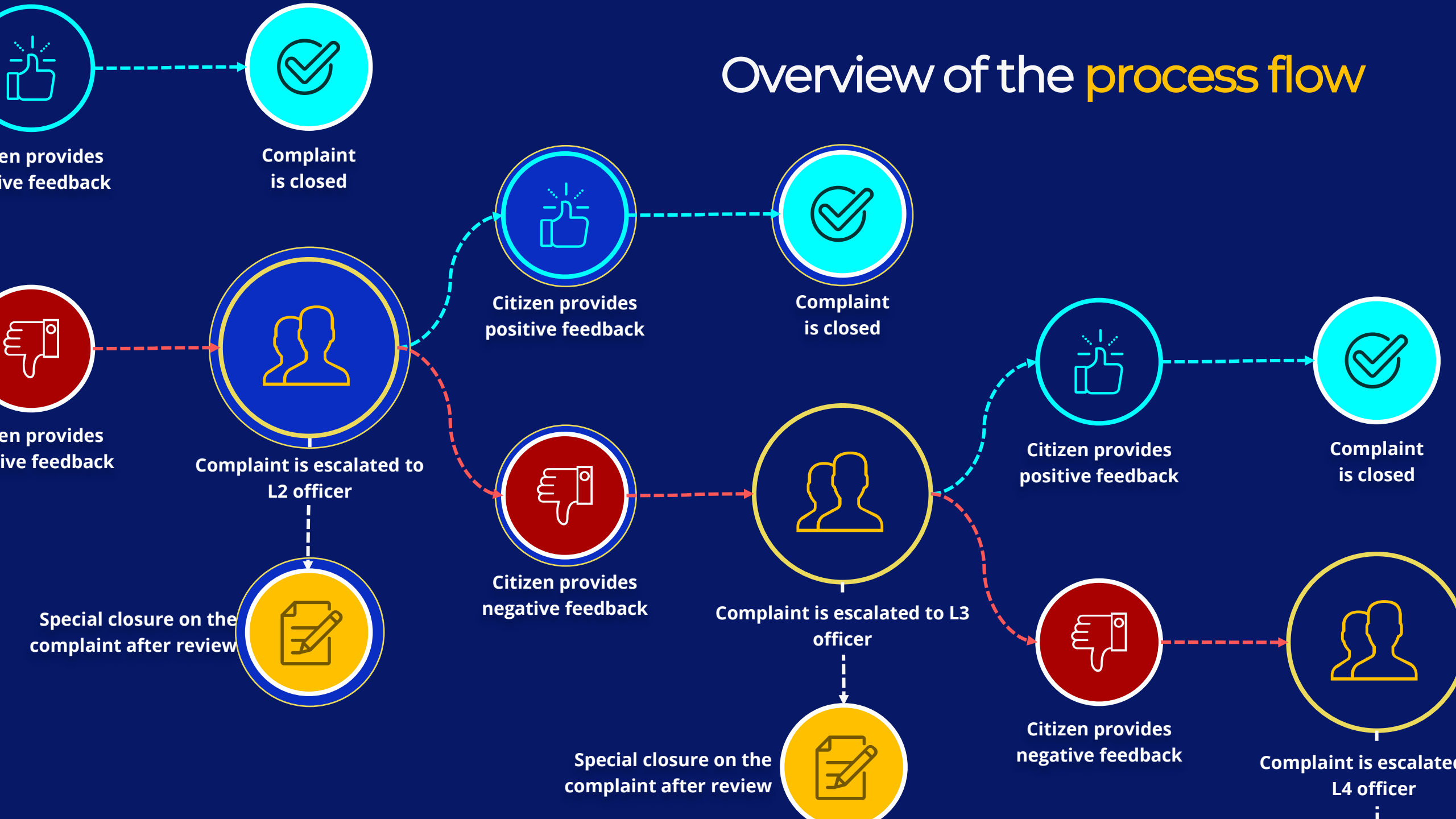
Overview of the **process flow**



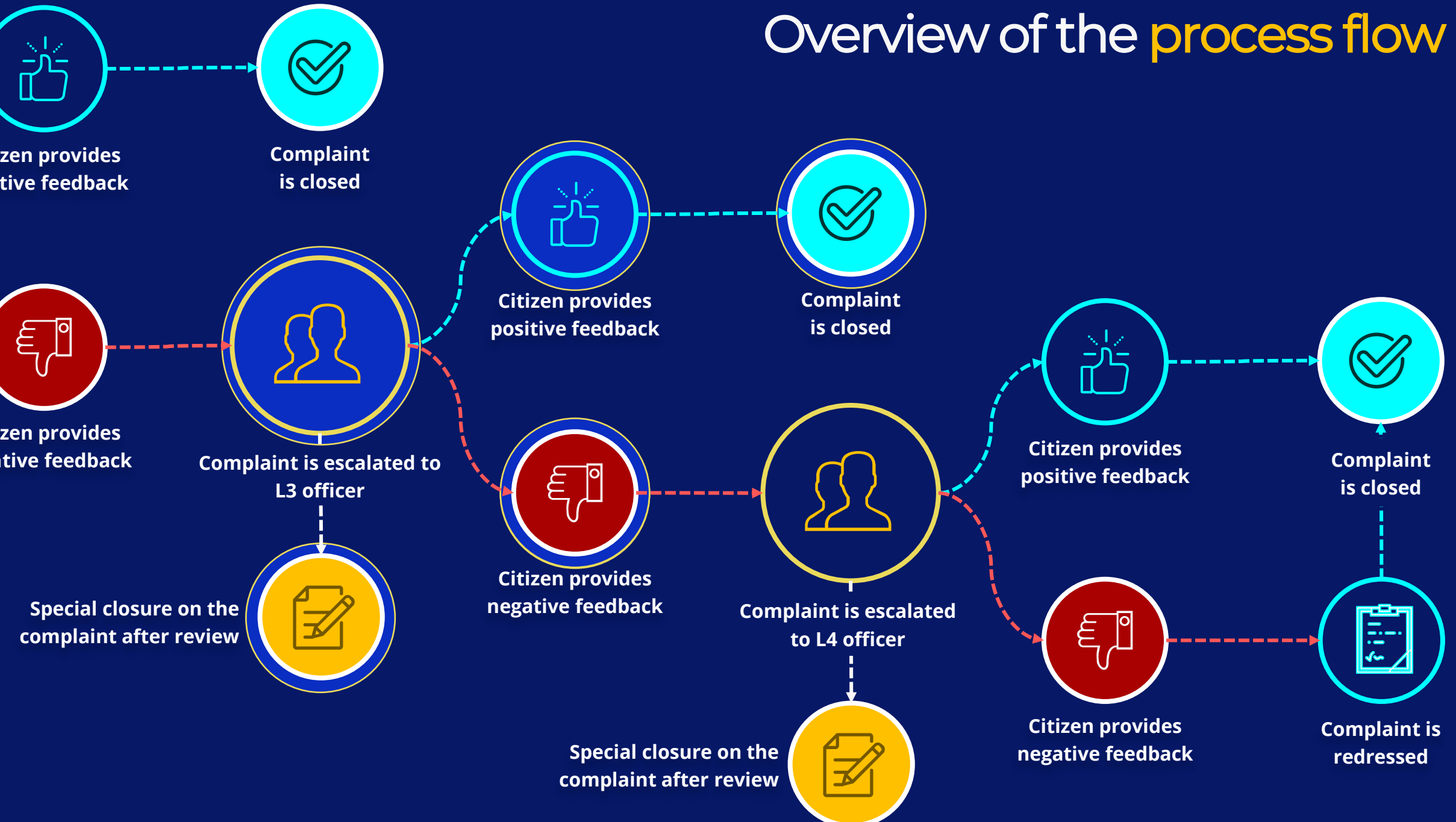
Overview of the **process flow**



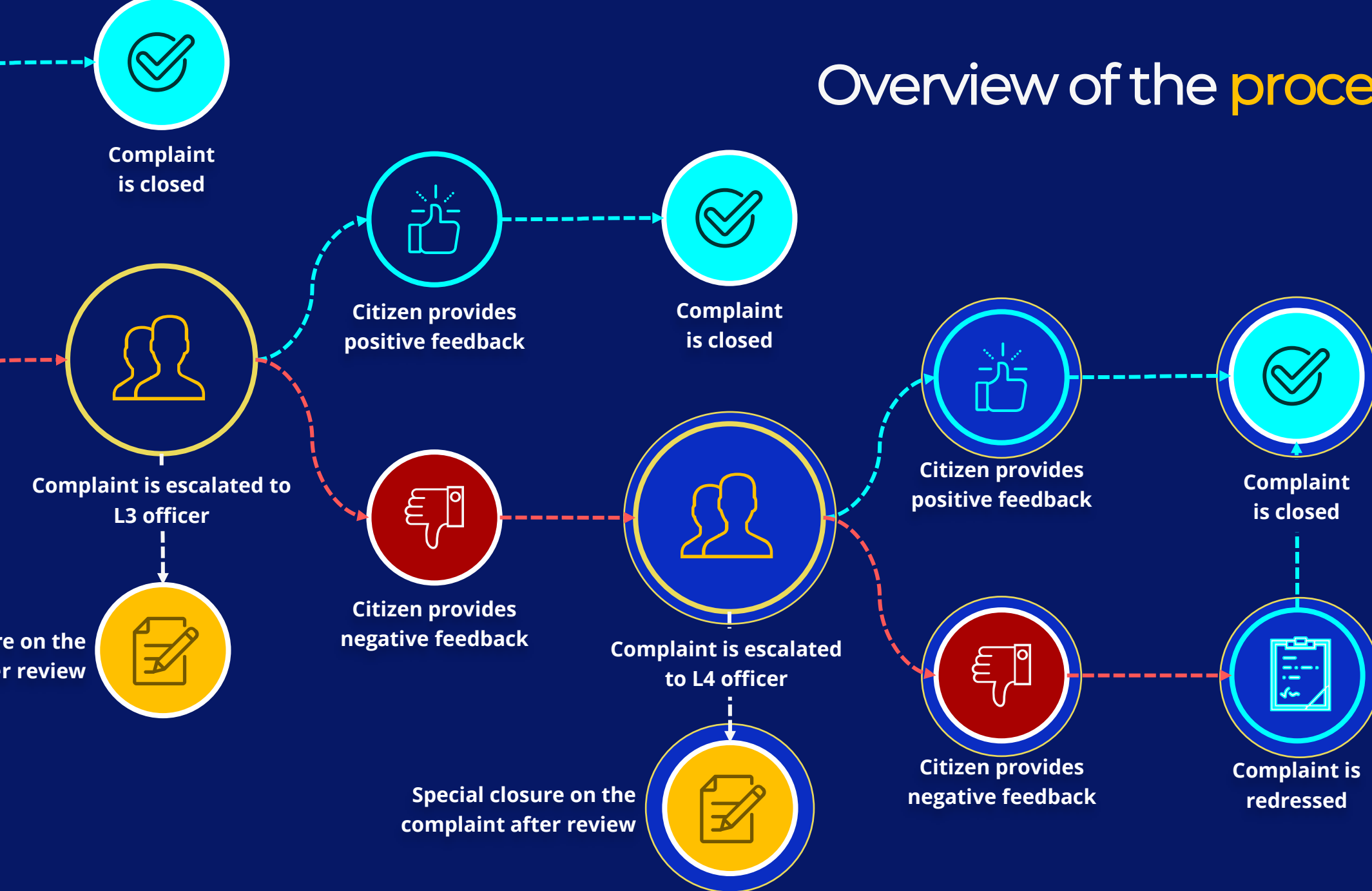
Overview of the process flow



Overview of the **process flow**



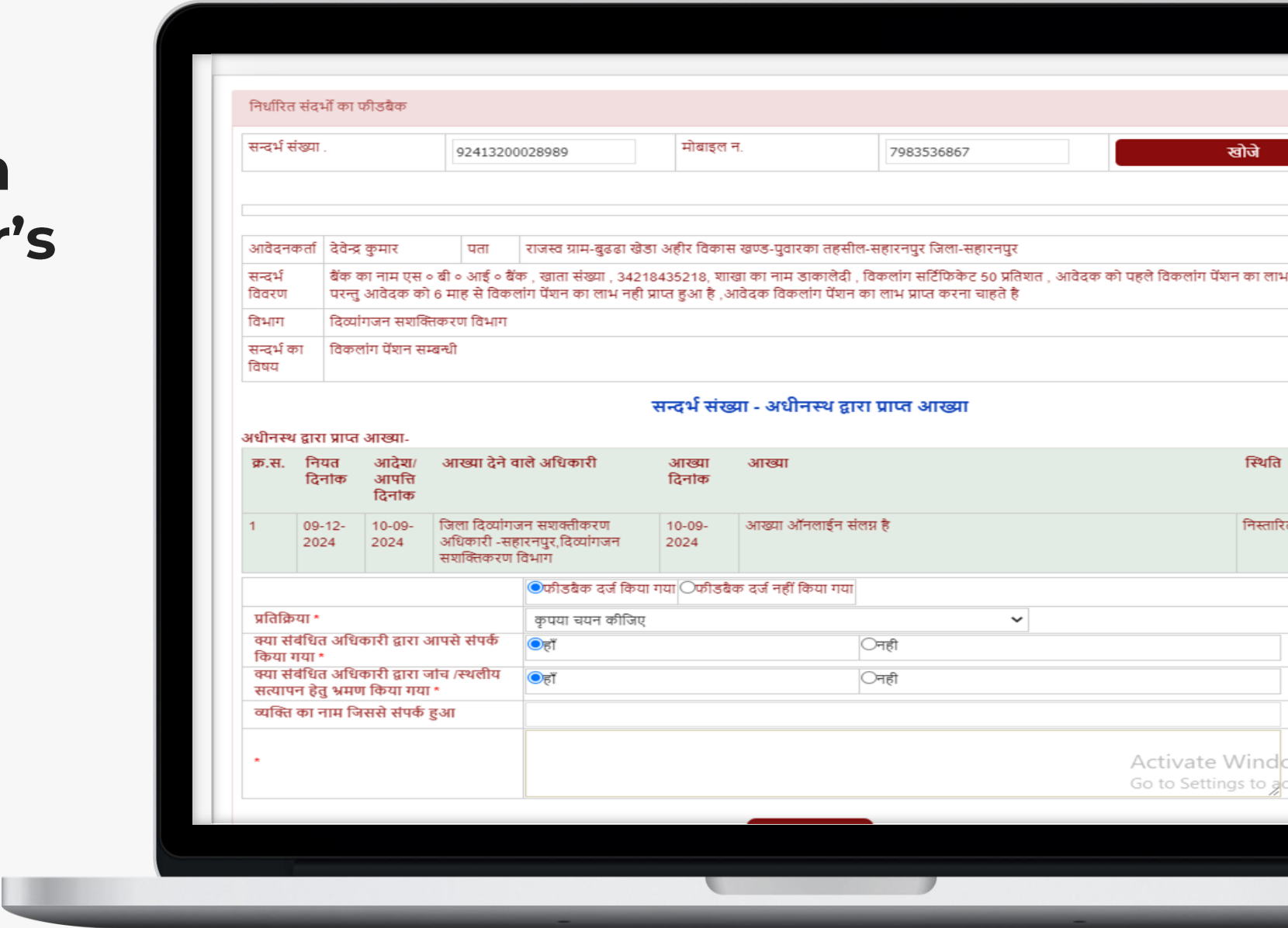
Overview of the **process flow**



Responsibilities of Officers mapped on IGRS

Level 1 (L1)	Level 2 (L2)	Level 3 (L3)	Level 4 (L4)
Complaints are directly routed to L1 from the helpline.	On negative feedback on the redressal from L1, it is escalated to the L2 Officer.	On negative feedback on the redressal from L2, it is escalated to the L3 Officer.	On negative feedback on the redressal from L3, it is escalated to the L4 Officer.
L1 receives SMS from IGRS.	May close the complaint as "Special Close" if adequate redressal provided by L1.	May close the complaint as "Special Close" if adequate redressal provided by L2.	May close the complaint as "Special Close" if adequate redressal provided by L3.
The complaint needs to be redressed within a stipulated time frame.	May submit the ATR again from their end.	May submit the ATR again from their end.	L4 monitors performance of L1, L2 and L3 officers through available reports.
L1 contacts complainant for proper & satisfactory redressal.	L2 monitors performance of L1 officer through available reports.	L3 monitors performance of L1 and L2 officers through available reports.	
L1 has to submit ATR for the complaint in IGRS system.			

Feedback captured through the Chief Minister's Helpline



Call Recording of Complaints



Click the icon to listen

Call records for **complaints** are available to officers on login

आवेदन सूची

क्र० संख्या	सन्दर्भ संख्या चुनें	बार कोड	आवेदनकर्ता का नाम	आवेदनकर्ता का ई-मेल	आवेदनकर्ता का मोबाइल न.	सन्दर्भ दिनांक	पता
1	92519000007132		दीवाकर चौहान		8115454940,0	20-05-2025	राजस्व ग्राम-सोनाड़ी तप्पा रामपुरा विकास खण्ड-भलुअनी तहसील-बरहज

सन्दर्भ संख्या : 92519000007132 सन्दर्भ का प्रकार : शिकायत

आवेदनकर्ता का विवरण

नाम	दीवाकर चौहान	पिता/पति का नाम	अजय चौहान
मोबाइल नंबर(१)	8115454940	मोबाइल नंबर(२)	---
ई-मेल	---	आधार कार्ड न.	---
पता	राजस्व ग्राम-सोनाड़ी तप्पा रामपुरा विकास खण्ड-भलुअनी तहसील-बरहज जिला-देवरिया		

आवेदन पत्र का ब्यौरा

आवेदन पत्र का संक्षिप्त ब्यौरा	हैंड पंप का स्थान आवेदक के घर के पास सरकारी हैंड पंप लगा है , जो 1 माह से खराब है , आवेदक हैंड पंप की मरम्मत करवाना चाहते हैं		
संदर्भ दिनांक	20-05-2025	पूर्व सन्दर्भ(यदि कोई है तो)	
विभाग	पंचायती राज विभाग	शिकायत श्रेणी	क्षेत्र पंचायत सम्बन्धी
स्रोत	---	प्रकृति	---
स्तर	---	पद	---

मुख्यमंत्री कार्यालय/लाभार्थी का विवरण/शिकायत क्षेत्र का

शिकायत क्षेत्र का पता	जिला -देवरिया तहसील- बरहज विकास खण्ड- भलुअनी राजस्व ग्राम - सोनाड़ी तप्पा रामपुरा थाना - भलुअनी
-----------------------	---

Call Recording of Feedback



Click the icon to listen

Call records for **feedback** are available to officers on login

आवेदन सूची

क्र० संख्या	सन्दर्भ संख्या चुनें	बार कोड	आवेदनकर्ता का नाम	आवेदनकर्ता का ई-मेल	आवेदनकर्ता का मोबाइल न.	सन्दर्भ दिनांक	पता
1	92515700025896		अम्बुज		9838102910,0	30-04-2025	तहसील-लखनऊ जिला-लखनऊ

सन्दर्भ संख्या : 92515700025896 सन्दर्भ का प्रकार : शिकायत

आवेदनकर्ता का विवरण

नाम	अम्बुज	पिता/पति का नाम	राजीव लाठ
मोबाइल नंबर(२)	9838102910	मोबाइल नंबर(२)	---
ई-मेल	---	आधार कार्ड न.	---
पता	तहसील-लखनऊ जिला-लखनऊ		

आवेदन पत्र का ब्यौरा

आवेदन पत्र का संक्षिप्त ब्यौरा

मेडिकल स्टाफ का नाम डी के तिवारी है, अस्पताल का नाम किंगजॉर्ज मेडिकल यूनिवर्सिटी , पता कंचन मार्केट , कॉम्प्लेक्स चोल मंडी , चौक , लखनऊ में मेडिकल स्टाफ के द्वारा दुर्व्यवहार किया जा रहा अस्पताल में एन्ट्री करवायी जाती है, आवेदक इस सम्बन्ध में मेडिकल स्टाफ के खिलाफ शिकायत दर्ज करवाकर इसकी जाँच करवाना चाहते है

▶ 0:52 / 13:05

🔊 ⋮

संदर्भ दिनांक	30-04-2025	पूर्व सन्दर्भ(यदि कोई है तो)	
विभाग	चिकित्सा शिक्षा	शिकायत श्रेणी	KGMU सम्बन्धी प्रकरण
स्रोत	---	प्रकृति	---
स्तर	---	पद	---

मुख्यमंत्री कार्यालय/लाभार्थी का विवरण/शिकायत क्षेत्र का

शिकायत क्षेत्र का पता	जिला -लखनऊ तहसील- लखनऊ नगर निगम - लखनऊ बाई - चैक-बाजार काली जी
-----------------------	--

आवेदक द्वारा दिया गया फीडबैक

1) फीडबैक दिनांक :24-05-2025

फीडबैक :- आवेदक विभाग के द्वारा दिए गये समाधान से संतुष्ट है ,कृपया शिकायत को बंद कर दिया जाए,

▶ 0:00 / 0:56

🔊 ⋮

Jansunwai Web Portal Facilitating Online Complaint Registration



Jansunwai Web Portal Facilitating Online Complaint Registration

The web portal uses an OTP
based login system

Online Register Your Grievance
Samadhan, Government of Uttar Pradesh

Applicant Details Note: * Fields are Mandatory

☐ Group Grievance

Name * Father/Husband Name * Gender * Mobile No 1 *

Mobile No 2 Email Aadhar No

Complaint Detail

Reference Type* ☒ Complaint ☐ Demand ☐ Suggestion ☐ Others

Department * Grievance Category *

Application Details* 0

Note: Kindly ignore special character(<>'-%""^\$&#()-) during fill the details and write complete details of your complaint, otherwise it will be difficult to take proper action.

Complaint/Demand/Suggestion area information

Area* ☒ Rural ☐ Urban

District* Tehsil Block Village Panchayat

Rajswa Village Thana

Residential Address* ☐ Same As Above 150

Reference document and details of old references

☐ Old reference no. (if any)

Reference No 1 Reference No 2

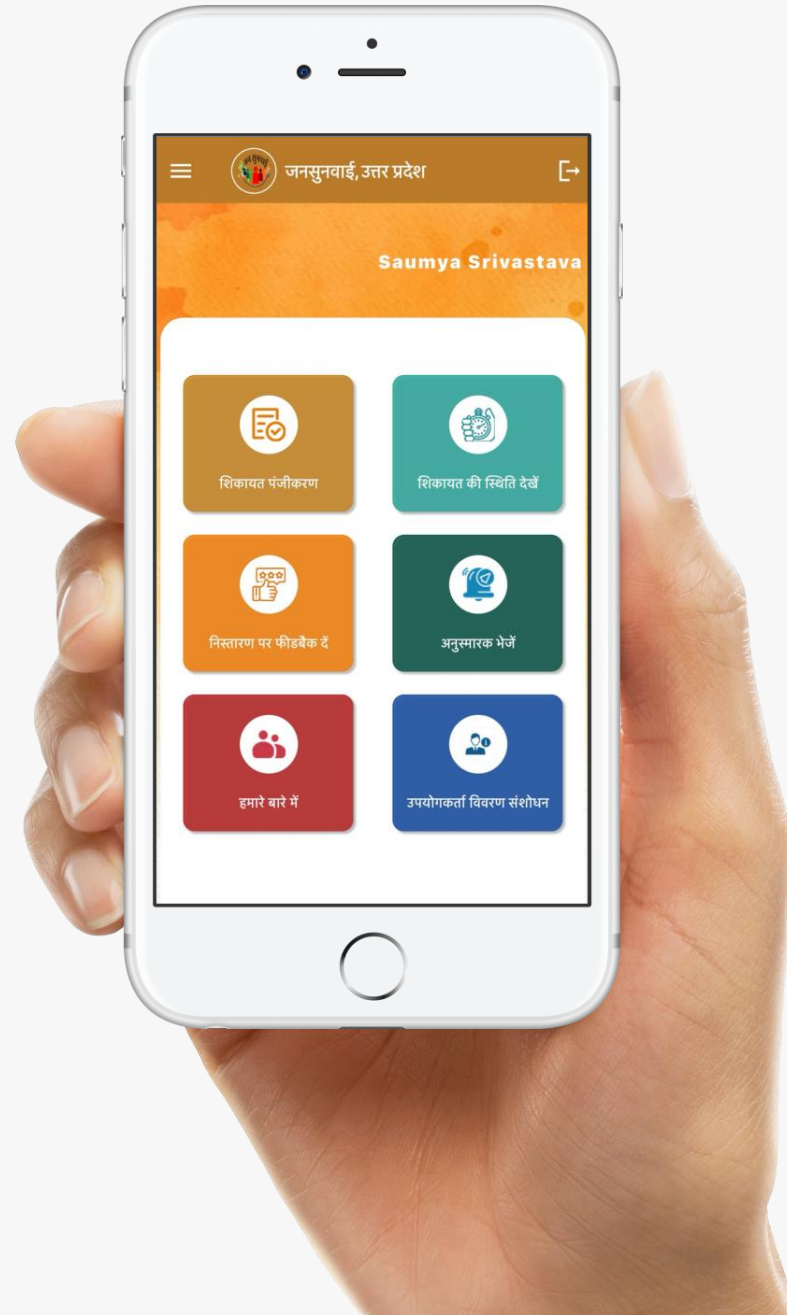
Click for Upload Reference Document.

Choose File No file chosen Please upload only PDF/JPG/JPEG/PNG. (File Upload Maximum 500KB)

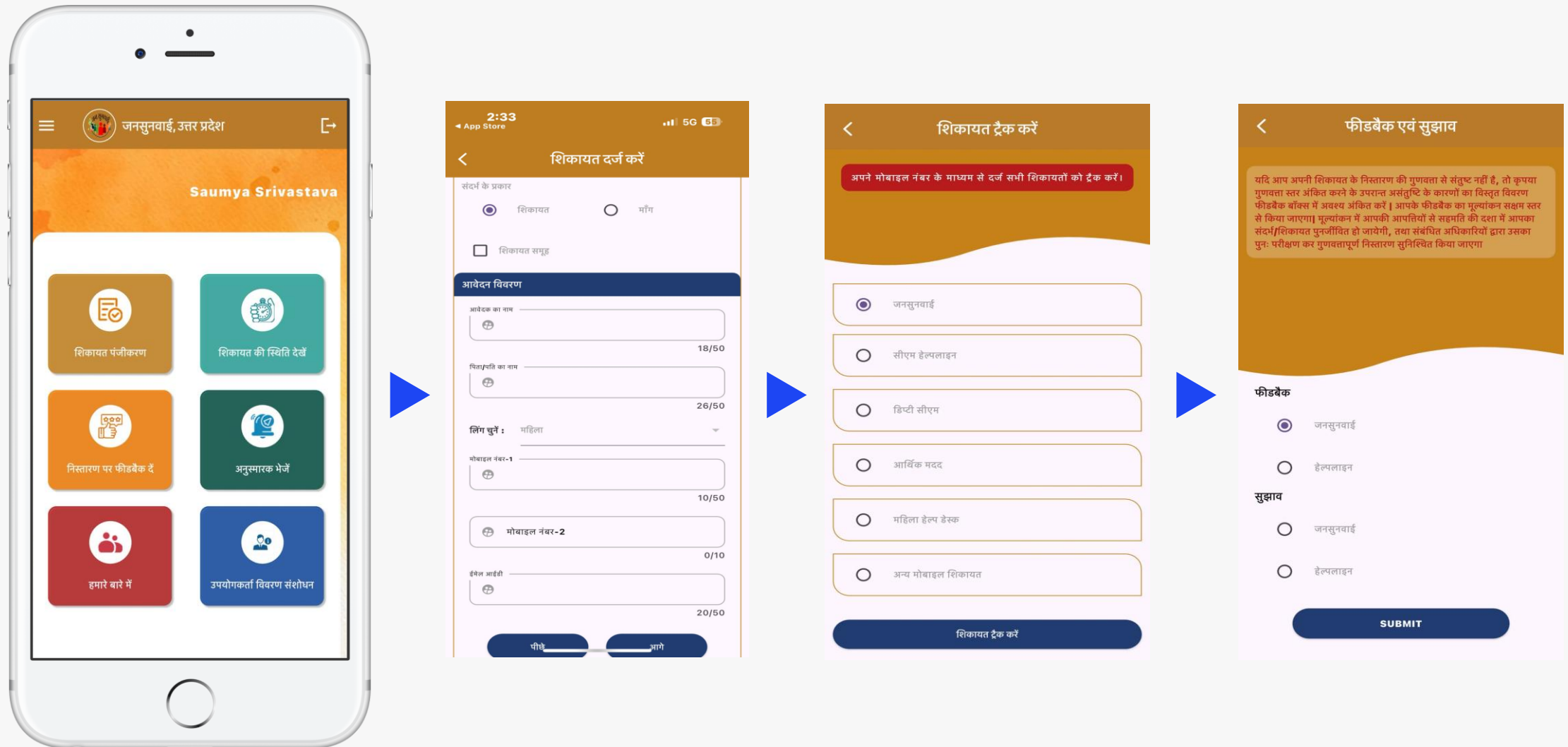
SAVE COMPLAINT RESET GO HOME

Jansunwai Mobile App Facilitating Online Complaint Registration

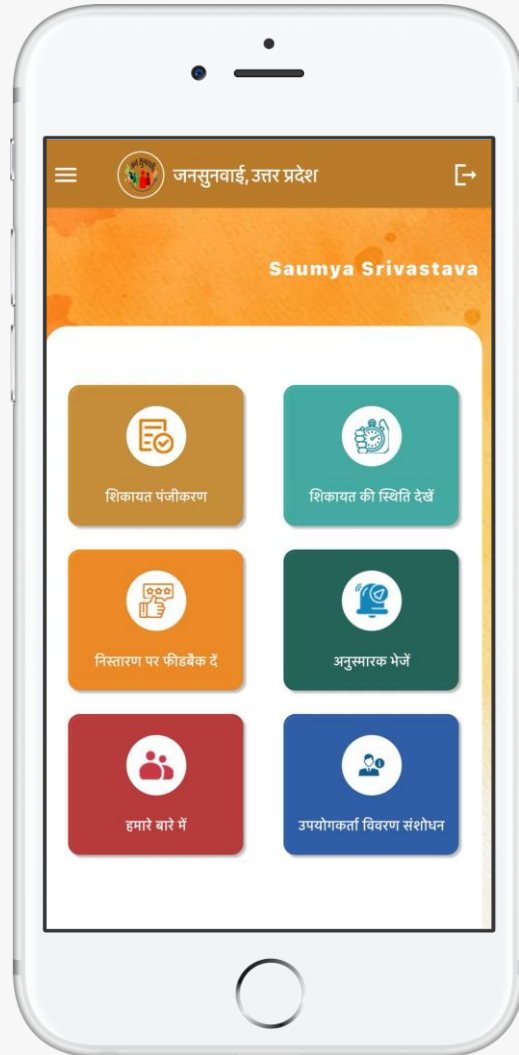
The app uses an OTP based login system
and is available on Android and iOS



Jansunwai Mobile App Facilitating Online Complaint Registration



Jansunwai Mobile App Facilitating Online Complaint Registration



50 Lakh+

Citizens have
downloaded the app



5 Lakh+

Officers have
downloaded the app

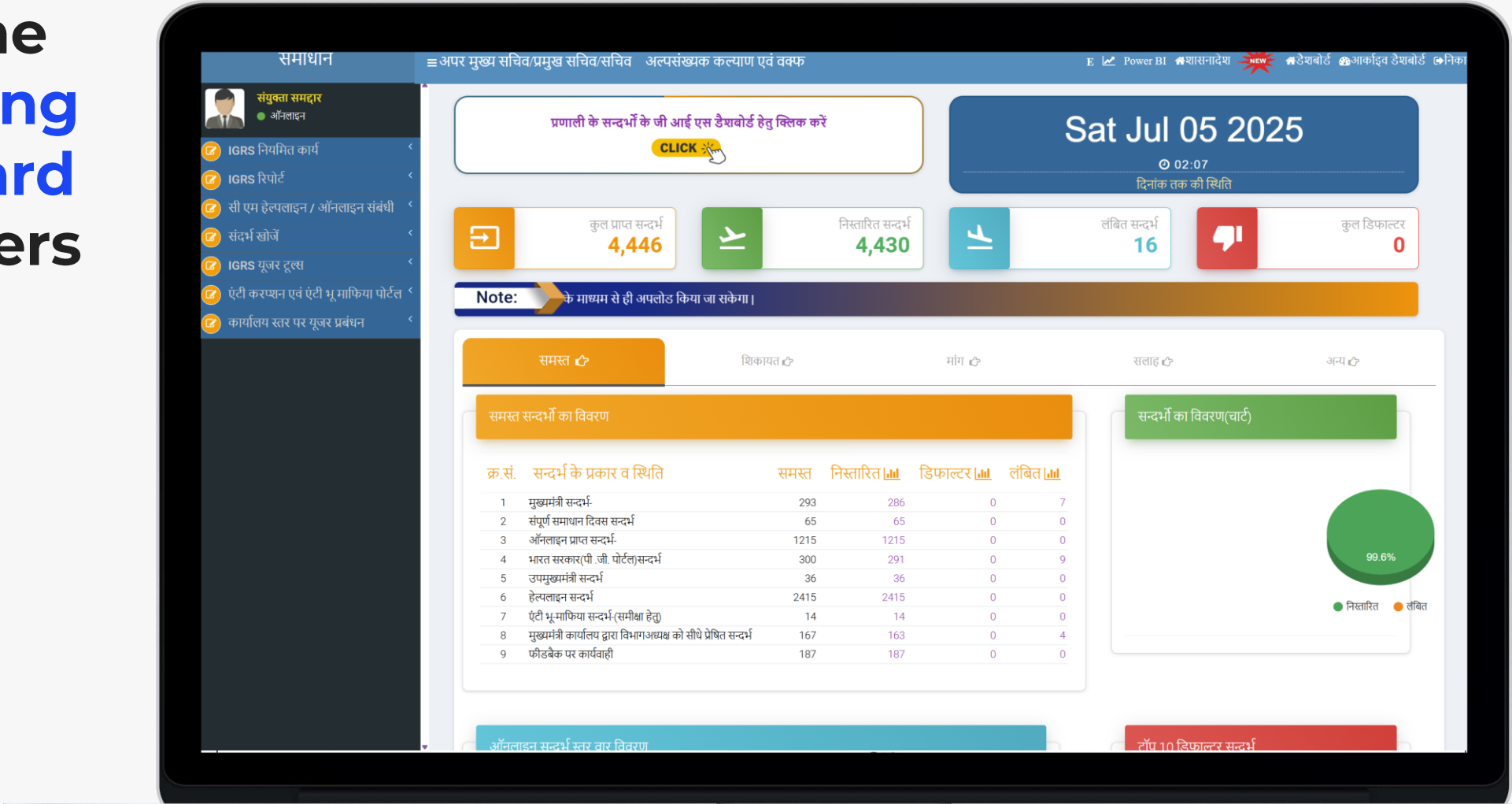
Power-BI based Analytics Dashboard for Officers



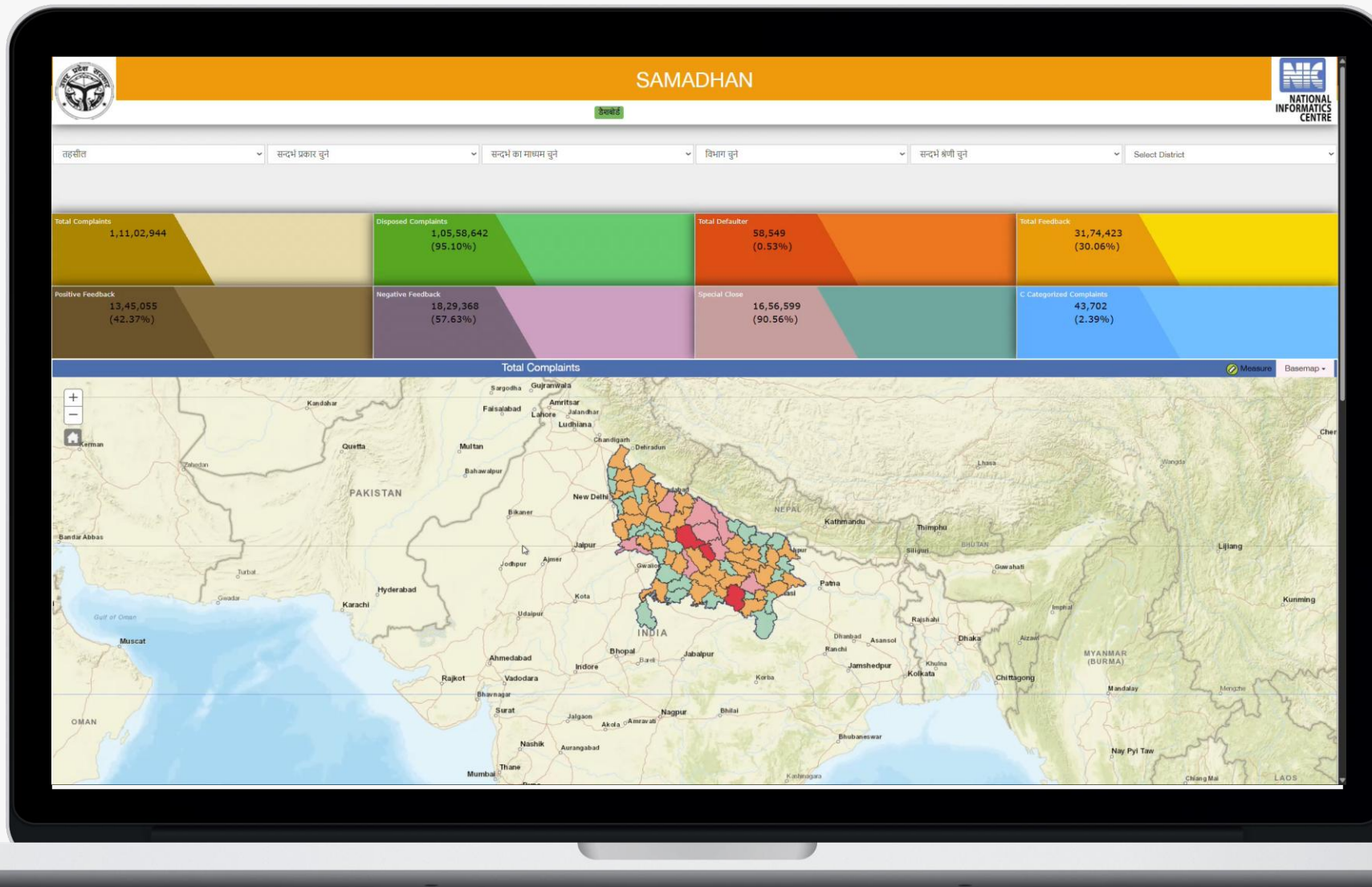
Power-BI based Analytics Dashboard for Officers



Real-Time Monitoring Dashboard for Officers



Comprehensive GIS Dashboard with District & Village Level Disaggregation



Internal oversight & process monitoring

Monthly ranking of departments and officers.

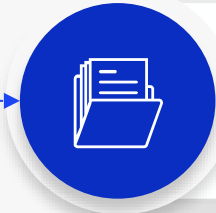
Random grading of the disposed references by higher authorities.

Action on negative feedback if the redressal is not satisfactory.

Revival of disposed grievances by senior officers.



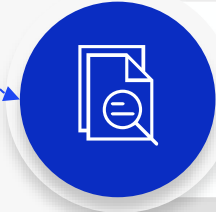
Monitoring of **default and pending references**



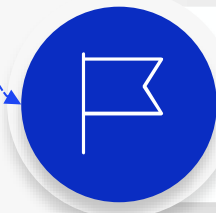
Timely feeding of **physical complaints**



Monitoring of **Special Closed References**



Monitoring of **positive / negative feedback**



Grading of disposals and **flagging** low quality disposals

Example: Evaluation Criteria for Monthly Ranking

Sr. No.	Parameter	Remarks
1	E-marking of references based on prompt disposal	General
2	Marks awarded based on timely disposal of references (defaulter references)	
3	Percentage of satisfactory feedback received against total feedback	Quality
4	Percentage of 'C'-grade references received at higher officer level classification	
5	Percentage of 'C'-grade references received at Chief Minister's Office level classification	
6	Random classification by higher officer	
7	Action taken on reports received for approval of 'C'-grade references by higher	
8	Feeding of references in DM/SSP office against monthly target	Feeding & Verification at District Level
9	Physical verification of disposed references against target (40) by District Magistrate	
10	Profile updation by self and subordinate level users	
11	Resident was contacted by Disposal Officer	Quality

Example: Monthly Ranking of Districts

जनसुनवाई समाधान प्रणाली (IGRS + HELPLINE)			
मासिक रैंकिंग,			
माह - मई, 2025			
जिलाधिकारी			
सबसे अच्छा प्रदर्शन करने वाले जिलाधिकारी		सबसे खराब प्रदर्शन करने वाले जिलाधिकारी	
टॉप - 10		बॉटम - 10	
क्र०सं०	जनपद	क्र०सं०	जनपद
1	श्रावस्ती	1	प्रयागराज
2	शाहजहाँपुर	2	जौनपुर
3	अमेठी	3	कुशी नगर
4	हमीरपुर	4	कन्नौज
5	अम्बेडकर नगर	5	गोरखपुर
6	हाथरस	6	इटावा
7	आजमगढ़	7	लखनऊ
8	चंदौली	8	कानपुर शहर
9	मैनपुरी	9	सुल्तानपुर
10	सिद्धार्थ नगर	10	गाज़ीपुर

समाधान

विशाल पखरिया

ऑनलाइन

IGRS नियमित कार्य

IGRS रिपोर्ट

संदर्भों की स्थिति वार रिपोर्ट

मुख्यमंत्री समीक्षा (MC) रिपोर्ट

मुख्यमंत्री हेल्पलाइन रिपोर्ट

मासिक मूल्यांकन रिपोर्ट (अन्य स्तर)

जनपद तहसील थाना का मासिक मूल्यांकन

जिला थाना और तहसील रिपोर्ट 15 दिवसीय

A1 सन्दर्भों की मार्किंग अग्रसारण

A2 डिफाल्टर सन्दर्भ IGRS

A2.1 डिफाल्टर सन्दर्भ Helpline

A3 फीडबैक की स्थिति

A4 Cश्रेणी प्राप्त सन्दर्भ

A5 मुख्यमंत्री कार्यालय से C श्रेणीकृत

A6 अधीनस्थों का रैंडम श्रेणीकरण

A7 उच्चाधिकारी के रूप में कार्यवाही 2

A3 फीडबैक की स्थिति

A5 मुख्यमंत्री कार्यालय से C श्रेणीकृत

A7 उच्चाधिकारी के रूप में कार्यवाही 2

MPR District Thana And Tehsil Report

वर्ष *
2024

माह *
May

स्तर *
समस्त जनपद स्तर (पुलिस के अतिरिक्त)

खोजें

रिसेट

जनपद स्तर- पुलिस विभाग के अतिरिक्त मूल्यांकन रिपोर्ट

माह - मई, वर्ष- 2024

क्र०सं०	जनपद	पूर्णाङ्क	प्राप्तांक	प्रतिशत	रैंक	(1) सन्दर्भों की मार्किंग/अग्रसारण में लगे औसत दिवस				(2) डिफाल्टर सन्दर्भ (स्वयं तथा समस्त अधीनस्थ का)	
						माह में कुल मार्क किये गए सन्दर्भ	मार्किंग में लगे कुल दिवस	मार्किंग में लगे औसत दिवस	प्राप्तांक फार्मूला देखें	विगत 6 माह में प्रति माह प्राप्त औसत सन्दर्भों की संख्या	माह के अंत में किसी भी दिवस में हुए डिफाल्टर सन्दर्भों की कुल संख्या
						1	2	3=2/1	4	5	6
1	जिलाधिकारी, रामपुर	130	124	95.38	1	210	38	0.18	10	3386	2
2	जिलाधिकारी, श्रावस्ती	130	118	90.77	2	163	25	0.15	10	1661	1
3	जिलाधिकारी, उन्नाव	130	116	89.23	3	567	11	0.02	10	5425	68
4	जिलाधिकारी, मिर्ज़ापुर	130	116	89.23	3	369	172	0.47	10	4197	13
5	जिलाधिकारी, शाहजहाँपुर	130	115	88.46	5	235	384	1.63	10	5593	51
6	जिलाधिकारी, बाराबंकी	130	113	86.92	6	496	473	0.95	10	6683	313
7	जिलाधिकारी, मऊ	130	112	86.15	7	220	87	0.40	10	2649	9

32

Reach and Scope of the IGRS



5,05,93,764

Grievances Registered



5,00,04,911

Grievances Disposed

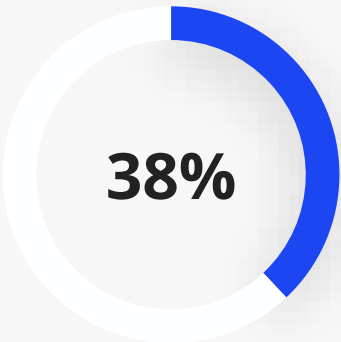


5,88,853

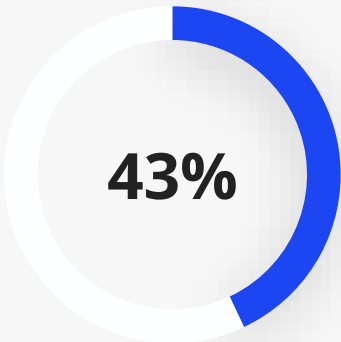
Pending References

Approximately **30,000 complaints** are registered per day

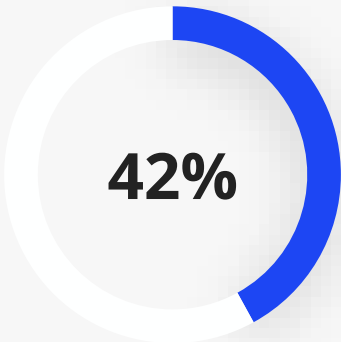
Improvement in Satisfaction % against Captured Feedback



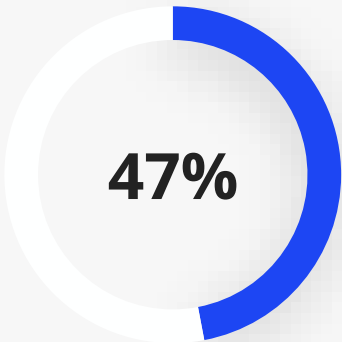
January 2025



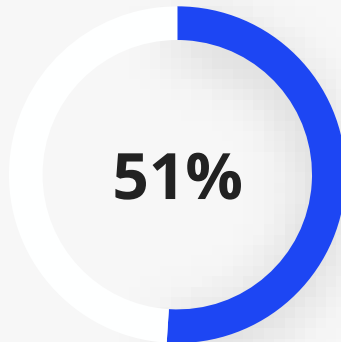
February 2025



March 2025



April 2025



May 2025

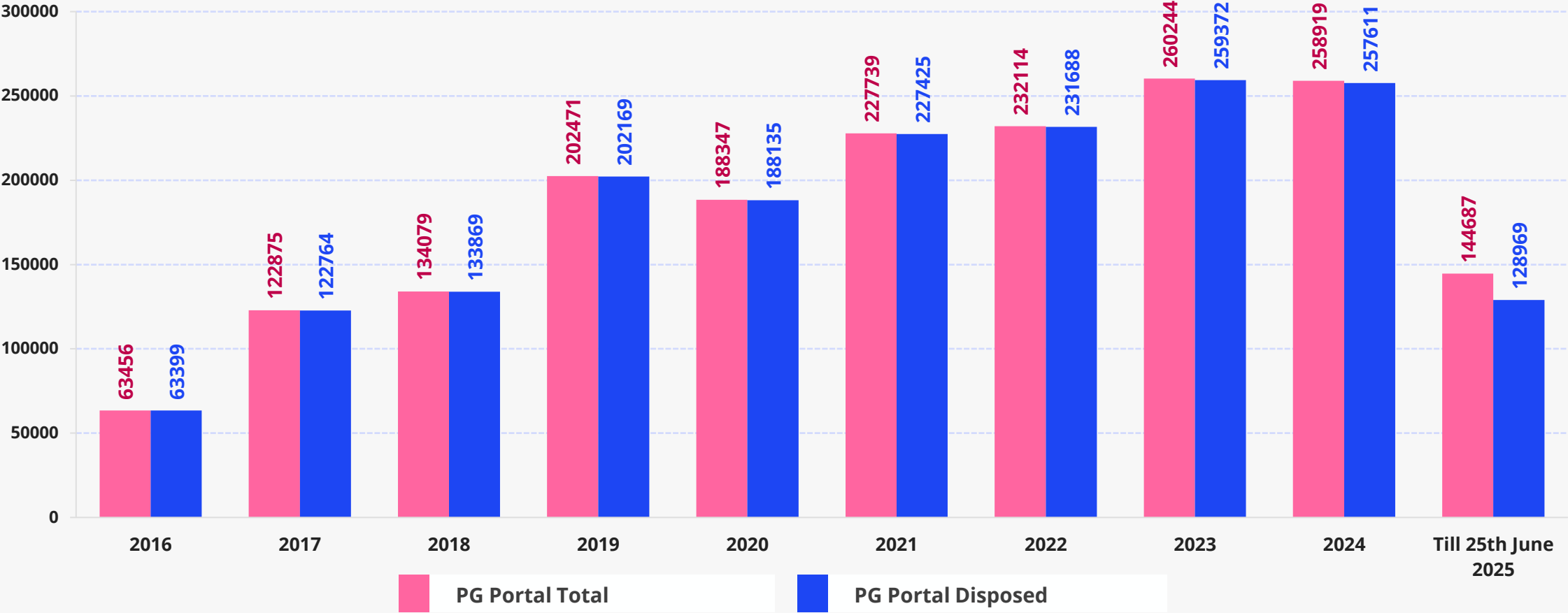
Month	Total Feedback	Positive Feedback	% Positive Feedback	Negative feedback	% Negative Feedback
May-25	423928	216174	51%	207754	49%
Apr-25	491081	230625	47%	260456	53%
Mar-25	485640	206006	42%	279634	58%
Feb-25	302073	129858	43%	172215	57%
Jan-25	308484	117433	38%	191051	62%

Overall Grievance Registration Status



Public Grievance Portal Status

In the overall state review for disposal of CPGRAMS / PG Portal complaints
Uttar Pradesh has been mostly listed among Top 3.



Features & Highlights

Developed on open source

Provides Real Time Updates

Single Sign-on (Janparichay)

WhatsApp integration in process

Implementation of GenAI features in process

→ Online AI ChatBot

→ Grievance categorization and prioritization

→ Detection and tagging of duplicates



→ Officers can access all grievances assigned to them across all channels using a single platform with their allocated username and password

→ IGRS provides a comprehensive query-able dashboard for grievance redressal monitoring at multiple levels of disaggregated, for example by complaint categories, thematic areas, district, tehsil, block, etc.

→ Forwarding of reminders / clarifications for the older grievances crossing prescribed timelines

→ Searching and tagging of duplicate references received through different channels

→ Support for UNICODE compliant languages allowing for translations into other official languages

Thank You

Sanyukta Samaddar, IAS



@SanyuktaSam1



jansunwai-up@gov.in



<http://jansunwai.up.nic.in>





सत्यमेव जयते

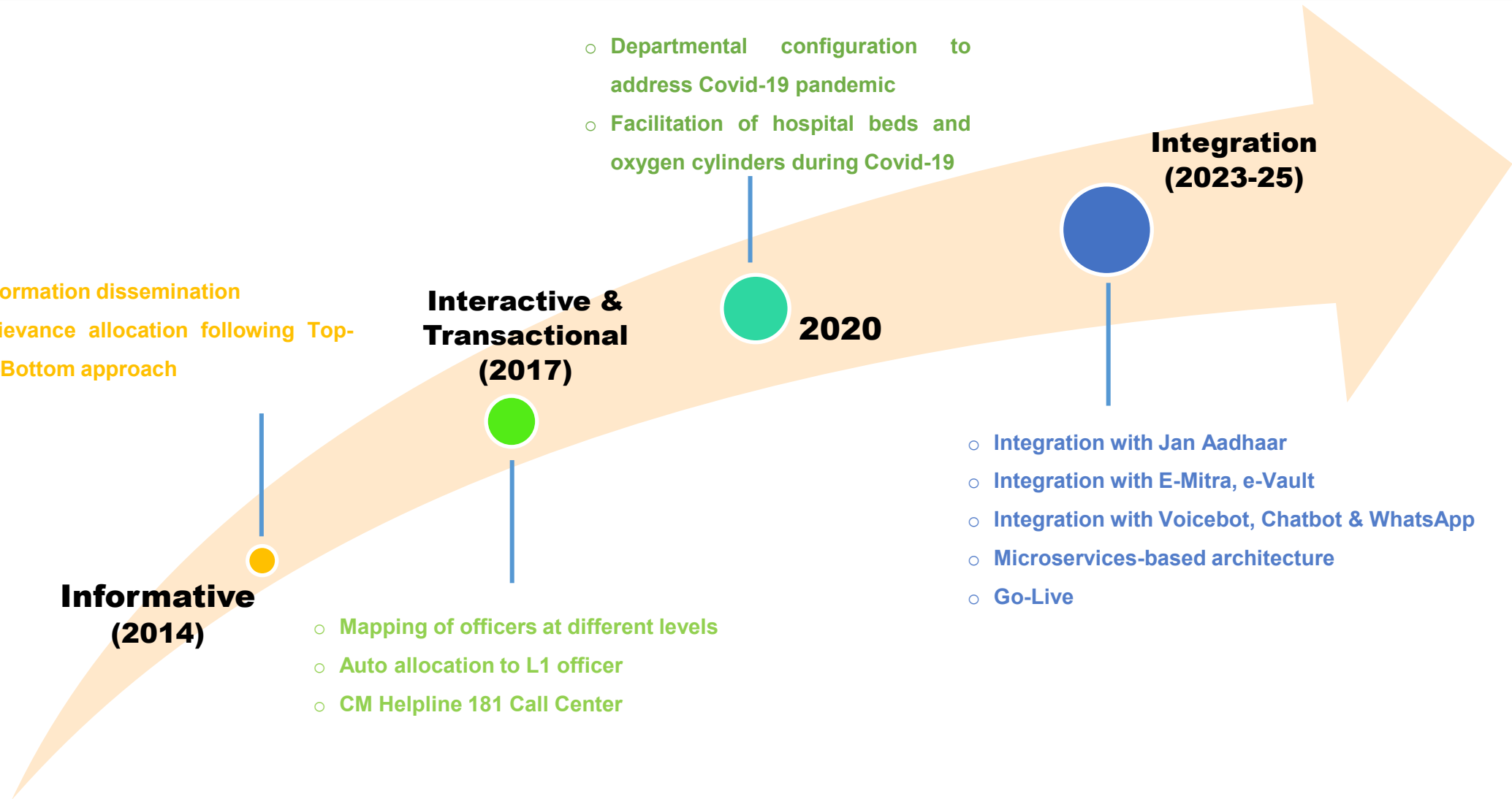
Government of Rajasthan

Rajasthan Sampark (Grievance Redressal System)

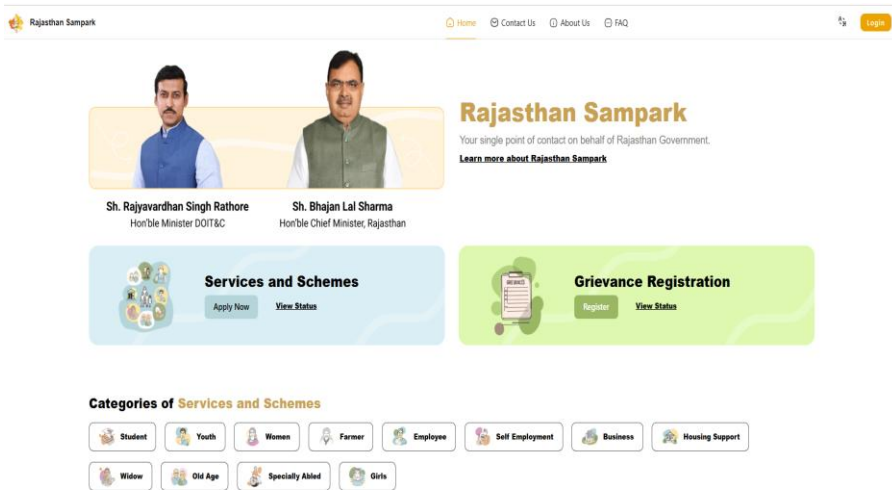
Rajasthan Sampark – At glance



Rajasthan Sampark Journey



Integration of Rajasthan Sampark



E-Mitra

80000 IT enabled physical kiosks
(Urban : 30000+ ; Rural: 50000+)

600+ Services (G2C & B2C)

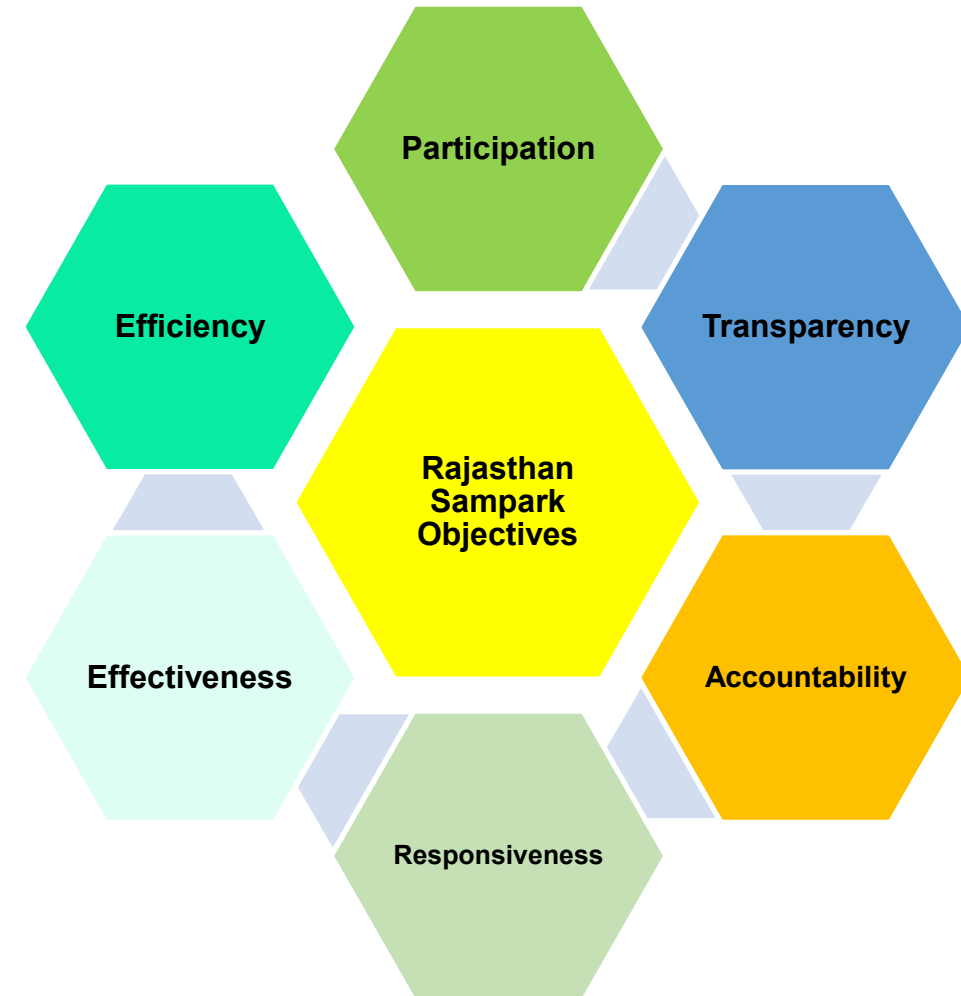
Jan Aadhar

Families Enrolled – 2,04,77,796
Members Enrolled – 7,93,28,933

50+ Fields in the Database



- Standardized Operating Procedure (SOP)
- Efficient automated service delivery and escalation
- Active participation of citizen and government officials in governance
- Transparent processes and real-time updates
- Accountability for delivery of services and resolution of grievances
- Quick responses to citizen requests
- Deliver effective resolutions for citizens satisfactions



Key Features & Innovations



Auto Allocation &
Escalation

Auto Service Delivery
Monitoring

Proactive Intimation

Auto Grievance
Generation

Real Time Tracking

Dynamic Forms

Multi Channel Facility

Disposal Verification

Messaging

GIS

User Management



Grievance

- Register Grievance
- Grievances auto allocated to respective officer based on the subjects (3400+) and jurisdiction area
- Grievance auto escalated to higher level officer after lapse of defined timeline
- Officer upload the action taken report
- Providing monitoring & tracking dashboard to all the officer as per their jurisdiction area
- All disposed grievances are verified by 181 call center
- Provision for reopening of grievance, in case of dissatisfaction of the complainant

Service Delivery

- Real-time tracking of benefits transfer under all schemes & services across all departments
- Apply for 150+ automated benefit schemes at Home
- Auto tracking of service application status and proactive intimation to citizen
- Providing monitoring & tracking dashboard to all the officer as per their jurisdiction area
- Automatic grievance registration for services not delivered within the defined timeline

e-Jansunwai

- Selection of registered grievances based on long pending or dissatisfaction of the complainant
- Scheduling date, time and place of e Jansunwai
- Intimate to citizen and concerned officials through SMS and 181 call center
- Entry of proceedings of e-Jansunwai

Reality Check

- Clearly outline the purpose of the survey and what you aim to achieve
- Create relevant questions that align with the survey objectives
- Define the targeted citizen group for accurate and relevant feedback based on the objectives
- Compile the findings into a comprehensive report for insights

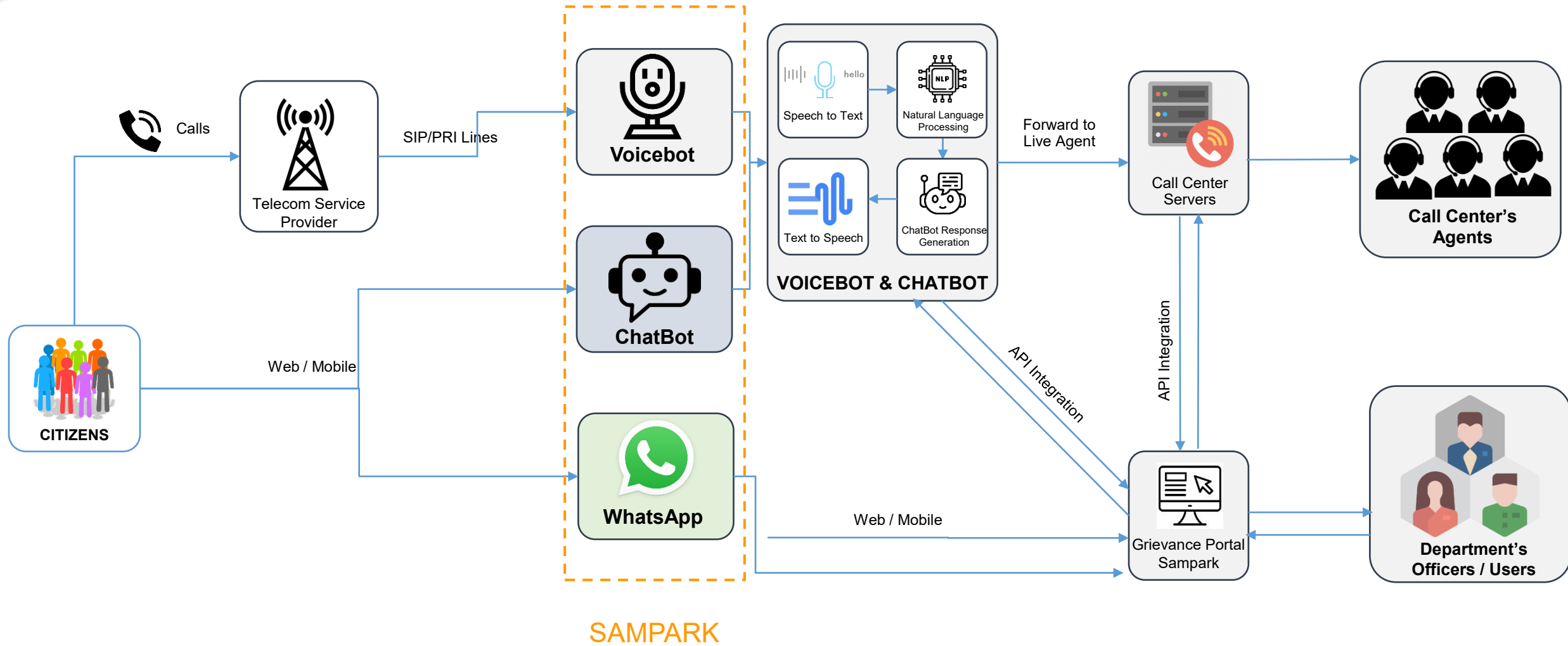
CM Helpline 181 Call Center



Seamlessly integrated 1000-seat call center covering 123 Government Departments & Offices, 99 Bureaus, Boards, Commissions, Corporations and 52 Institutes, Academies & Universities



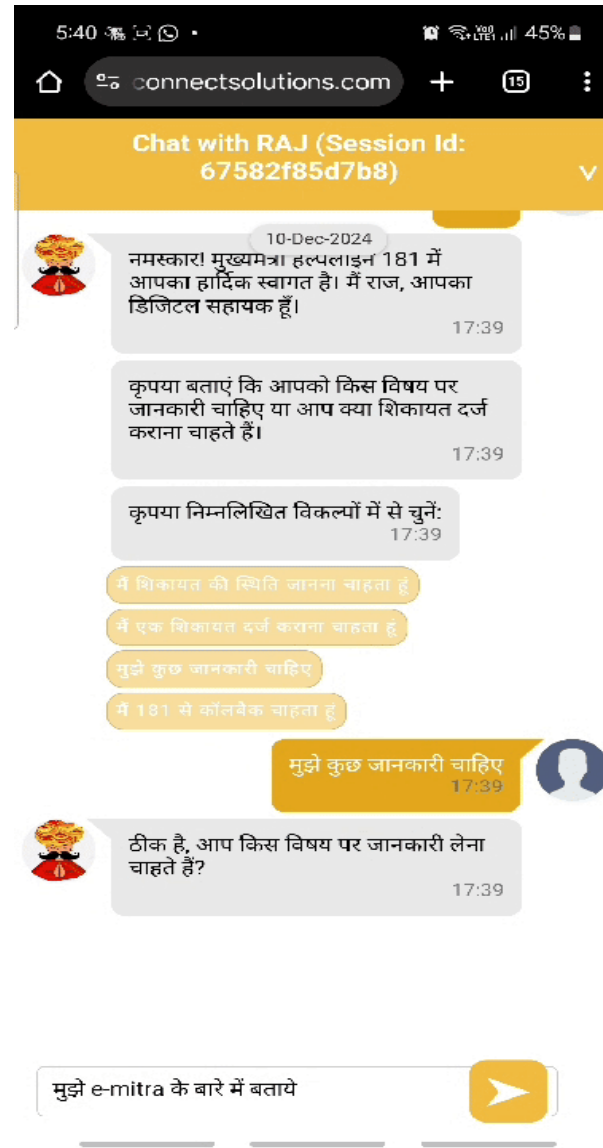
Grievance Registration





Grievance

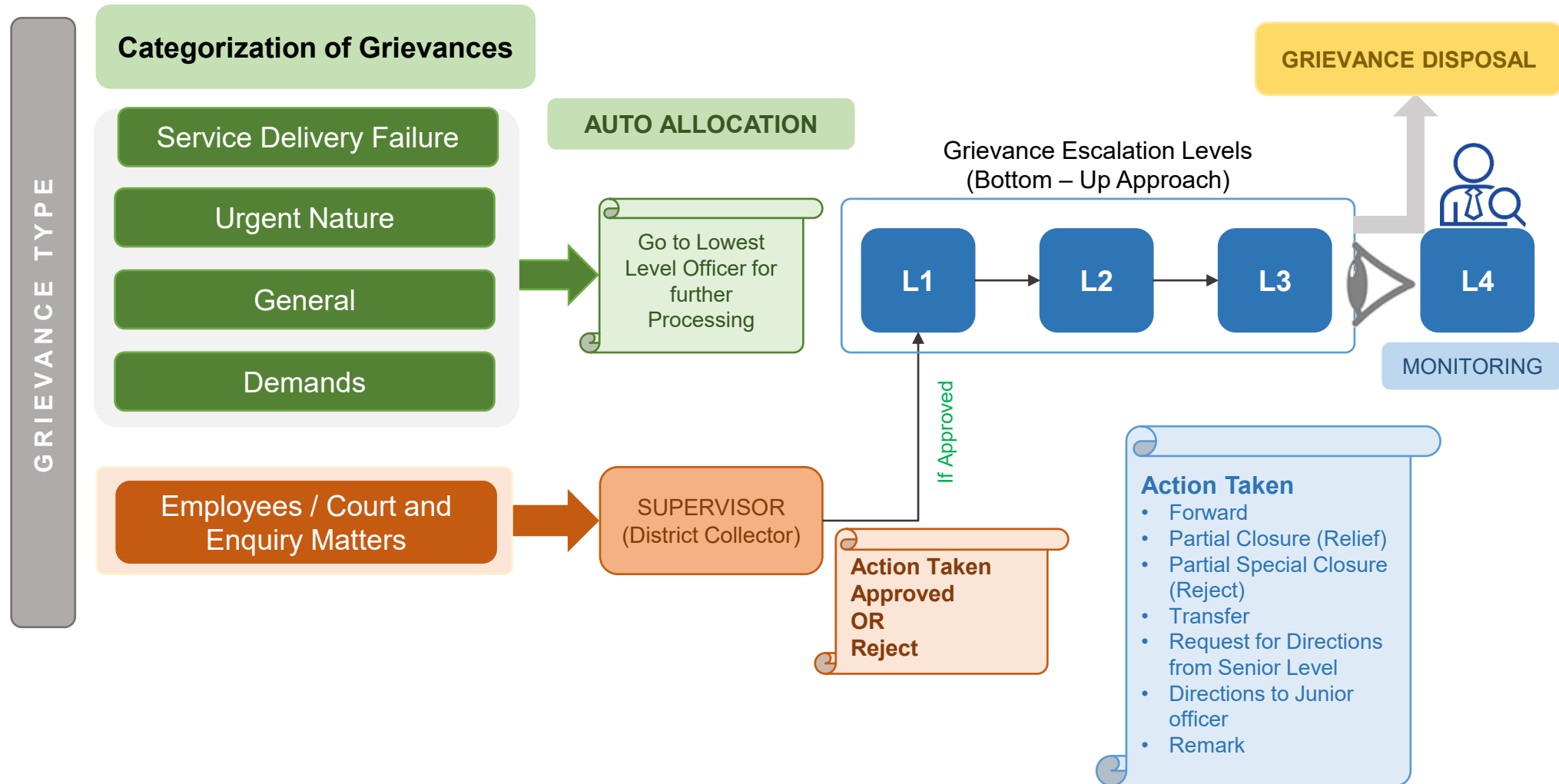
Grievance Registration through Chatbot

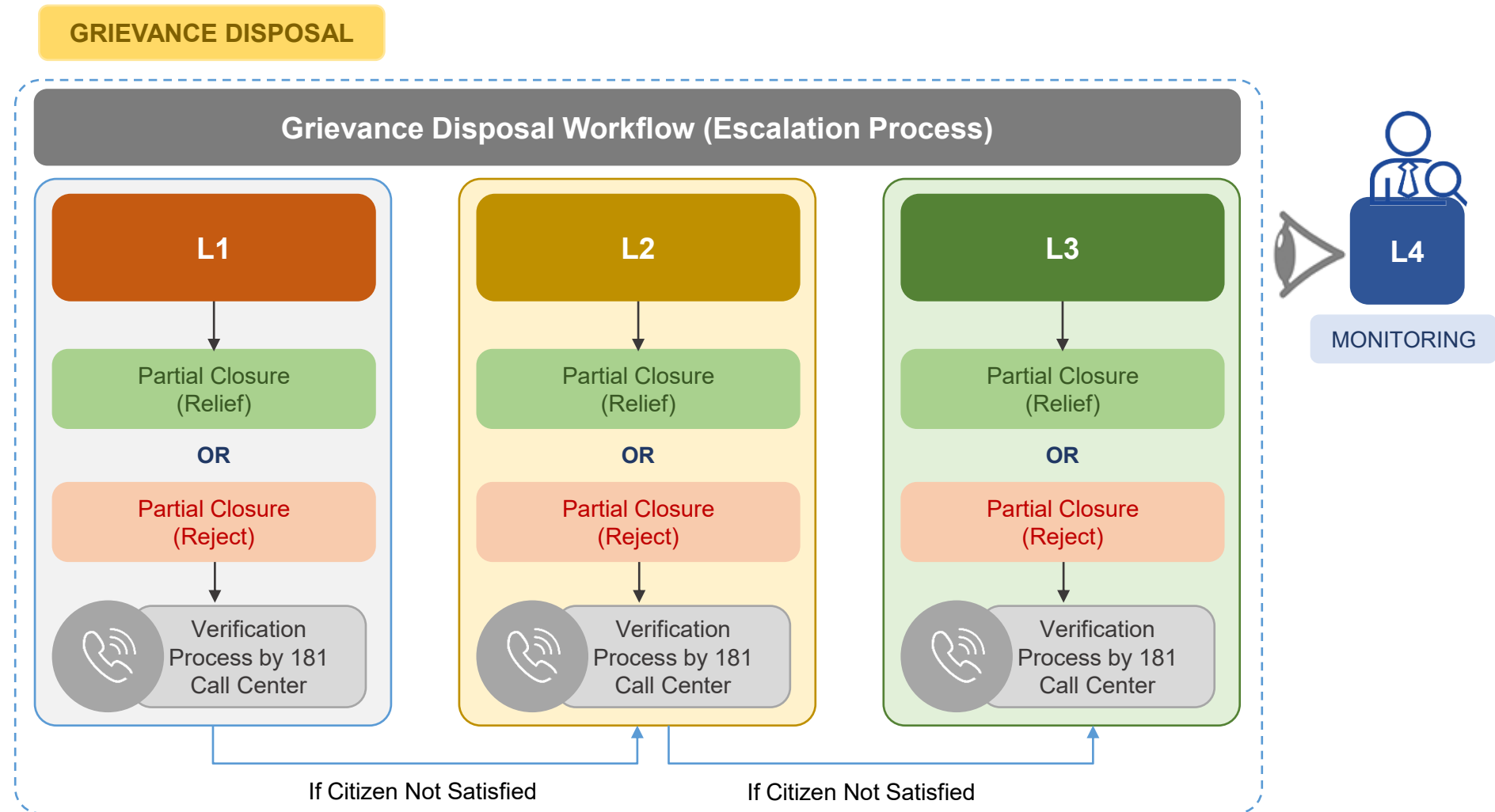




- DOIT.C**
Department of Information Technology
& Communication, Rajasthan

Grievance Auto Allocation



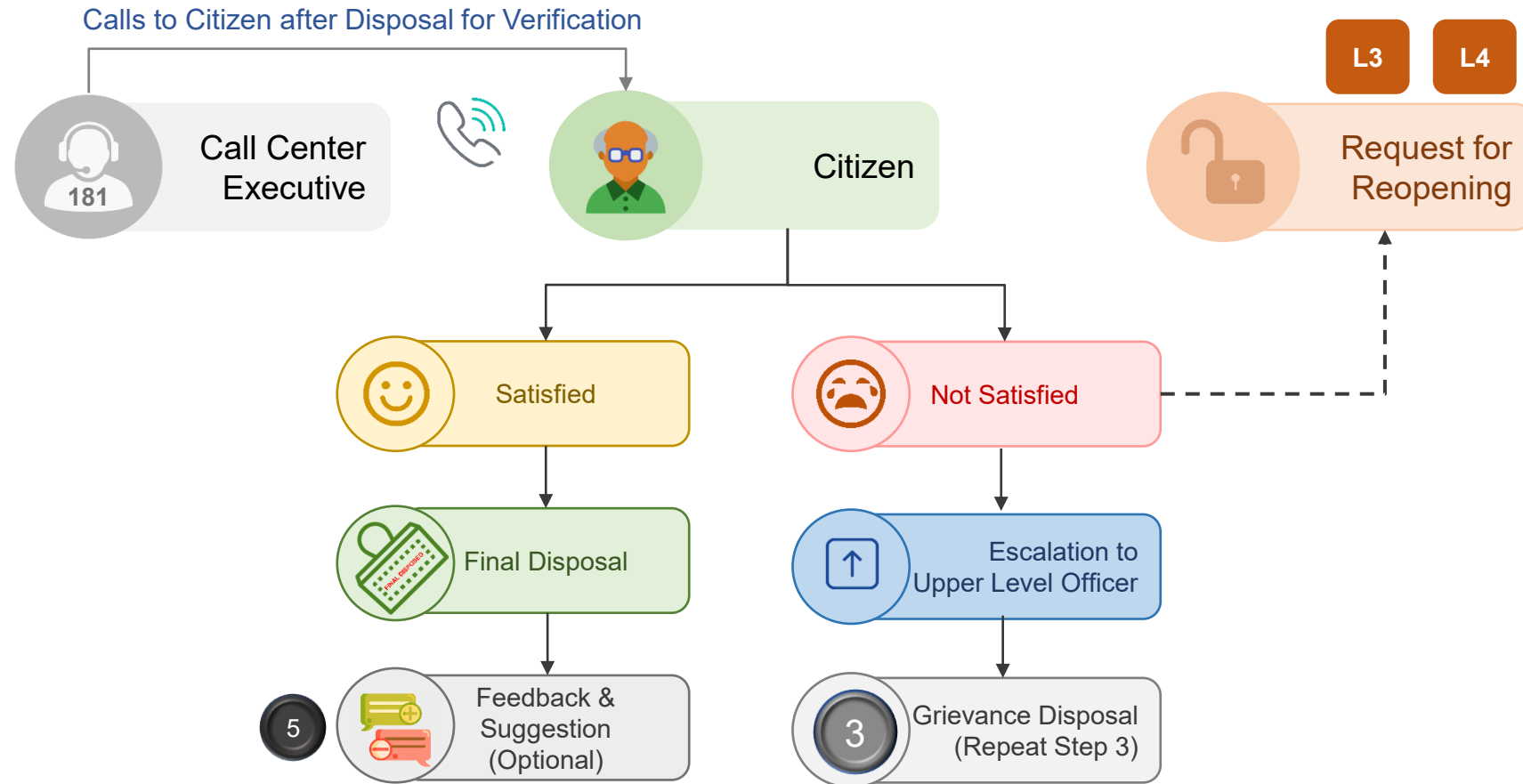


Grievance Verification by 181 Call Center

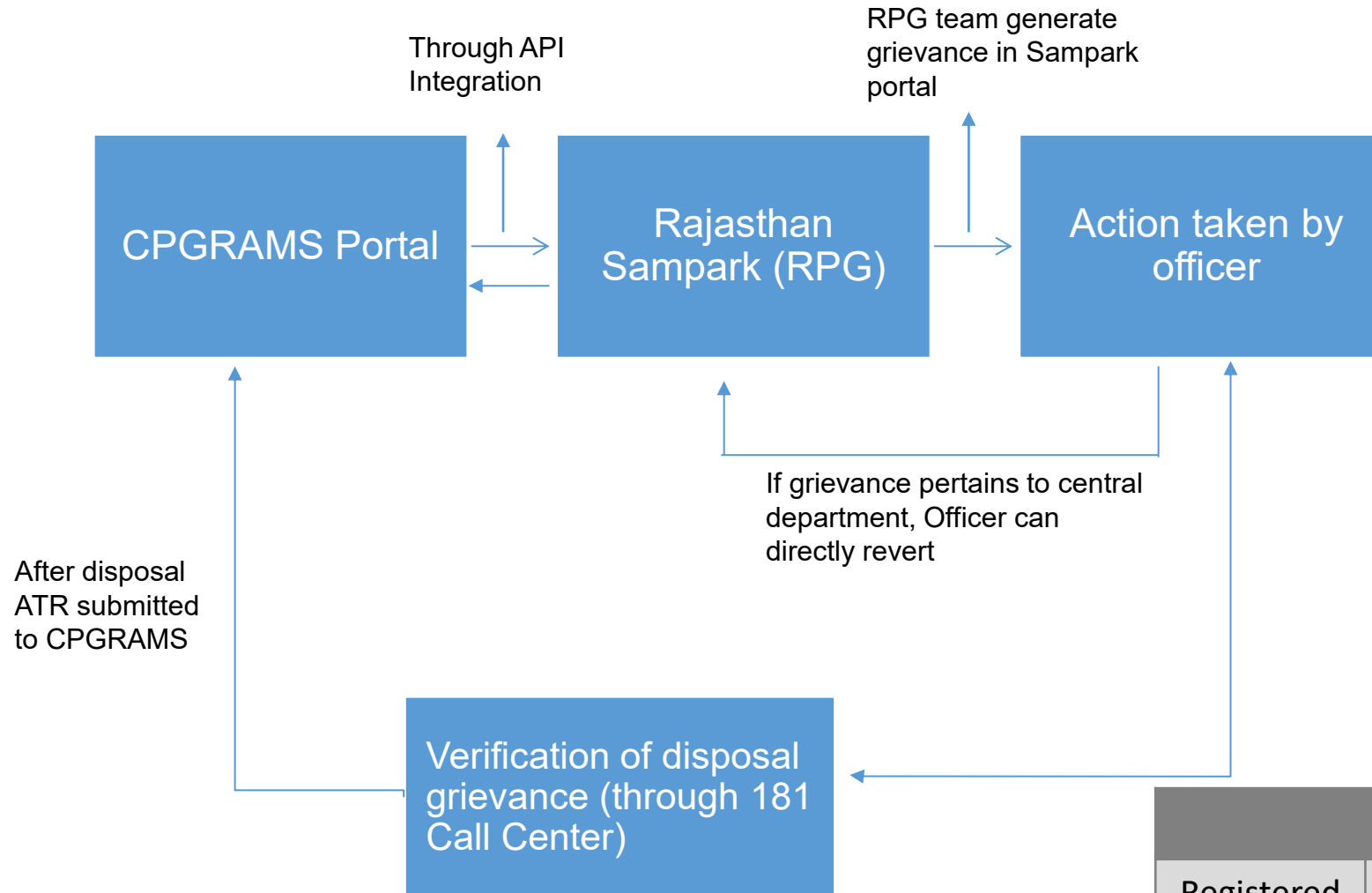


4

VERIFICATION PROCESS

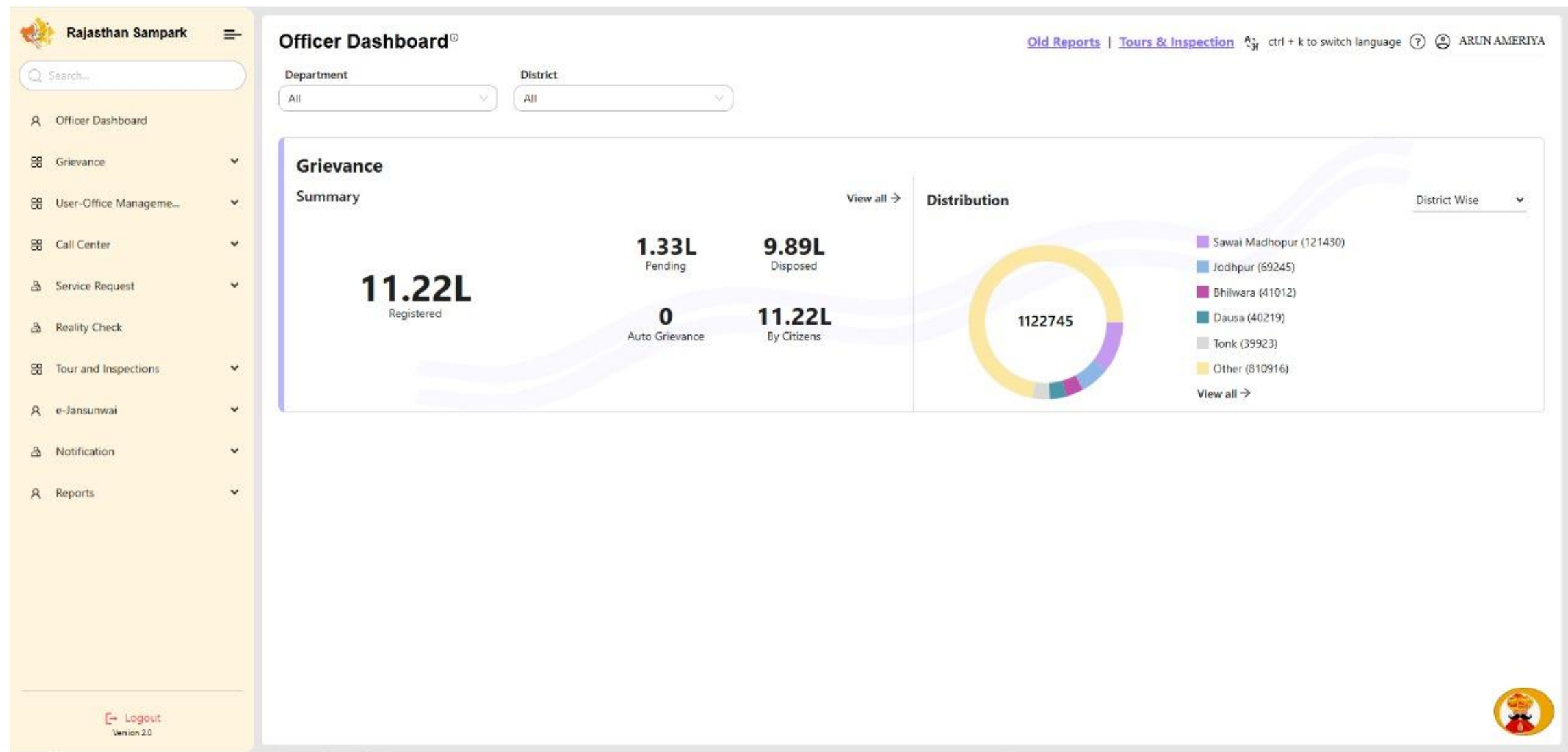


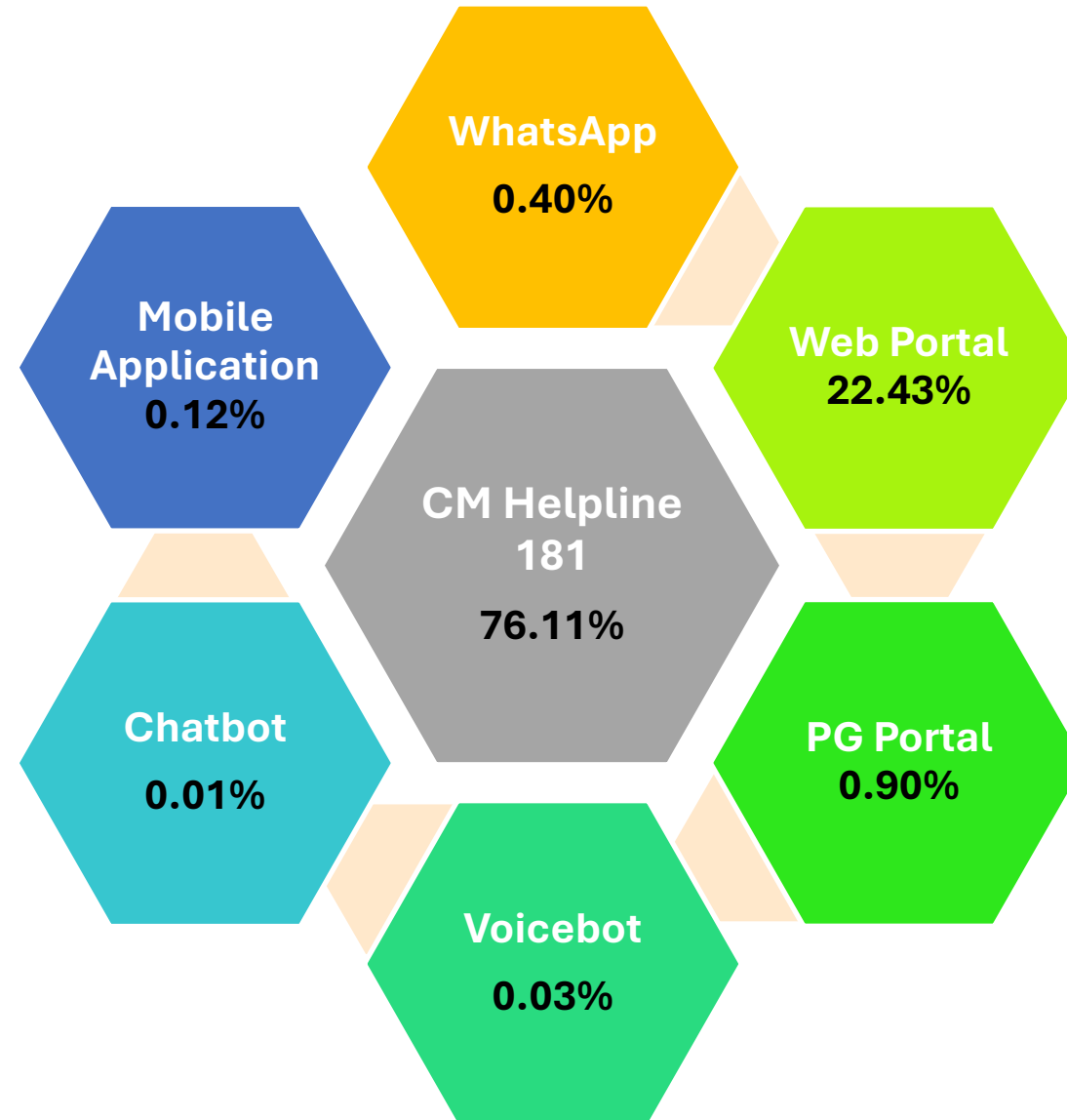
Integration with CPGRAMS



PG Grievances Status			
Registered	Disposed	Pending	Disposal %
2,21,835	2,19,916	1919	99.13 %

State Dashboard for Grievance





Category- based filters for targeted access (Student, Youth, Women, Farmer etc.)

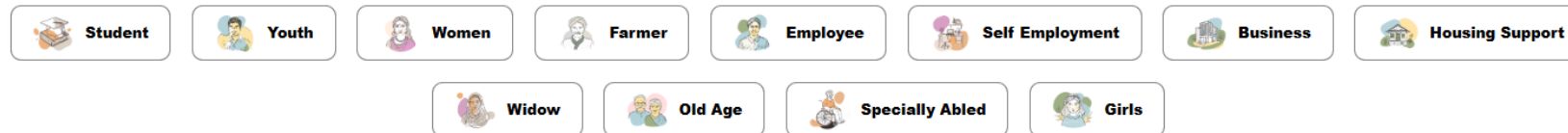


Now access services/schemes online!

Services

Schemes

🔍 Search by Service/Scheme Name and Department



Showing 20 results

View :

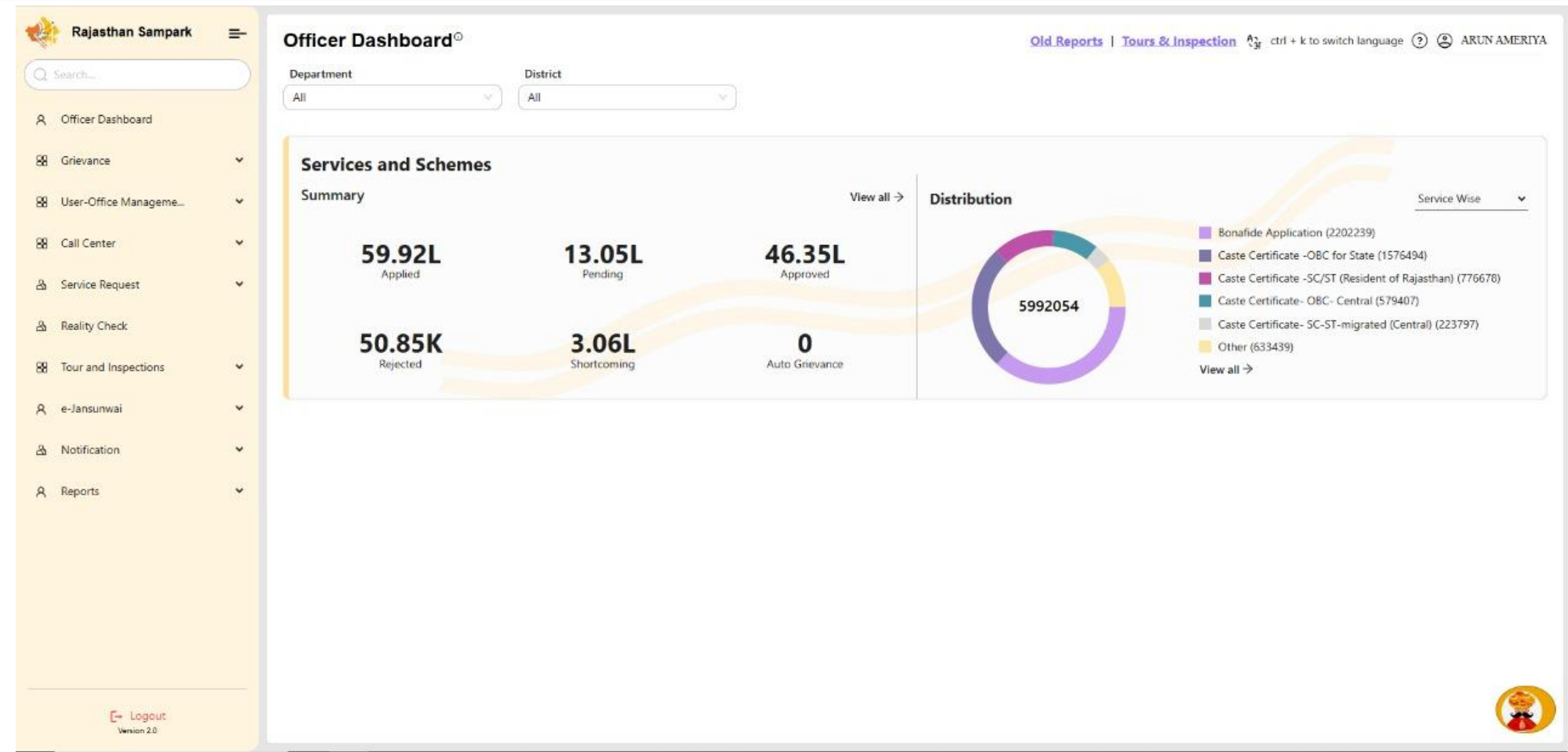
Bonafide Certificate Revenue	Caste Certificate -OBC for State Revenue	Caste Certificate -OBC for Central Revenue	Caste Certificate -SC/ST for State Revenue
Caste Certificate -SC/ST for Central Revenue	Income and Assest certificate for Economically weaker sections (EWS) for state Revenue	Income and Assest certificate for Economically weaker sections (EWS) for Central Revenue	Caste Certificate - Minority Revenue
Caste Certificate - General Revenue	Bonafied Certificate-TSP Revenue	PM Awas Yojna Local Self Government (Municipal Bodies)	Subsidy for Sprinkler under NFSM or NMOOP etc by the Head of Farmers family Agriculture Marketing
Identification Certificate for Denotified, Nomadic and Semi Nomadic Tribes in State -	Sub Mission on Agro Forestry Agriculture	Subsidy on Bee Keeping Horticulture	Subsidy on Mechanization Horticulture





Services

State Dashboard for Service delivery



For example - Bonafide Certificate



राजस्थान सम्पर्क

MOHIT

← मूलनिवास प्रमाणपत्र
राजस्व

1 नागरिक विवरण 2 3 4

जनआधार नंबर दर्ज करें *

5117465209



जनआधार सदस्य विवरण *

लविश शर्मा



Change

अपनी पासपोर्ट साइज़ फ़ोटो अपलोड करें *



सामान्य जानकारी

SSO ID

SSO ID दर्ज करें

0 / 50

ई-मित्र रजिस्ट्रेशन संख्या

2028398115

नाम *

Lavish Sharma

अवेदक का नाम (हिंदी में) *

लविश शर्मा

जन्म दिनांक *

10-Dec-2019



लिंग *

पुरुष



मोबाइल नंबर *

+91- 7014323783

श्रेणी *

सामान्य

वैवाहिक स्थिति *

अविवाहित

वर्तमान पता विवरण

ग्रामीण

शहरी

पता *

हिंदी में पता *



Bonafide Certificate



राजस्थान सम्पर्क

MOHIT

← मूलनिवास प्रमाणपत्र
राजस्व



विभाग Revenue Department(राजस्व विभाग)	सेवा Bonafide Application(मूलनिवास प्रमाणपत्र)	ज़िला JAIPUR(जयपुर)	तहसील SAMBHAR(सांभर)
कार्यालय * Head Office Revenue (राजस्व मुख्यालय)			

< - पीछे जाये

सबमिट

राजस्थान सम्पर्क

MOHIT



आवेदन सफलतापूर्वक सबमिट किया गया !

आपका एप्लिकेशन नंबर है **250544008535**

आपको अपने मोबाइल नंबर पर भी सूचनाएं प्राप्त होंगी। xxxxxxx783 आप स्थिति पृष्ठ पर अपने आवेदन की स्थिति की जांच कर सकते हैं।

स्थिति देखें

डैशबोर्ड





- More than 29,000 Users across all departments have been registered in this application
- Grievances are resolved within a defined timeline, **often within 14 days or less**
- **User satisfaction rates are approximately 67%** based on grievance disposal
- Overall Grievance details
 - Total grievances registered – 1.90+ Crore
 - Total grievances disposed – 1.89+ Crore
 - **% Disposed – 99.31%**

Thank You!



RCVP Noronha Academy of Administration and Management, Madhya Pradesh , Bhopal

Grievance Redressal Mechanism of Madhya Pradesh and Sevottam Experience



Academy's Milestones

- 1966** - Academy established
- 1970** - Training of All India Administrative Services MP Cadre started
- 1992** - Recognition as a Trainer Development Program
- 1994** - Award of Excellence from the Government of India for Training of Trainers
- 1995** - Institute of Excellence for Overall Quality Management
- 2009** - Basic Training Program for Group 'A' Officers of All India and Central Services and MCT of State Administrative Service started
- 2013** - Operation of virtual classes for students of Higher Education and School Education Department under SWAN Project.
Establishment of Sevottam Cell.
- 2015** - Received 2 National Awards by Government of India in the field of Training. ISO Certification
- 2024** - Only training institute in MP to be accredited by CBC on NSCSTI portal and uploaded the highest no. of courses on i-GOT Portal by ATI



Centers in Academy

- ❑ SATCOM Center (With SWAN and NKN Network)
 - Providing distance education, regional communication, policy evaluation using live satellite transmission, and training material development.
- ❑ Women Resource Center (MPWRC) Centre for Development and Sustainable Development Goals
 - Women Resource Centre has been established as a pioneering initiative in the Academy of Administration with the aim to develop an equitable vision towards women, strengthening their identity and development of resources.
- ❑ Centre for Development and Sustainable Development Goals
- ❑ HUDCO Chair
 - Research, training, capacity building, technical expertise, environmental training, policy promotion, and urban development.
- ❑ Center for Knowledge Management and Good Governance (CKMGG)
 - Enhancing decentralization and good governance, promoting knowledge management, conducting research and training, improving local governance, fostering collaborations, and encouraging policy development.
- ❑ Sevottam Cell
 - Sevottam as “A Quality Management System” by DARPG.



Government of India funded project



Training for All (TFA)

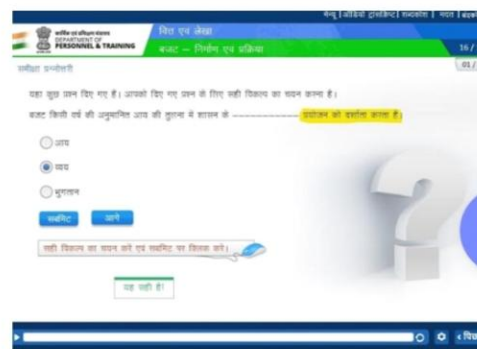
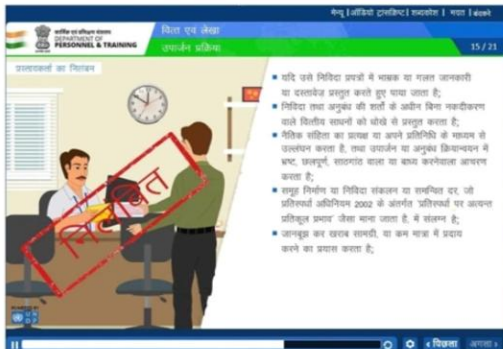
- TDP & FDS
- SCTP
- ACTI
- COMMIT

Right to Information (RTI)

SEVOTTAM



COMMIT Modules **translated in Hindi Language** for Govt Employees. Will be available on iGOT soon.



Sevottam Cell at RCV PNAAM

SATTAT – UTTAM – JAN SEVA.

UTTAM + SEVA = SEVOTTAM.

- Sevottam as “A Quality Management System” by DARPG in 2005.
- **Established in 2013 & Sponsored by DARPG, GoI and is ISO : 9000 certified since then.**
- The cell has been constantly working towards Capacity Building of officers across the states for ensuring effective Public Service Delivery.



Training on Public Service Guarantee Act, CM Helpline
12/02/2024 – 13/02/2024



Training on Public Service Guarantee Act, CM Helpline
05/02/2024 – 06/02/2024



TOT on Public Service Guarantee Act, CM Helpline
23/01/2024 – 24/01/2024



SEVOTTAM Experience of Madhya Pradesh

- The SEVOTTAM framework, a quality management system developed by the Department of Administrative Reforms and Public Grievances (DARPG), Government of India, aims to improve the quality of public service delivery.
- It is based on three modules: Citizen's Charter, Grievance Redress Mechanism, and Capability for Service Delivery.
- Madhya Pradesh has been one of the states that adopted the Sevottam framework, particularly for capacity building in pro-poor public services as a pilot project.
- Here's an overview of the SEVOTTAM experience in Madhya Pradesh:

Key Components of Sevottam in Practice



Citizen's Charter: This involves clearly defining services, setting standards and norms for each service, and communicating these to citizens. It aims to empower citizens to demand quality service.



Grievance Redress Mechanism: A robust system for receiving, redressing, and analyzing public grievances is a core aspect. Madhya Pradesh's CM Helpline (181) and its online grievance redressal systems contribute significantly to this. The DARPG has been actively working on enhancing grievance redressal mechanisms, including training grievance officers in states like Madhya Pradesh through the Sevottam program.



Service Delivery Capability: This module focuses on building the internal capacity of organizations to deliver excellent services, including aspects like employee motivation, infrastructure, and continuous improvement based on feedback and performance monitoring.

National Workshop on Sevottam and Effective Redressal of Public Grievances 20th February 2025



Effective Redressal of Public Grievances and SEVOTTAM and their Best practices were shared by Various Central and State Govt. Departments and Training Institutions from across the country through their Presentations in a total of Five Plenary sessions



Year-wise Activities in Sevottam

FY 2013 to 2019

S.No	Year-wise Activities	2013		2016-17 & 2018-19	
		No. of Trainings	No. of Trainees	No. of Trainings	No. of Trainees
1	Obtaining ISO 9001:2009 Certification				
2	Training of Master Trainers for Secretariat and Directorate	10	225	-	-
3	Training of Master Trainers for Jan Sankalp	4	63	-	-
4	Sessions on Quality on TQM/Greivances Redressal	188	5686	-	-
5	Training of Trainers for Capacity Building	20	403	2	65
6	Public Service Delivery Guarantee Act & Grievance Redressal Management	-	-	13	295
7	Total Quality Management	-	-	3	49
8	e Governance and computerization of Office Procedure	-	-	2	62
9	Redressal of Complaints under CM Helpline	-	-	2	60
	Total	222	6377	22	531

Year-wise Activities in Sevottam FY 2022 to 2025



S. No.	Year Wise Activities	2022-23		2023-24		2024-25	
		No. of Trainings	No. of Trainees	No. of Training	No. of Trainees	No. of Training	No. of Trainees
1	National Workshop on Sevottam and Effective Redressal Grievances organized at Academy					20 th Feb. 2025	136
2	State Training on Sevottam <i>L1/L2 Officers of different departments)</i>	4	273	4	99	-	-
3	Training of Trainers (TOT) <i>(Lead Trainers -MPSEDC / District Public Service Manager district e-governance /Professors Higher Edu.)</i>	1	41	1	25	1	40
4	Trainings at Districts(L1/L2/L3 Officers of different departments)	23	720	10	300	22	762
5	Workshop on Sevottam <i>(for L1/L2/L3 /Nodal Officers of different departments)</i>	-		5	147	4	111
Total		28	1034	20	571	27	1049

Trainings conducted in districts FY 2024-25

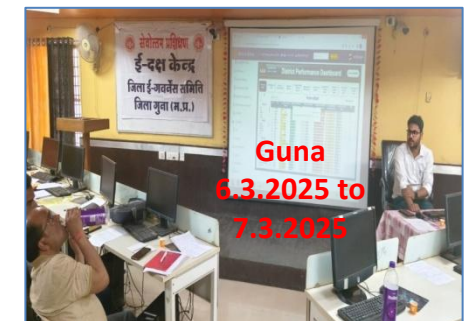


S.No	District	Trainees	S. No	District	Trainees
1	Niwari	38	12	Mandsaur	52
2	Damoh	60	13	Shahdol	51
3	Neemuch	48	14	Morena	30
4	Sagar	33	15	Anuppur	30
5	Chhatarpur	30	16	Panna	30
6	Ratlam	30	17	Bhind	30
7	Sheopur	30	18	Rewa	30
8	Dewas	30	19	Satna	30
9	Shajapur	30	20	Harda	30
10	Guna	30	21	Ashoknagar	30
11	Gwalior	30	22	Datia	30

Target : 660

Total Participants Trained : 762

Level of Participants: L1/L2/L3 Officers posted in different department trained in supervision of District Collectors



Trainings at Districts



Shahdol 8 to 9 Apr. 2025



Mandsaur
24 to 25 mar.2025



Neemuch
5-6
Mar.2025



Annuppur



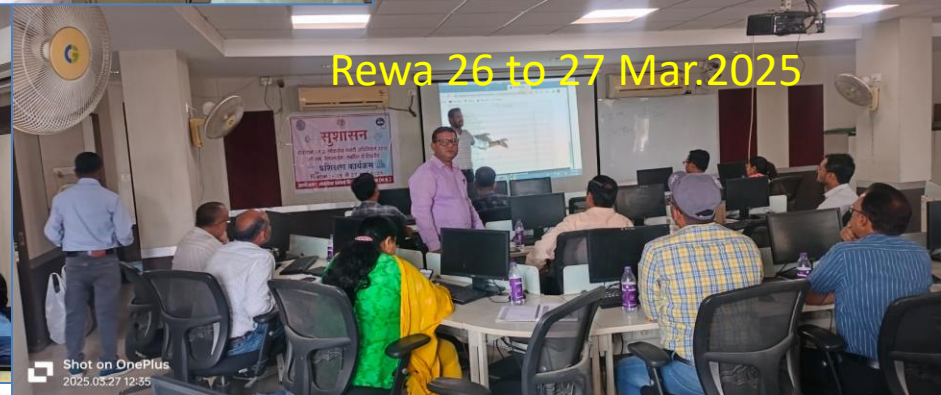
Satna
5-6 Mar.2025



Dewas
3-4 Apr.2025



Bhind
26-27 mar. 2025



Rewa 26 to 27 Mar.2025

Sevottam Proposal for FY 2025-26



FY - 2025-26		Grant Proposed	38.75 lakhs
S. No	Training /Workshop	No. of Trg.	Proposed amount (@1500/- per trainee per day)
1	Training of Trainers (TOT) on SEVOTTAM (3 days residential trainings.) 1. District Public Service Manager , e-daksh kendra 2. Lead Trainer /District e--Governance manager 3. Professors/Asst. Professor of Colleges	3 TOT with 27 trainees (3 Trainers x 27 Districts) Target - 81	364500/- (Rs.1500x3 trainee x3 daysx27 Districts)
2	Districts Trainings - (Two days non residential)	27 trg. (For 30 participants each districts) Target - 810	2430000/- (Rs. 1500 x 2day x 30 trainees x 27 Districts)
1	Two days Workshop on Sevottam Model - Public Services Delivery Guarantee Act 2010 & CM Helpline, CPGRAMS	12 one day workshops of 30 participants each Target - 360 participants	1080000/- (1500x 12 x 30 x2)
Total		1251 participants	3874500/-

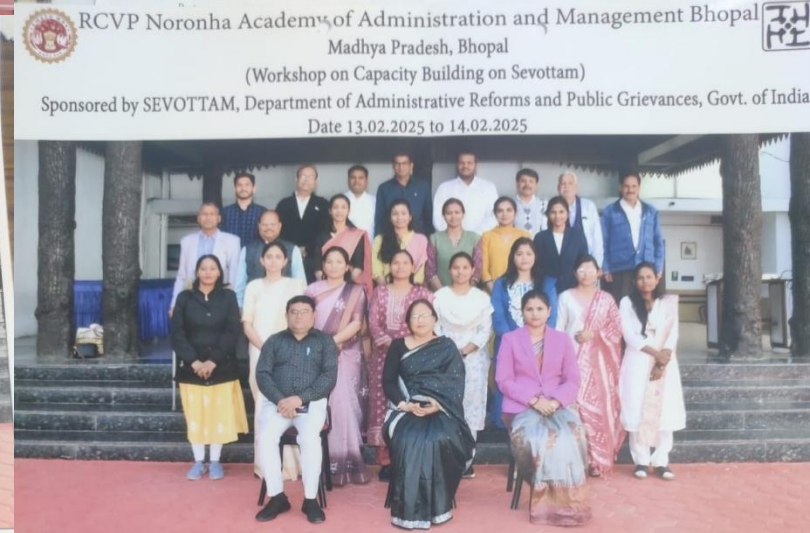


Proposed Conference /Training /Workshop /Symposium in FY 2025-26

S. No	Conference /Training /Workshop /Symposium
--------------	--

- | | |
|----|--|
| 1. | Opening of Grievance Redressal week with the District Collectors of all Districts of M.P. sharing their best practices (24 th to 28 th July) |
| 3. | Closing of Grievance Redressal week with award of best presentation and Best practices shared and Valediction |
| 4. | Yearly National Conference on the seven Principles and Model of SEVOTTAM where Research papers will be invited by scholars, Researchers and Policy Makers / administrators |
| 5. | One day workshop of Heads of the Departments / Nodals (workshops on Grievance Redressal Mechanism sharing of best practices and stories from the various Indian states) |
-

State Training/workshops





जिला स्तरीय प्रशिक्षण सुशासन भवन सभागार में संपन्न

पालो रिपोर्टर मंदसौर

कलेक्टर अदिति गर्ग के निर्देशन में कलेक्ट्रेट सभागृह सुशासन भवन में मध्य प्रदेश लोक सेवा गारंटी अधिनियम 2010, सीएम हेल्पलाइन, सीपीग्राम संबंधित प्रशिक्षण कार्यक्रम आयोजित किया गया। प्रशिक्षण में मास्टर ट्रेनर सत्येंद्र राठौर, लोक सेवा प्रबंधक वैभव बैरागी ने प्रेजेंटेशन के माध्यम से सुशासन गुड गवर्नेंस संबंध में महत्वपूर्ण मुद्दों पर जानकारी दी। साथ ही सीएम हेल्पलाइन के संतुष्टि पूर्वक व गुणवत्तापूर्ण निराकरण

के संबंध में प्रशिक्षण दिया। उन्होंने सीएम हेल्पलाइन के निराकरण के संबंध में ग्रेडिंग पैरामीटर, ग्रेडिंग माह की शिकायतों के निराकरण के संबंध में निम्न गुणवत्ता से बंद शिकायत, मर्ज शिकायत, मांग व सुझाव स्पेशल क्लोजर शिकायतें, नॉट अटैंड शिकायतें, कार्य क्षेत्र से बाहर की गई शिकायतें 50 दिवस 100 दिवस से अधिक दिनों तक लंबित शिकायतों एवं शिकायतों के निर्धारण संबंधी महत्वपूर्ण बिंदुओं पर जानकारी साझा की गई।

जिला स्तरीय प्रशिक्षण सुशासन भवन सभागार में संपन्न नागरिकों को गुणवत्तापूर्ण सेवाएं प्रदान करने के लिए लोकसेवा गारंटी सीपी ग्राम, 181 का प्रशिक्षण दिया गया



जनसंपर्क न्यूज मंदसौर। कलेक्टर श्रीमती अदिति गर्ग के निर्देशन में कलेक्ट्रेट सभागृह सुशासन भवन में मध्य प्रदेश लोक सेवा गारंटी अधिनियम 2010, सीएम हेल्पलाइन, सीपीग्राम संबंधित प्रशिक्षण कार्यक्रम आयोजित किया गया। प्रशिक्षण में मास्टर ट्रेनर सत्येंद्र राठौर, लोक सेवा प्रबंधक वैभव बैरागी ने प्रेजेंटेशन के माध्यम से सुशासन गुड गवर्नेंस के संबंध में महत्वपूर्ण मुद्दों पर जानकारी दी। साथ ही सीएम हेल्पलाइन के संतुष्टि पूर्वक व गुणवत्तापूर्ण निराकरण के संबंध में प्रशिक्षण दिया। उन्होंने सीएम हेल्पलाइन के निराकरण के संबंध में ग्रेडिंग पैरामीटर, ग्रेडिंग माह की शिकायतों के निराकरण के संबंध में निम्न गुणवत्ता से बंद शिकायत, मर्ज शिकायत, मांग व सुझाव स्पेशल क्लोजर शिकायतें, नॉट अटैंड शिकायतें, कार्य क्षेत्र से बाहर की गई शिकायतें 50 दिवस 100 दिवस से अधिक दिनों तक लंबित शिकायतों एवं सीएम हेल्पलाइन, क्षेत्रवार रिपोर्ट मुख्यमंत्री समाधान ऑनलाइन पर शिकायतों के निर्धारण संबंधी महत्वपूर्ण बिंदुओं पर जानकारी साझा की गई।

ई-दक्ष केन्द्र में अधिकारियों को दिया प्रशिक्षण



द्वारा पत्र। भारत सरकार के प्रशासनिक सुधार एवं लोक शिकायत विभाग दिल्ली के सहयोग एवं प्रशासनिक अकादमी भोपाल द्वारा स्थापित सर्वोत्तम प्रकोष्ठ के अंतर्गत नागरिकों को गुणवत्तापूर्ण सेवा प्रदान करने के उद्देश्य से संयुक्त कलेक्ट्रेट में स्थापित ई-दक्ष केंद्र में विभिन्न विभागों के अधिकारियों हेतु 27 एवं 28 मार्च को लोक सेवा गारंटी एक्ट एवं शिकायत निवारण प्रणाली हेतु सूचना प्रौद्योगिकी के प्रयोग विषय पर दो

दिवसीय प्रशिक्षण आयोजित किया गया। उक्त प्रशिक्षण लोकसेवा प्रबंधन विभाग के जिला प्रबंधक फंज शिवहरे एवं ई-दक्ष केंद्र के वरिष्ठ प्रशिक्षक वैभव सोनी के द्वारा दिया गया। प्रशिक्षकों द्वारा अधिकारियों को लोक सेवा गारंटी एक्ट के प्रावधानों की विस्तृत जानकारी देते हुए नागरिकों को समय सीमा के भीतर सेवाओं के प्रदान करने तथा समाधान ऑनलाइन जैसे विभिन्न माध्यमों से प्राप्त शिकायतों के संतुष्टिपूर्ण, गुणवत्तापूर्वक एवं त्वरित निराकरण हेतु उपाय समझाए गए। प्रशिक्षण के अंत में सभी प्रशिक्षणार्थियों को जिला कमांड कंट्रोल सेंटर की विजिट भी कराई गई जिसमें संबंधितों को जिले के कॉल सेंटर से संबंधित प्रणाली के बारे में भी समझाया गया। प्रशिक्षण का मुख्य उद्देश्य संबंधितों का कार्यालयीन कार्य प्रणाली में सुशासन के महत्व हेतु प्रेरित करना रहा जिसका लाभ सभी आम नागरिकों को मिले।

लोकसेवा गारंटी, सीपी ग्राम व सीएम हेल्पलाइन का दिया प्रशिक्षण

देवास | प्रशासन अकादमी के सेवोत्तम कार्यक्रम के तहत कलेक्टर ऋतुराज सिंह के निर्देशानुसार आईटीआई परिसर के ई-दक्ष केंद्र में सीएम हेल्पलाइन, सीपीग्राम संबंधित प्रशिक्षण कार्यक्रम आयोजित किया गया। प्रशिक्षण में मास्टर ट्रेनर लोक सेवा प्रबंधक सौरभ जैन और प्रशिक्षक आकाश सरमंडल ने प्रेजेंटेशन के माध्यम से सुशासन गुड गवर्नेंस के संबंध में जानकारी दी।



कार्यालय सिविल सर्जन सह मुख्य अस्पताल अधीक्षक, सरदार वल्लभ भाई पटेल जिला चिकित्सालय सतना (म०प्र०)

फोन/फैक्स : 07672-223250 Email- csurgonsatmp@mp.nic.in)

क्र./सी.एम.हेल्प./2025/1209
प्रति,

सतना, दिनांक 17.3.25

- समस्त चिकित्सकगण, जिला चिकित्सालय एवं शासकीय चिकित्सा महाविद्यालय, जिला सतना म.प्र.।
- समस्त वाई इंचार्ज एवं अन्य नर्सिंग ऑफिसर्स, जिला चिकित्सालय सतना म.प्र.।
- समस्त पैरामेडिकल स्टाफ, जिला चिकित्सालय सतना म.प्र.।
- समस्त कार्यालयीन स्टाफ, स्थानीय कार्यालय सतना म.प्र.।

विषय :- सी.एम. हेल्पलाइन में लगने वाली शिकायतों के संबंध में।

संदर्भ :- टी.एल. मीटिंग में कलेक्टर महोदय द्वारा सी.एम. हेल्पलाइन के संबंध में दिए गए निर्देश एवं दिनांक 05.03.25 एवं दिनांक 06.03.25 के सी.एम. हेल्पलाइन शिकायतों के निराकरण के संबंध में ई-दक्ष केन्द्र, कलेक्ट्रेट, जिला सतना में संपन्न प्रशिक्षण।

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उपरोक्त विषयान्तर्गत लेख है कि कलेक्टर महोदय द्वारा टी.एल. मीटिंग में जिला चिकित्सालय में उपचार हेतु आने वाले मरीजों एवं उनके परिजनों तथा जिला चिकित्सालय में उपलब्ध अन्य सुविधाओं जैसे आभा आई डी, आयुष्मान कार्ड, जन्म-मृत्यु प्रमाण पत्र, मेडिकल बोर्ड, दिव्यांगता प्रमाण पत्र की जानकारी के लिए आने वाले हितग्राहियों से अच्छे आचरण एवं व्यवहार करने तथा उन्हें सही जानकारी दिए जाने के निर्देश दिए हैं। सी.एम. हेल्पलाइन में बढ़ रही शिकायतों और उनके कारणों के निराकरण हेतु दिनांक 05.03.25 एवं 06.03.25 को ई-दक्ष केन्द्र, कलेक्ट्रेट, जिला सतना में प्रशिक्षण दिया गया। प्रशिक्षकों द्वारा बताया गया कि संस्थाओं में विभिन्न कार्यों/सेवाओं हेत आने वाले हितग्राहियों का सहा जानकारी न दिए जाने, उनके साथ अच्छे आचरण एवं व्यवहार से न किए जाने के कारण अधिकांश शिकायतें की जाती हैं। प्रशिक्षकों द्वारा बताया गया कि यदि हितग्राहियों से उनकी समस्या को भलीभाँति समझकर उन्हें अच्छे आचरण और उचित व्यवहार से जानकारी उपलब्ध कराई जाए तो सी.एम. हेल्पलाइन में की जाने वाली शिकायतों की संख्या बहुत हद तक कम हो सकती है।

अतः उपरोक्त निर्देशों के अनुक्रम में निर्देशित किया जाता है कि आप सभी जिला चिकित्सालय में उपलब्ध स्वास्थ्य सुविधाओं और सेवाओं के अनुरूप उपचार किये जाने तथा उपचार हेतु आने वाले मरीजों, उनके परिजनों तथा अन्य सेवाओं हेतु आने वाले हितग्राहियों से अच्छे आचरण एवं व्यवहार के साथ उनका उपचार और चाही गई जानकारी अथवा सेवाएं सुलभ, सरल और आसानी से उपलब्ध कराना सुनिश्चित करें, जिससे कि सी.एम.हेल्पलाइन में प्रतिदिन की जाने वाली छोटी-छोटी शिकायतों को बहुत हद तक कम किया जा सके। अन्यथा की स्थिति में आपके विभागों/वार्डों से होने वाली शिकायतों को संतुष्टिपूर्वक बन्द कराने की जिम्मेदारी आपकी होगी। उक्त शिकायत के बन्द न होने के कारण उच्च स्तर में जाने और उक्त शिकायत में होने वाली कार्यवाहियों की समस्त जिम्मेदारी एवं जवाबदेही आपकी स्वयं की होगी।

(डॉ. मनोज शुक्ला)

सिविल सर्जन सह मुख्य अस्पताल अधीक्षक
जिला चिकित्सालय सतना (म.प्र.)

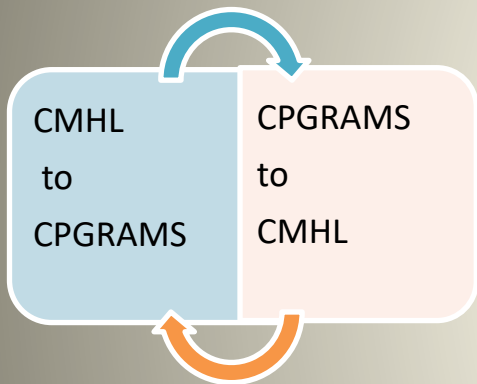
निरन्तर.....

"अस्पताल और अस्पताल परिसर को स्वच्छ रखना, हमारी भी जिम्मेदारी है",
"आजो मिलकर अस्पताल एवं अस्पताल परिसर में गंदगी करने वालों को टोकना शुरू करें"।



Integration of CPGRAMS & CM Helpline

**Two Way Integration
With CPGRAMS**



DCCC, VBSR
& SDERF

"181" Contact Center

CPGRAMS (Grievances
Related to Central
Government)

CM Helpline

District, Block Level
Jan Sunvai, Lok Kalyan
Shivir

Self Grievance
Registration on
Portal /
Mobile App / WhatsApp

HCM Visit, PGR Cell

CPGRAMS Integration with CMHL - Impact



एकीकरण पश्चात् लंबित शिकायतों में कमी

- एकीकरण उपरांत CPGRAMS से प्राप्त लंबित शिकायतों की संख्या लगभग **1.5 लाख** से घटकर **4 हजार** पर आ गई है



निराकरण

- CPGRAMS से सी.एम. हेल्पलाइन को प्राप्त **1.9 लाख** शिकायतों में से **1.86 लाख** (98%) शिकायतों का निराकरण कर दिया गया है

Comparison between CMHL & CPGRAMS



CPGRAMS		CM-Helpline System
Scope	Focuses on complaints relating to Central Government Departments and Public Sector Undertakings	Handles specific issues related to state government departments and local authorities.
Facility	<ul style="list-style-type: none"> Registration on CPGRAMS Portal & Mobile App CPGRAMS accessible in multiple Indian languages including Hindi and English 	<ul style="list-style-type: none"> Call on 181, CMHL Portal, Mobile App, WhatsApp ChatBOT, Jan Sunvai and CM Bhraman official language of the state like Hindi and English
Solution Process	Complaints are forwarded to the concerned department for investigation and resolution	Complaints are forwarded to the concerned level-1 officers and if not resolved then escalated to Level-2,3 or 4
Facilities	Features like online complaints tracking, feedback options and appeal mechanism	Call Center Mechanism, Closed after Satisfaction, IVRS Facility, Online Tracking, Third Party Auditor (TPA)
Benefits	<ul style="list-style-type: none"> Provides a centralized platform for citizens across the country to address complaints against central government bodies Promotes standardization and transparency 	<ul style="list-style-type: none"> Address specific state level issues and concerns More localized approach Higher Satisfaction Level
Monitoring	<ul style="list-style-type: none"> CPGRAMS Monthly Meeting Monthly Report to all states 	<ul style="list-style-type: none"> Monthly Grading of All District & Department Honourable CM's review via "Samadhan Online" Quarterly Progress Report Power BI analytical dashboards to all senior officers



CPGRAMS से प्राप्त शिकायतों की निराकरण प्रक्रिया



कार्यवाही

Template चयन करें

Add/Update/Delete Template कार्य प्रगति पर है

आंशिक रूप से बंद Back To CPGRAM

कार्यक्षेत्र से बाहर है

प्रकार चुनें

स्पेशल क्लोज के लिए प्रस्तावित करें

शिकायत में निराकरण यहाँ दर्ज करें

निराकरण दर्ज करने के बाद आवश्यकतानुसार Button का उपयोग करें

Note : हिंदी में निराकरण दर्ज करने के लिए Google Input Tool डाउनलोड करने के लिए यहाँ क्लिक करें |

शिकायत का विवरण		OLD COMPLAINTS SUGGESTION	open	WIP	PC	Close	Special Close	Not Connected Close	Merge
शिकायत क्रमांक	28993507 दिनांक - 20-09-2024 04:21 PM शिकायतकर्ता की जानकारी								
शिकायत का स्रोत	CPGRAMS से प्राप्त (CPGRAMS पोर्टल से प्राप्त शिकायत क्रमांक -#VAR#, सी.एम. हेल्पलाइन के माध्यम से दर्ज की गयी है)								
प्राथमिकता	सामान्य								
शिकायत कर्ता का नाम	मोहन लाल गोयल								
निवासरत पता	शिव पूरी वार्ड नम्बर 5								
फोन नं	9098535622 9098535622								



← वापस जाएँ



CPGRAMS Dashboard for Monitoring



CPGRAMS Portal Pending Dashboard

Dashboard at Glance

सी.एम. हेल्पलाइन पोर्टल में लंबित शिकायतें

CPGRAMS पोर्टल में लंबित शिकायतें

जिलावार लंबित

Pending Range	4252 कुल लंबित	2839 00-49 Days	442 50-100 Days	596 101-300 Days	222 301-500 Days	144 501-1000 Days	9 More Than 100
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लंबित दिवस

All

संभाग

All

जिला

All

क्षेत्र

All

विभाग

All

CPGRAMS पोर्टल में लंबित शिकायतों की

जिले-वार लंबित

भोपाल	726
इन्दौर	496
ग्वालियर	239
रीवा	226
जबलपुर	214
सतना	116
छतरपुर	115
भिण्ड	99

विभाग-वार लंबित

गृह विभाग	942
राजस्व विभाग	871
नगरीय विकास एवं आवास विभाग	433
पंचायत एवं ग्रामीण विकास विभाग	348
लोक स्वास्थ्य एवं चिकित्सा शिक्षा विभाग	312
स्कूल शिक्षा विभाग	157
सामान्य प्रशासन विभाग	122
ऊर्जा विभाग	86

क्षेत्र -वार लंबित

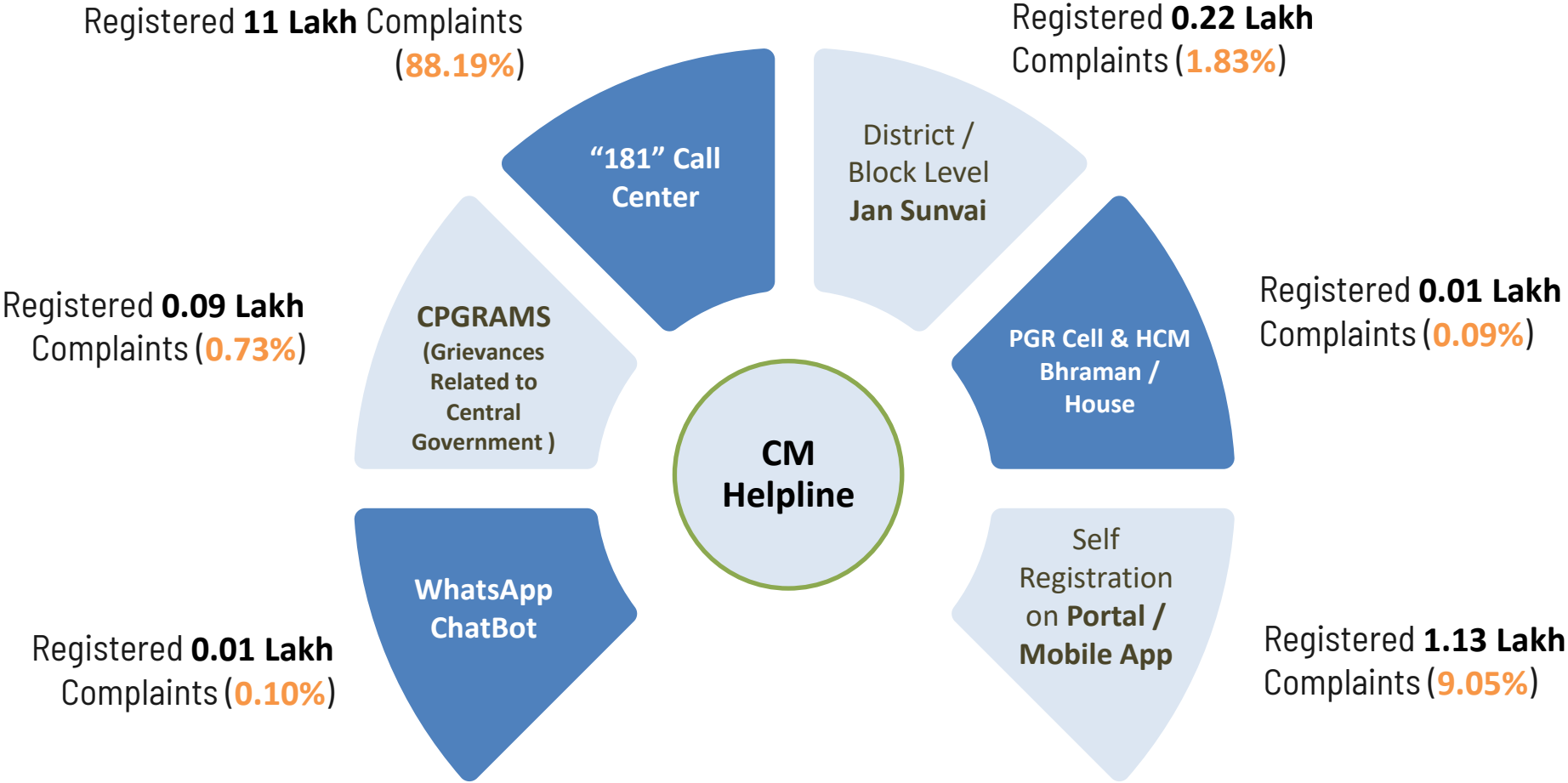
ब्लॉक :- भोपाल (एम कॉर्पोरेशन)	370
शान्ति नगर	140

उप-विभाग-वार लंबित

पुलिस	873
राजस्व विभाग	694

Integrated Grievance Redressal System in M.P.

Total Received (Last 3 months): 12.5 lakh



Public Services Guarantee Act, 2010



The Act: To provide services to the citizens in a transparent manner within the time limit, the Public Service Guarantee Act was enacted, in which the responsibilities of the officers could be fixed.

- Madhya Pradesh became the first state in India to implement the Public Service Guarantee Act (PSGA).
- On 18 August 2010, the Public Services Guarantee Act, 2010 was implemented in the state
- The first, second and third amendments to the Act were made on 12 May 2011, 17 January 2012, and 12 January 2021 respectively



Status of services notified under the Act

55



Departments

751



Notified Services

661



Online Services



Salient Features of the MP-PSG Act



Transparency

- Right to 'Notified Service'
- Obligation for Delivery of Service by Designated Authority



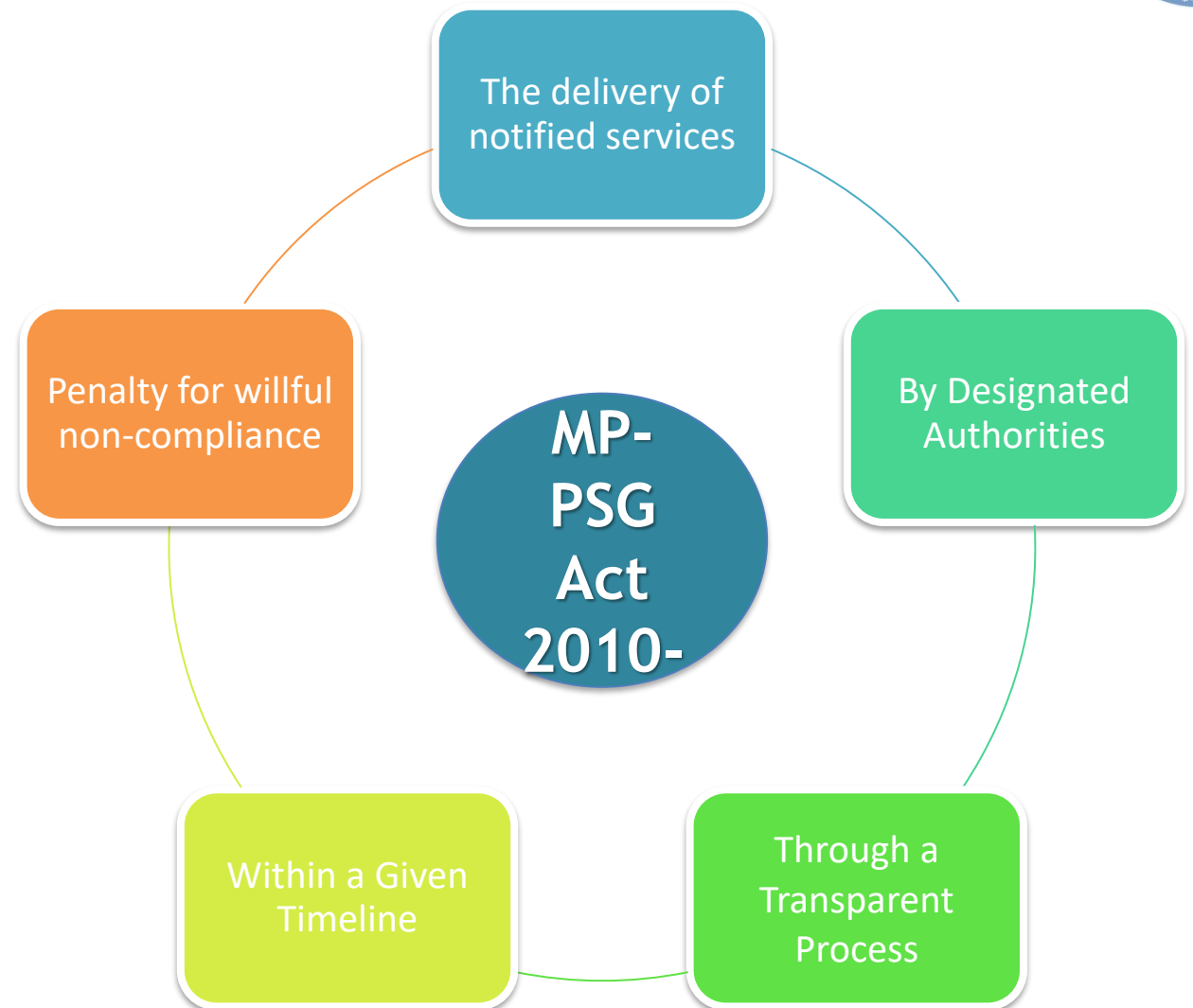
Timelines

- *Timeline* for service delivery fixed



Accountability

- Penalty for willful non-compliance on Designated authorities





Gazette Notification Sample



- Name of Service
- Designated officer post
- Time limit to deliver service
- First Appeal Officer Name
- First Appeal resolution timeline
- Second Appeal officer's name

Screenshot of Notification

मध्यप्रदेश लोक सेवाओं के प्रदान की गारंटी अधिनियम, 2010 की धारा 3 के तहत चिकित्सा शिक्षा विभाग के अंतर्गत
म. प्र. नर्सिंग रजिस्ट्रेशन कौंसिल की सेवाएं

क्र.	सेवाएं	प्रदायित अधिकारी का पदनाम	सेवा प्रदान करने की निश्चित समय-सीमा	प्रथम अपील अधिकारी का पदनाम	प्रथम अपील के निराकरण की निश्चित की गई समय-सीमा	द्वितीय अपील प्राधिकारी का पदनाम
1)	(2)	(3)	(4)	(5)	(6)	(7)
8.1	ए. एन. एम. कोर्स पश्चात पंजीयन.	रजिस्ट्रार, म. प्र. नर्सिंग रजिस्ट्रेशन कौंसिल.	45 कार्य दिवस.	संचालक चिकित्सा शिक्षा.	30 कार्य दिवस.	आयुक्त चिकित्सा शिक्षा.

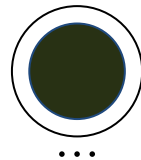


Madhya Pradesh Grievance Redressal System



CM Helpline 181

Scheme Related Information
and Information on
emergency Services



Samadhan Online

Review of CM Helpline by
Honorable CM. through
video conferencing



CM Dashboard

Decision Support System
One Click Solution Business Intelligence
& Nearly Real Time Monitoring



Objectives of CM Helpline – 181

Introduced in year 2014.....



Accessibility: Provide an easy and accessible platform for citizens to voice concerns.



Transparency: Bring transparency to the grievance redressal process.



Accountability: Hold government departments and officials accountable for service delivery.



Efficiency: Ensure prompt and efficient resolution of public issues.



Good Governance: Enhance citizen satisfaction and promote responsive governance.

Overview

- Madhya Pradesh has been a **frontrunner** in **implementing and refining** the CM Helpline system.
- Launched as "**CM Jan Seva**" and later evolved into the comprehensive "CM Helpline 181".
- **Integrated** various departmental services and grievance mechanisms under **one umbrella**.
- Utilizes a robust **IT-enabled platform** for **tracking and monitoring**.

Key Features



Toll-Free Number (181): Primary channel for registering complaints



- **Online Portal:** Web-based platform for registration, tracking, and feedback.



- **SMS/Mobile App:** Additional channels for convenience.



- **Unique Complaint ID:** Generated for every registered grievance for easy tracking.



- **Multi-Level Escalation:** Unresolved complaints are escalated to higher authorities



- **Feedback Mechanism:** Citizens can provide feedback on the resolution.



Top 10 Department's Application Disposal count

S.No.	Department Name	FY22-23	FY23-24	FY24-25	FY25-26	Total
1	सामान्य प्रशासन	72,81,255	57,09,470	52,82,308	19,74,877	1,69,44,154
2	राजस्व	12,65,080	11,84,172	12,56,041	3,46,553	34,61,933
3	योजना, आर्थिक और सांख्यिकी	2,17,022	5,30,331	8,41,103	2,71,788	13,36,533
4	श्रम	1,17,336	94,351	31,153	2,100	2,40,601
5	नगरीय प्रशासन एवं विकास	79,351	68,042	39,250	8,048	1,76,675
6	सामाजिक न्याय एवं दिव्यांगजन कल्याण विभाग	78,018	65,665	41,141	8,985	1,75,753
7	गृह	42,615	47,476	39,111	3,685	1,23,745
8	खाद्य, नागरिक आपूर्ति एवं उपभोक्ता संरक्षण	17,507	19,553	13,529	3,162	46,152
9	किसान कल्याण तथा कृषि विकास	16,903	12,728	18,259	8,722	44,112
10	लोक स्वास्थ्य और परिवार कल्याण	15,330	9,861	8,723	1,768	31,770



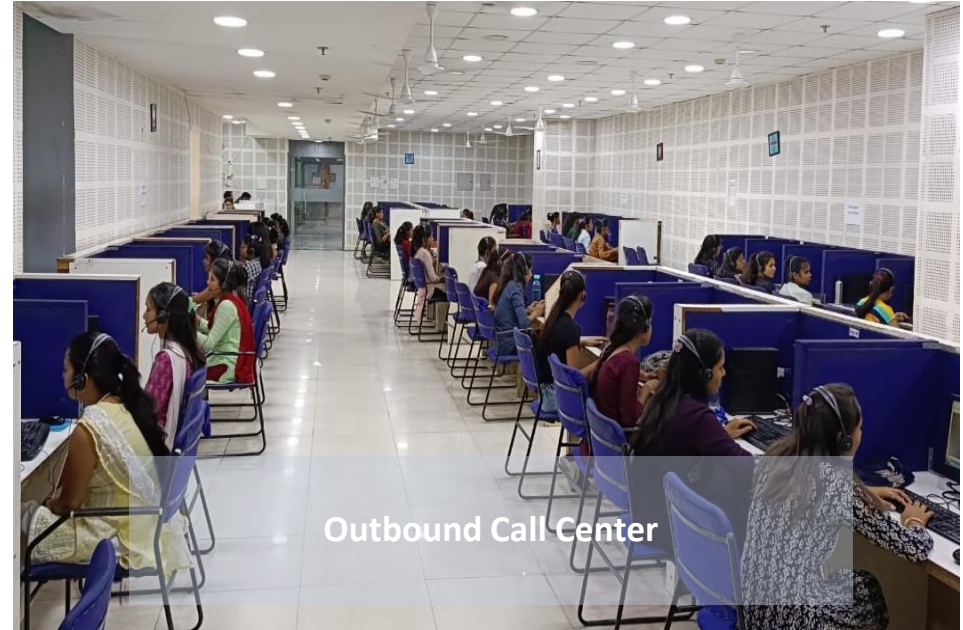
Major Services and Their Disposal

S.No.	Department Name	Service_Name	FY22-23	FY23-24	FY24-25	FY25-26	Total
1	सामान्य प्रशासन	6.1 कानूनी बाध्यता के कारण स्थानीय निवासी प्रमाण-पत्र जारी करना	24,44,201	21,07,259	17,44,768	7,65,640	70,61,868
2	सामान्य प्रशासन	6.2 कानूनी बाध्यता के कारण आय प्रमाण पत्र प्रदाय करना	21,57,711	15,21,064	17,49,395	6,66,016	60,94,186
3	सामान्य प्रशासन	(6.3-A) अनुसूचित जाति, अनुसूचित जनजाति के लिये जाति प्रमाण पत्र प्रदाय करना	10,64,512	7,74,072	5,88,738	1,69,166	25,96,488
4	सामान्य प्रशासन	(6.3-B) अन्य पिछड़े वर्ग के लिये जाति प्रमाण पत्र प्रदाय करना	7,93,325	6,19,390	4,71,315	1,55,941	20,39,971
5	राजस्व	(4.10-A) तहसील स्तरीय रिकॉर्ड रूम से अभिलेख प्रकोष्ठ में जमा भू-अभिलेखों/राजस्व प्रकरणों/नक्शों एवं अन्य अभिलेखों की सत्य प्रतिलिपि प्रदाय करना	3,15,672	3,41,808	3,61,985	67,512	10,86,977
7	योजना, आर्थिक और सांख्यिकी	(18.3) जन्म के 1 वर्ष के पश्चात पंजीयन के लिए अनुमति	85,718	2,78,664	4,46,952	1,36,460	9,47,794
6	राजस्व	(4.14) अविवादित नामान्तरण करना (RCMS)	2,89,271	2,68,992	2,75,918	62,663	8,96,844
8	राजस्व	(4.10-B) जिला स्तरीय रिकॉर्ड रूम से अभिलेख प्रकोष्ठ में जमा भू-अभिलेखों/राजस्व प्रकरणों/नक्शों एवं अन्य अभिलेखों की सत्य प्रतिलिपि प्रदाय करना	1,99,839	2,09,401	2,25,476	44,672	6,79,388
9	सामान्य प्रशासन	आर्थिक रूप से कमजोर वर्ग (ई.डब्ल्यू.एस.) के नागरिकों आय एवं संपत्ति प्रमाण पत्र जारी करना	2,04,276	1,66,742	1,84,720	74,066	6,29,804
10	राजस्व	RCMS - 4.13 भूमि का सीमांकन	1,66,764	1,58,229	1,75,892	1,16,502	6,17,387

CM Helpline Call Center



Inbound Call Center



Outbound Call Center



Visit of EPFO team



Divyangjan Helpline

CM Helpline Journey



July 2014:
CM Helpline
Started

Mar 2017,
Power BI
dashboards

Jun 2020, 1 Crore
Complaints

Jan 2021,
Whatsapp
ChatBot

July 2022,
DCCC
Started

Dec 2016,
Integration with
Jan Sunvai, cm
Jan Samadhan

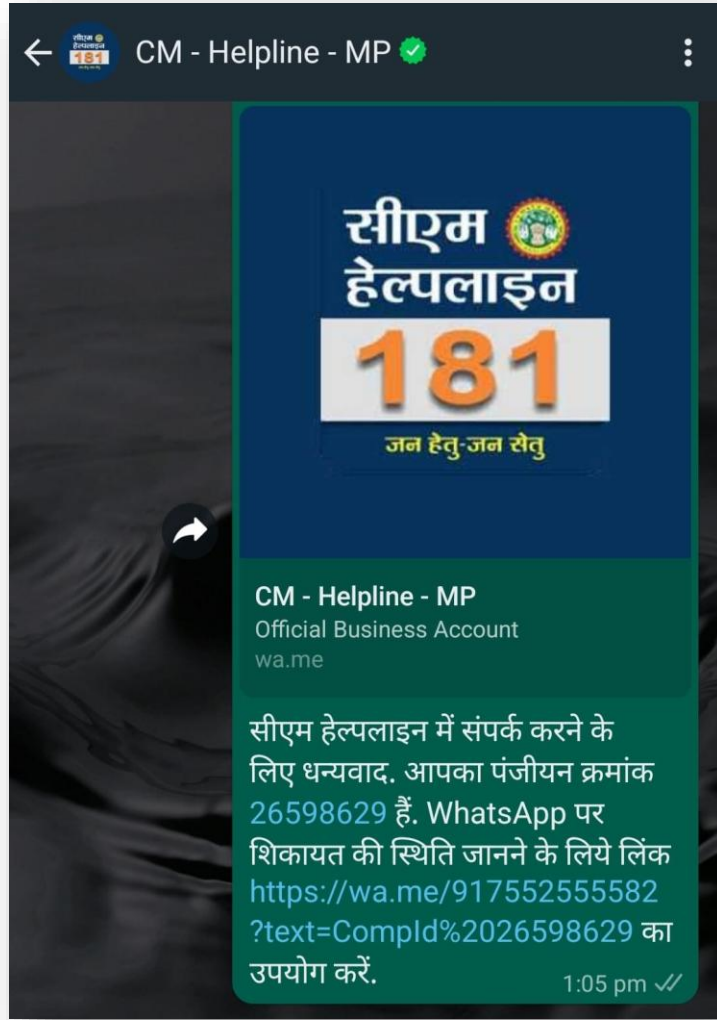
Nov 2020,
Integration
with
CPGRAMS

Dec 2020,
Janseva
launched

Mar 2021,
women
Helpline

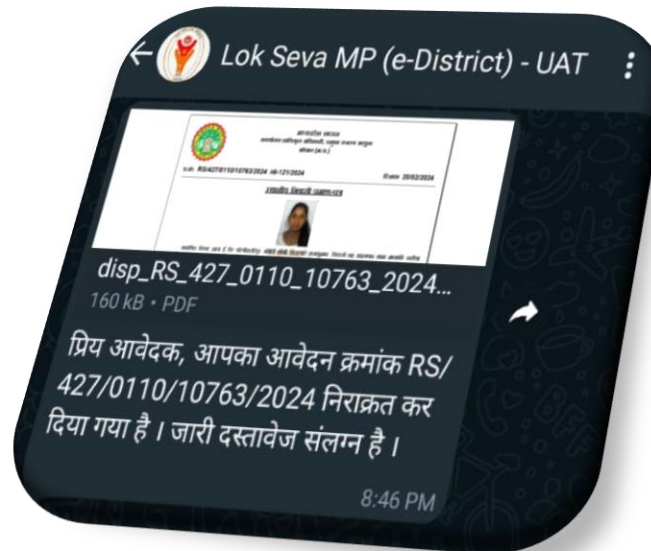
Jan 2025,
3 Crore
Complaints

SMS/Notifications to Citizen



सीएम हेल्पलाइन में संपर्क करने के लिए धन्यवाद. आपका पंजीयन क्रमांक 12345 हैं. WhatsApp पर शिकायत की स्थिति जानने के लिये लिंक <https://tinyurl.com/mr2xwb2s> का उपयोग करें.

For Complaints Registration

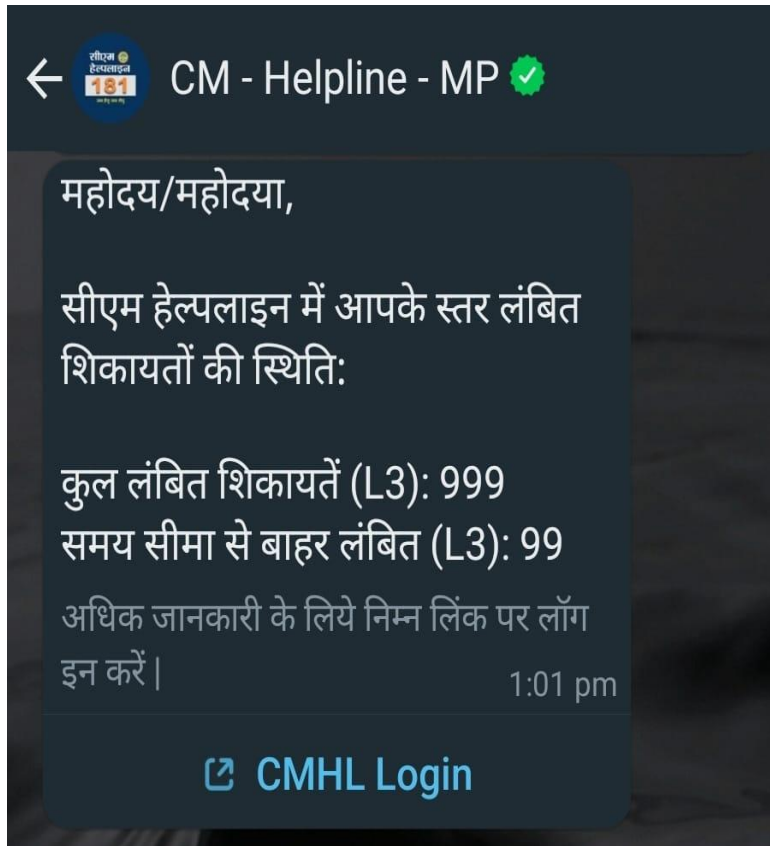


Document of Jan-Seva on WhatsApp

आपके द्वारा सीएम हेल्पलाइन पर दर्ज शिकायत क्रमांक 12345 का विभाग द्वारा निराकरण कर दिया गया है। WhatsApp पर निराकरण देखने एवं संतुष्टी की पुष्टि के लिए लिंक

<https://tinyurl.com/mr2xwb2s> का उपयोग करें. धन्यवाद।

For Feedback After Disposal



WhatsApp for Pending Complaints

आपके क्षेत्र के शिकायतकर्ता Name द्वारा शिकायत दर्ज कराई गई है , जिसका शिकायत क्रमांक 12345 तथा शिकायतकर्ता का मोबाइल नंबर 9098088236 है। उचित निराकरण दर्ज करावे

At a time of Complaint Mapping

सीएम हेल्पलाइन में आपके स्तर पर लंबित शिकायतों में से 629 शिकायतें आज बिना निराकरण उच्च लेवल पर प्रेषित होने वाली हैं, कृपया तत्काल निराकरण दर्ज करें ।

For Pending Complaints

After Dissatisfaction of Citizen

आपके क्षेत्र के शिकायतकर्ता द्वारा शिकायत क्रमांक #CompNo# के लिए दिए गये निराकरण पर असंतुष्टि दर्ज कराई गयी है अतः शिकायत को उच्चाधिकारी को प्रेषित किया जा रहा है..

Samadhan Online: Empowering Citizens of Madhya Pradesh



- **Introduction**

- A direct grievance redressal platform initiated by the Chief Minister of Madhya Pradesh.
- Aims to provide a direct channel for citizens to voice their concerns and seek resolution.
- Part of the broader "CM Helpline 181" initiative, which serves as a comprehensive public grievance and information system.

- **Purpose:**

- To ensure prompt and effective resolution of public grievances.
- To enhance transparency and accountability in governance.
- To bring the administration closer to the common citizen.

DCCC – District Command & Control Center

- ❑ **6** Call Center Executives deployed in all districts –
- ❑ For Handling of **Disaster** related Calls/Complaints
- ❑ Facility for **Survey/Feedback** of Schemes/Programs
- ❑ Required **IT Equipments** deployed at all districts
- ❑ **Centralized Payment** to all vendors
- ❑ Integrated with **CM-Helpline**



Monitoring: Analytics and Dashboards

- Customized dashboards in line with the best Industry Practices for effective Grievance Management and tracking System.

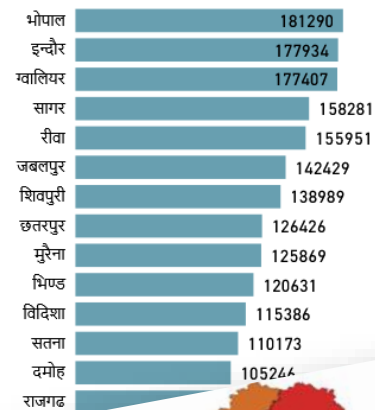
[Link of Grading dashboard](#)

[Link of WIP Heat Map dashboard](#)

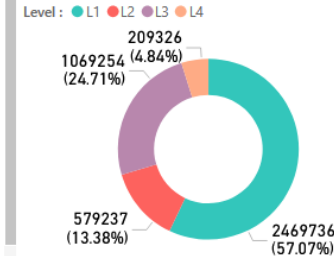
Select Key Word

संस्था कि भुगतान यूनियन सि KCC आईसीआईसीआई बैंक जिरवार
icici सेवक खाचरौद SBI निवासरत Bank रुपये गंजबासौदा account समिति अश
समिति मर्यादित खाते पॉलिसी खाता किलो जां नेशनल संख
चने का SBIN mandi पाइप सूचि अमर राष्ट्रीयकृत आष्टा असुविधा सूची आ
मोबाईल माध्यम दावा शुजालपुर पले मो सकारी खरीफ ग्रामीण आ
एकड़ योजनान्तर्गत खाद आशा इण्डिया सोयाबीन कटर मंडी नाम प्रीमि
मालवा जाट पंजाब बडनगर अरविन्द द्वारा अखिलेश पंजीयन गुर्जर मण्डी
code टिमरनी मोबाईल मोबाईल गया रूप सेंट्रल बारिश जय भी पटवारी मौसम INL
कटेयर सहकारी वजन सा माफी स्टेट भारतीय बीमाबैंक
अवतार अधिक रवि कार्ड बेचा उपाजन कोडji जाँच बीमाबैंक
किसानो नसरुल्लागंज रकवा माफी प्रकाश किसान दांगी सिरोंज सेंट्रल रु ko
सी fasal चन्द्र इंडिया BKID कुर्मी singh अब्दुल मक्का

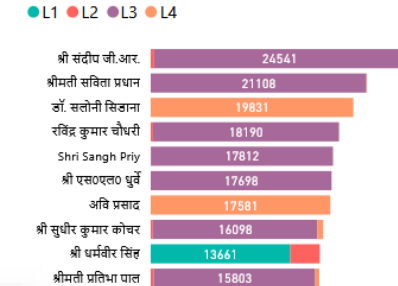
Total Compliants by District



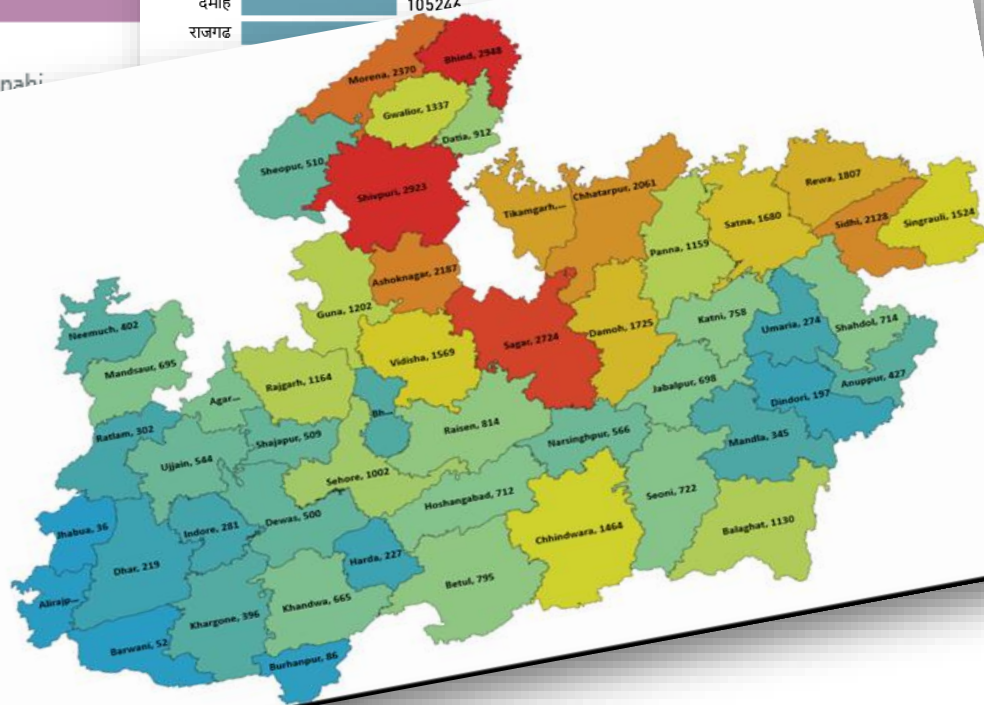
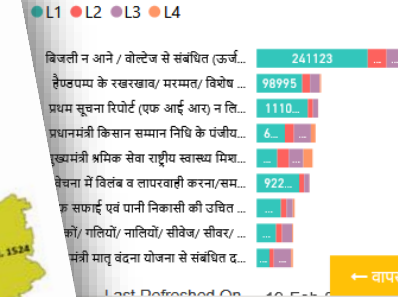
Total Compliants by OfficerLevel



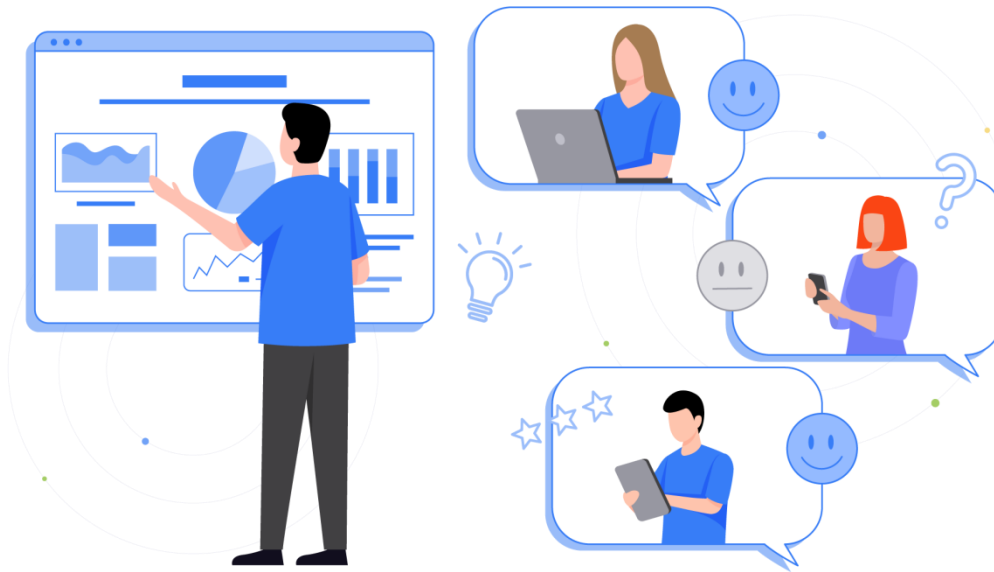
Top 10 Officer



Top 10 Attribute



User Feedback Mechanism: Feedback link to Citizen



SMS to Citizen

सी.एम.हेल्पलाइन 181 पर कॉल के दौरान सेवा अधिकारी के व्यवहार के लिये निम्न लिंक पर अपनी प्रतिक्रिया दर्ज करे
<https://tinyurl.com/2g95lj8w>

cmhelpline.mp.gov.in/CitizenRatingForm.aspx?feedback=MTAyMDIwMg==&feedback1=OTkyNjU5MjM5OQ==

YouTube Explore - FDOCUM... Task Sheet - Google... Kill

CM HELPLINE 181 सी.एम.हेल्पलाइन जन हेतु - जन सेतु 181

How Was Your Experience With Our CM HelpLine Executive?

5 Stars Is The Highest Rating, 1 Star Is The Lowest.

Choose Your Rating And Click Submit

★★★★★

Submit

Mobile App – For Citizens & Officers

❑ For Officer's – [Link to Download App](#)



❑ For Citizen's – [Link to Download App](#)



CM Helpline- Achievements



1

The successful implementation of the CM Helpline system in Madhya Pradesh has indeed inspired several other states in India to adopt similar helpline systems

2

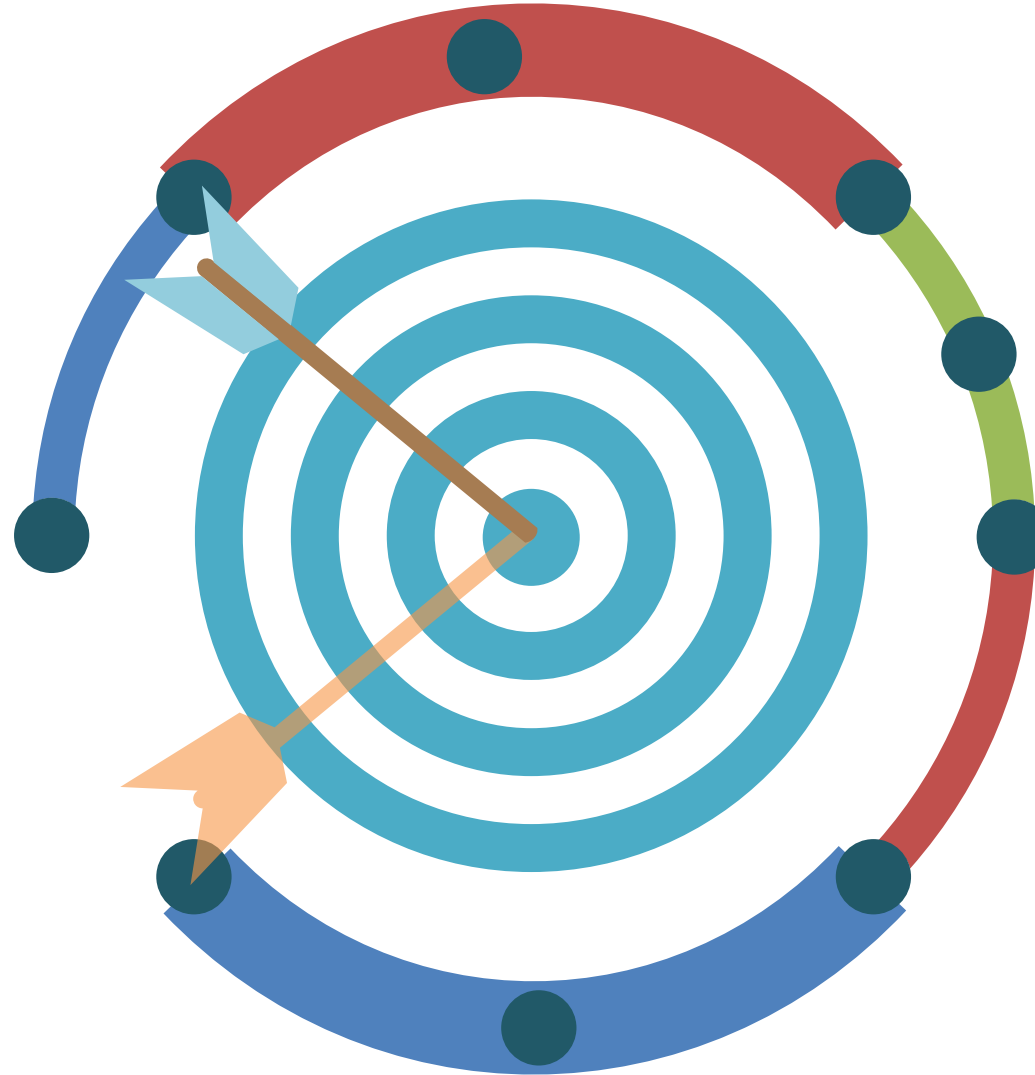
More than 2.9 crore complaints resolved so far (74% satisfaction)

3

Number of complaints pending on CPGRAMS: Decreased from 1.25 lakh to 3200 (in last two year)

4

CM Jan-Seva got the SKOCH Award (Semi-Finalist: Order of Merit)



5

Number of complaints pending is Decreased from 8.5 lakh to 5.5 lakh in last 3 months

6

Resolved more than 9 lakh complaints related to COVID-19 during the pandemic

7

During the disasters in Uttarakhand, Ukraine and Sudan, information and assistance was provided through CM helpline.

8

Over 4500 people trained during the tenure of CM Helpline project, which helped them grow and excel in their life.

CM Dashboard



MP's National Performance ▾ Rankings ▾ CM Pragati CM Samiksha ▾ News Analysis Abhiyan ▾ Emergency Services ▾ e-Office Implementation ▾ Scheme Portfolio ▾ Sankalp Aspirational District Perception ▾



MADHYA PRADESH CM DASHBOARD

For Chief Minister/HODs to monitor category-wise key performance indicators of various departments/schemes.



EXPLORE BY DEPARTMENT



Public Service Management Department



Revenue Department



Farmer Welfare And Agriculture Development
Department



Horticulture and Food Processing Department

CM Dashboard – Salient Features

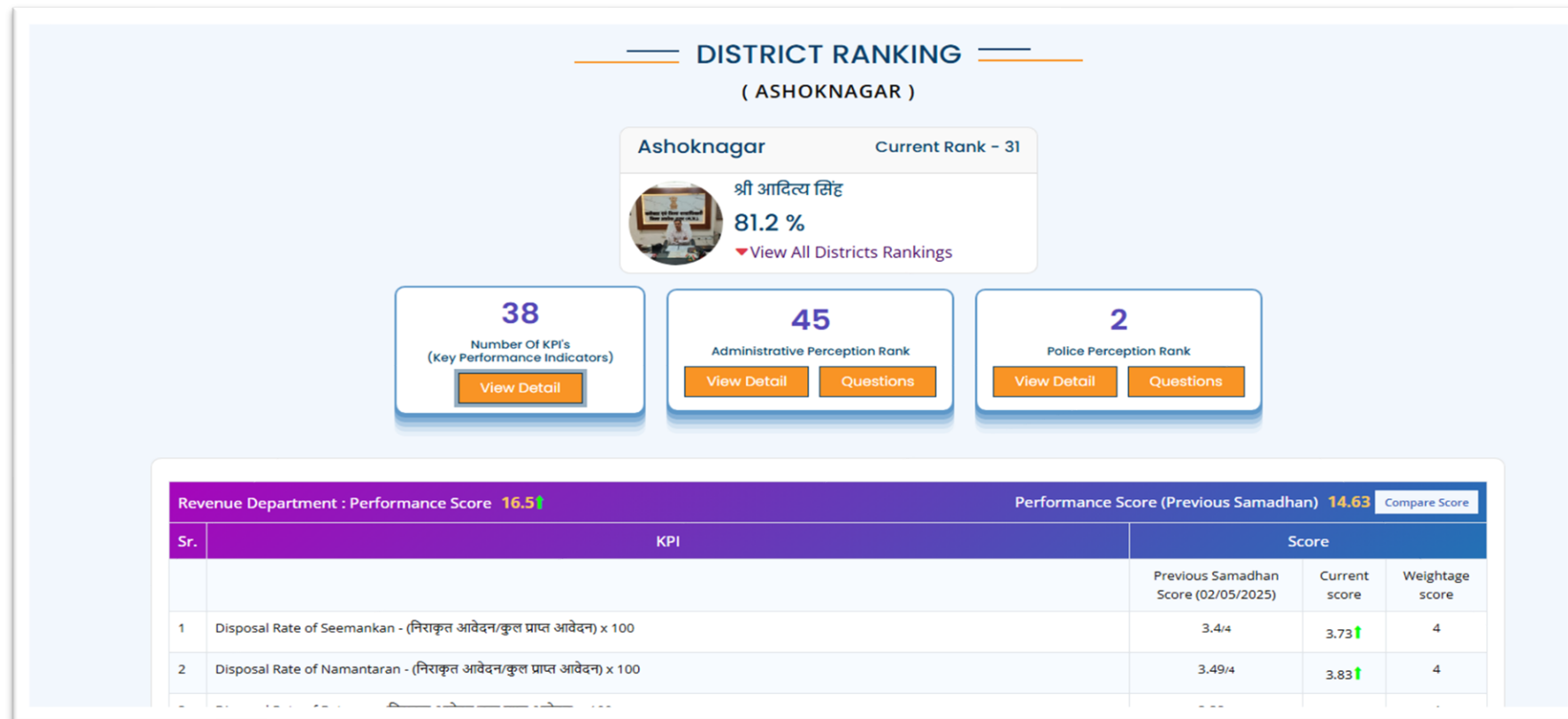


- Collector Ranking: Important Departmental Scheme/Program progress
- Departmental Dashboard: Important indicators, schemes, and program progress via KPIs.
- Abhiyan Dashboard: Public welfare camp monitoring and summary information.
- Pragati Dashboard: Monitoring of Infrastructure projects worth 50 Cr or more
- Dial 100/108: Performance and progress of average response time.
- New Analysis: Important news for CM and action summary.
- CM reviews of department and division information.
- Summary of Department Budget, Simhastha, Girdawari, Aspirational Districts.
- Status of National Schemes in Madhya Pradesh.
- Perception Survey report every month.
- Online data updation and availability with a nodal officer assigned at each department.

CM Dashboard – District Ranking



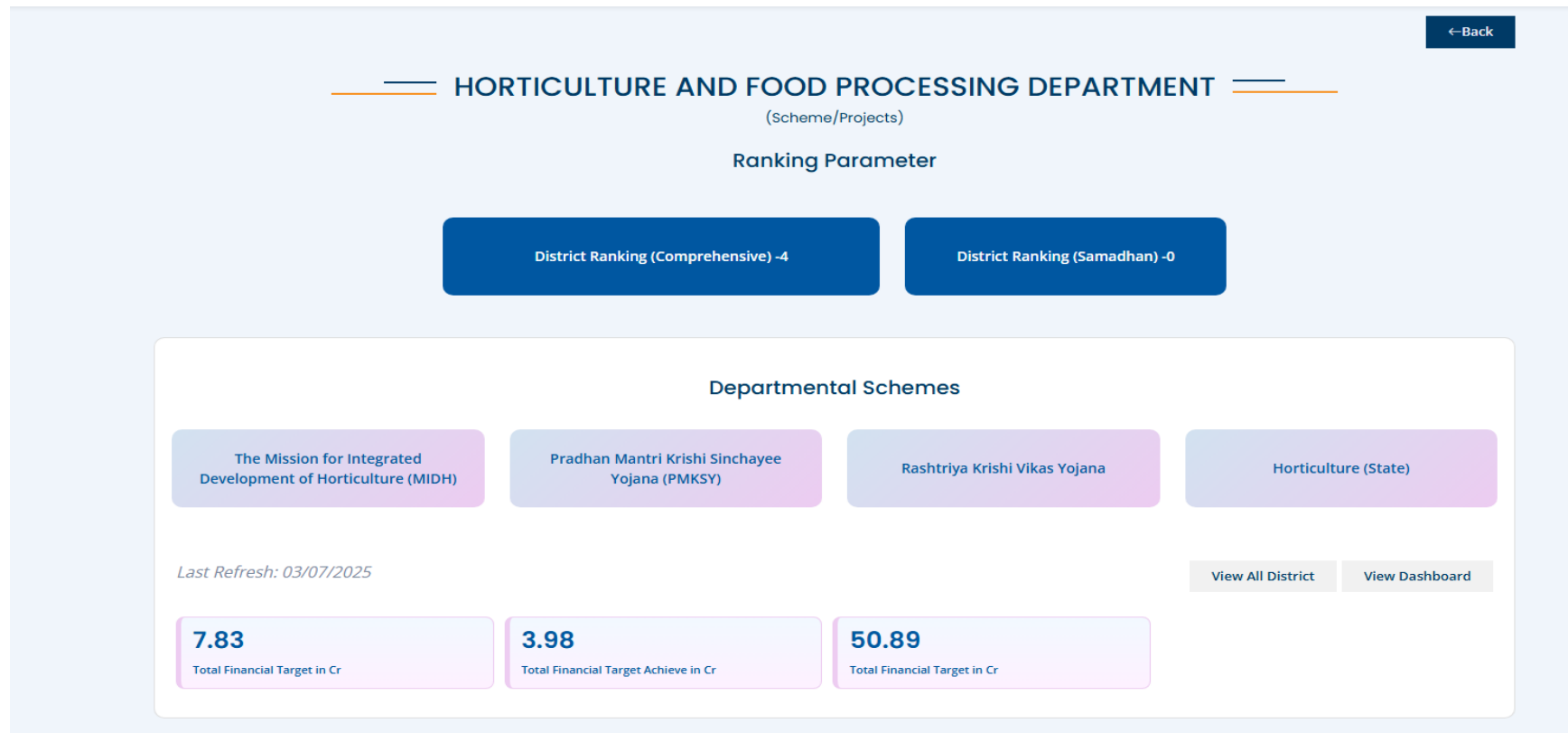
- 22 Departments onboarded into Collector ranking with 179 KPIs.
- Selected KPIs are used for district ranking every month.
- Appropriate weightage is provided for ranking.





CM Dashboard – Department Dashboards

- 34 Departments onboarded for CM Office review.
- Relevant KPIs and ranking display for the department.
- Department-level KPIs, Indicators, and district performance are shown.



Mukhyamantri Jan Seva Abhiyan - The Campaign Approach



- **Purpose:** A dedicated campaign (often held in phases) to ensure saturation coverage of welfare schemes and resolve pending public grievances at the grassroots level.
- **Activities:**
 - Organizing "Jan Seva Camps" (Shivirs) at district, block, and even panchayat levels.
 - Identifying eligible beneficiaries for various government schemes.
 - Assisting citizens in applying for services and schemes.
 - **Directly addressing and resolving pending grievances.**
- **Role of "Jan Seva Mitras":**
 - Youth interns appointed to reach every doorstep, create awareness about schemes, and assist citizens with applications and grievance registration.
 - They act as a bridge between the government and the last-mile beneficiary.

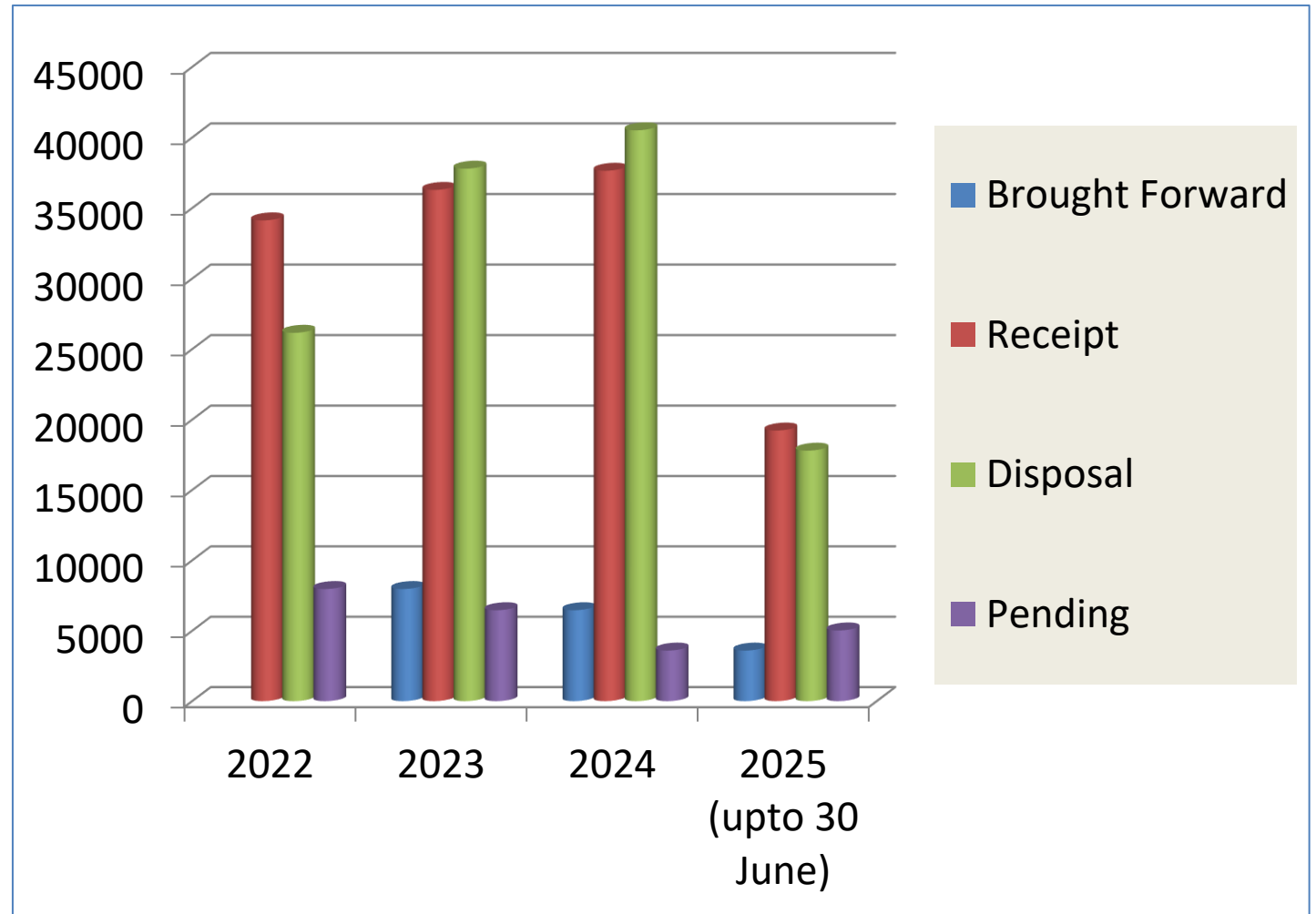
CM Jan Seva (181) - Direct Service Delivery

- **Focus:** Providing frequently used citizen services directly through the 181 helpline.
- **Key Services Offered (Examples):**
 - Issuance of Income Certificates
 - Issuance of Domicile Certificates
 - Digital copies of Land Records (Khasra, Khatauni, Map)
 - Land Title Booklets (Bhu Adhikar Pustika)
- **Mechanism:**
 - Citizens call 181 or provide details online.
 - Digital copies of certificates/documents are often sent directly to their mobile via SMS/WhatsApp link within 24 hours.
- **Benefits:**
 - Saves time and effort for citizens (no need to visit offices).
 - Reduces potential for corruption.
 - Increases convenience, especially for those in remote areas.

Madhya Pradesh : Grievances Redressal on CPGRAMS Portal

- FY 2022 to 2025

FY 2022 to 2025				
Year	Brought Forward	Receipt	Disposal	Pending
2022		34126	26161	7965
2023	7965	36284	37791	6458
2024	6458	37642	40509	3591
2025 (upto 30 June)	3591	19224	17794	5021



Grievance Redressal & Disposal Data

(Leveraging CM Helpline 181)

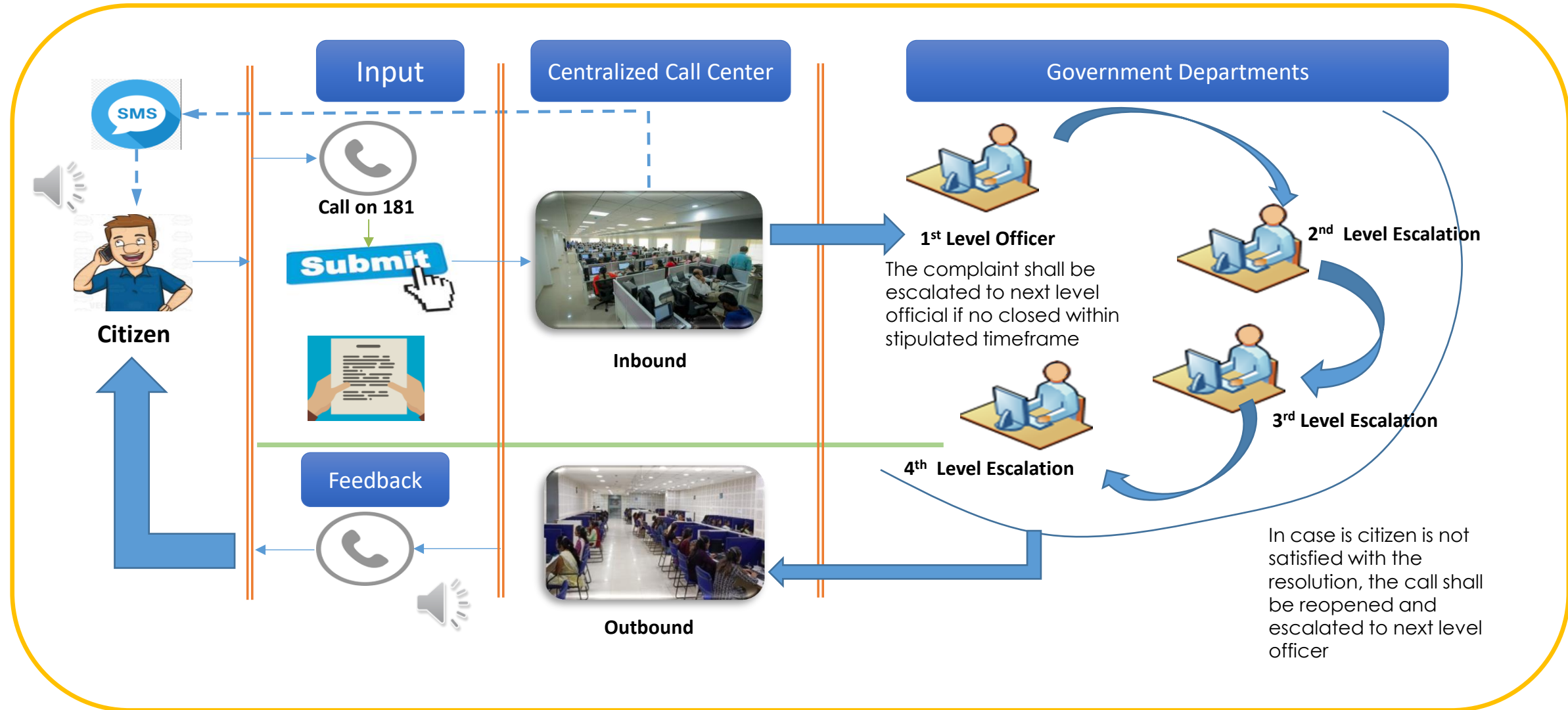
Centralized System: Both CM Jan Seva (181) and Mukhyamantri Jan Seva Abhiyan rely heavily on the overarching **CM Helpline 181** portal for registering, tracking, and monitoring grievances.

Impressive Disposal Rates (CM Helpline 181 Data - Past Performance):

Year	Complaints Received	Complaints Resolved	
2014-15	4.67 Lakh	4.67 Lakh	100%
2015-16	10.43 Lakh	10.43 Lakh	100%
2016-17	16.95 Lakh	16.95 Lakh	100%
2017-18	21.69 Lakh	21.69 Lakh	100%
2018-19	22.61 Lakh	22.61 Lakh	100%
2019-20	24.69 Lakh	24.69 Lakh	100%
2020-21	30.52 Lakh	30.51 Lakh	99.99%
2021-22	33.90 Lakh	33.89 Lakh	99.97%
2022-23	43.78 Lakh	43.72 Lakh	99.87%
2023-24	49.64 Lakh	49.11 Lakh	99.93%
2024-25	49.83 Lakh	48.33 Lakh	99.98%
Total Complaints (as of a past record): Over 3.23 Crores complaints registered across districts			

- **Impact of *Mukhyamantri Jan Seva Abhiyan* on Grievance Disposal (11 December 2024 to 26 January 2025) :**
 - During Campaign period , *the Mukhyamantri Jan Kalyan Abhiyan* witnessed a significant public response:
 - **Over 42.93 lakh applications were received** from citizens across the state.
 - **42.92 lakh applications were successfully redressed** within the campaign duration .
 - Several Districts demonstrated exemplary performance in service delivery, **achieving 100% application disposal rates- including Bhopal, Chhindwara, Ujjain, Indore and Morena**

End to end Grievance Registration and Redressal Process

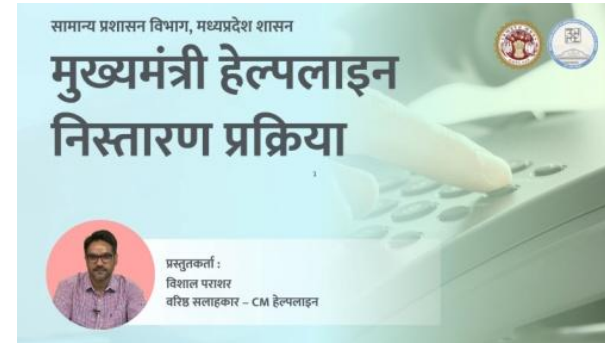


Courses for Public Grievance Redressal System on iGOT Portal

Public Service Guarantee Act 2010



CM Helpline -Grievance Redressal Process



**Courses
Being created
For iGOT**

Total Courses Live on iGOT : 125

Total Lectures recorded for iGOT : 280

Suggestions

- Feedback through call centres – CM helpline
- Use of case studies in trainings
- Use of webinars with users and officers
- Monthly review reports
 - Involving training academies
- CPGRAM IGOT courses mandatory for All employees and officers
- Photograph based grievances - complainants

We are on Social Network



RCVP Noronha Academy of Administration & Management, Bhopal

14 likes • 18 followers

Posts About Photos Videos

Intro

RCVP Noronha Academy of Administration and Management, Bhopal is the Apex Institute for capacity building of civil servants

Page · Government organisation

RCVP Noronha Academy of Administration & Management, Bhopal

17 February at 22:07 ·
The Four days Induction training titled "Training to NACP Counsellors" from 17-20 Feb, 2025 with an objective to build the capacity & equipping necessary knowledge and skills to provide effective support to the individuals includes PLHIVs, High risk groups and other vulnerable population is channel at RCVP Academy, Bhopal. A total of



rcvp

11 posts · 37 followers · 0 following

RCVP Noronha Academy of Administration & Management Bhopal

POSTS TAGGED



Newsletter

FEBURARY, 2025

R.C.V.P Noronha Academy of Administration & Management, Bhopal



Director General's Message:

Academy being an Apex Training Institution of Madhya Pradesh and providing Training for all is our basic and foremost objective. In today's transforming Knowledge Society, the need for e-learning process and e-training modules has gained momentum.

Therefore it is our endeavour to create e - Learning courses in collaboration with DoPT and various Departments for competency building of Karmyogis aligned with the Capacity Building Policy, 2023 of Madhya Pradesh and upload them on iGoT (Integrated Government Online Training) portal.



Shri Sachin Sinha
Director General

Forthcoming National Workshop on - "Sevottam and Effective Redressal of Public Grievances"

Sponsored by Department of Administrative Reforms & Public Grievances Ministry of Personnel, Public Grievances and Pensions Government of India and hosted by RCVP Noronha Academy of Administration, Bhopal on 20th February, 2025. The workshop will witness an August gathering of dignitaries from various Apex Training Institutions of India and will be addressed by; Chief secretary, Madhya Pradesh Shri Anurag Jain and Shri V. Srinivas Secretary, DARPG, Govt. of India. Former Chief Election Commissioner of India Shri O.P. Rawat has kindly consented to be the Chief Guest.



Shri Anurag Jain
Chief Secretary,
Govt. of Madhya Pradesh



Shri O.P. Rawat
Former Chief Election
Commissioner of India



Shri V. Srinivas,
Secretary, DARPG, Govt.
of India

PAGE 01



Thank you

“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.” - Alvin Toffler





सी.एम. हेल्पलाइन से शिकायत को CPGRAMS में प्रेषित करने की प्रक्रिया



☰

🕒 08 May 2025

💬 सुझाव

Enter Email

Subscribe

शिकायत पर की गयी कार्यवाही

कार्यवाही

Template चयन करें

Add/Update/Delete Template

कार्य प्रगति पर है

आंशिक रूप से बंद

Send To CPGRAMS

कार्यक्षेत्र से बाहर है

प्रकार चुनें

स्पेशल क्लोज के लिए प्रस्तावित करें

शिकायत को CPGRAMS में प्रेषित करने के लिये यहाँ क्लिक करें

Note : हिंदी में निराकरण दर्ज करने के लिए Google Input Tool डाउनलोड करने के लिए यहाँ क्लिक करें |

शिकायत का विवरण

📄 open

👤 WIP

💻 PC

🔌 Close

🔌 Special Close

🔌 Not Connected Close

🔌

शिकायत क्रमांक

24406724 दिनांक - 23-09-2023 03:36 PM
शिकायतकर्ता की जानकारी

शिकायत का स्रोत

CMH पोर्टल से प्राप्त (शिकायत सीएम हेल्पलाइन पोर्टल पर शिकायतकर्ता द्वारा ऑनलाइन दर्ज की गयी है।)

प्राथमिकता

सामान्य

शिकायत कर्ता का नाम

Nitin Talwar

← वापस



सी.एम. हेल्पलाइन से शिकायत को CPGRAMS में प्रेषित करने की प्रक्रिया



☰

🕒 16 May 2025

💬 सुझाव

📧 सूचना

📁 ऑफिसर ट्रेनिंग मैन्युअल

📧 Enter Email

📧 Subscribe

👤 श्री सचिन भार्गव

SEND TO CPGRAM

शिकायत क्रमांक:

31943938

शिकायतकर्ता:

गोपाल वलभव पारिक

लिंग:

Male

पता:

ब्लॉक-कोलारस , जिला-शिवपुरी

देश:

भारत

राज्य:

मध्य प्रदेश

शहर:

पन्ना

ईमेल:

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भाषा:

हिन्दी

मोबाइल:

8319125776

अन्य मोबाइल:

8319125776

विवरण:

शिकायत का प्रकार: भूमि के सीमांकन संबंधी (राजस्व विभाग) शिकायत का विवरण: शिकायतकर्ता गोपाल वलभव पारिक के द्वारा बताया गया है कि आवेदक का नाम गोपाल वलभव पारिक पिता लक्ष्मी नारायण पारिक ,तहसील कोलारस खसरा नं. 627 मे कुल रकबा 1 बीघा . भूमि है सीमांकन के लिए आवेदन दिनांक 2 साल पूर्व तहसील कार्यालय कोलारस में दिया था सीमांकन गलत कर दिया है गलत तरीके से पटवारी और आर आई ने पंचनामा पर साइन लिए है जिसे आवेदक खारिज करवाना चाहते है जिससे आवेदक को काफी समस्या हो रही है निवेदन है की जाँच कर कार्यवाही की जाए | कृपया समस्या का जल्द से जल्द निराकरण किया जाए |

शिकायत की दिनांक:

04/19/25

मंत्रालय/विभाग:

Department of Fisheries

Documents:

Send To Cpgram

🏠 ⚙️

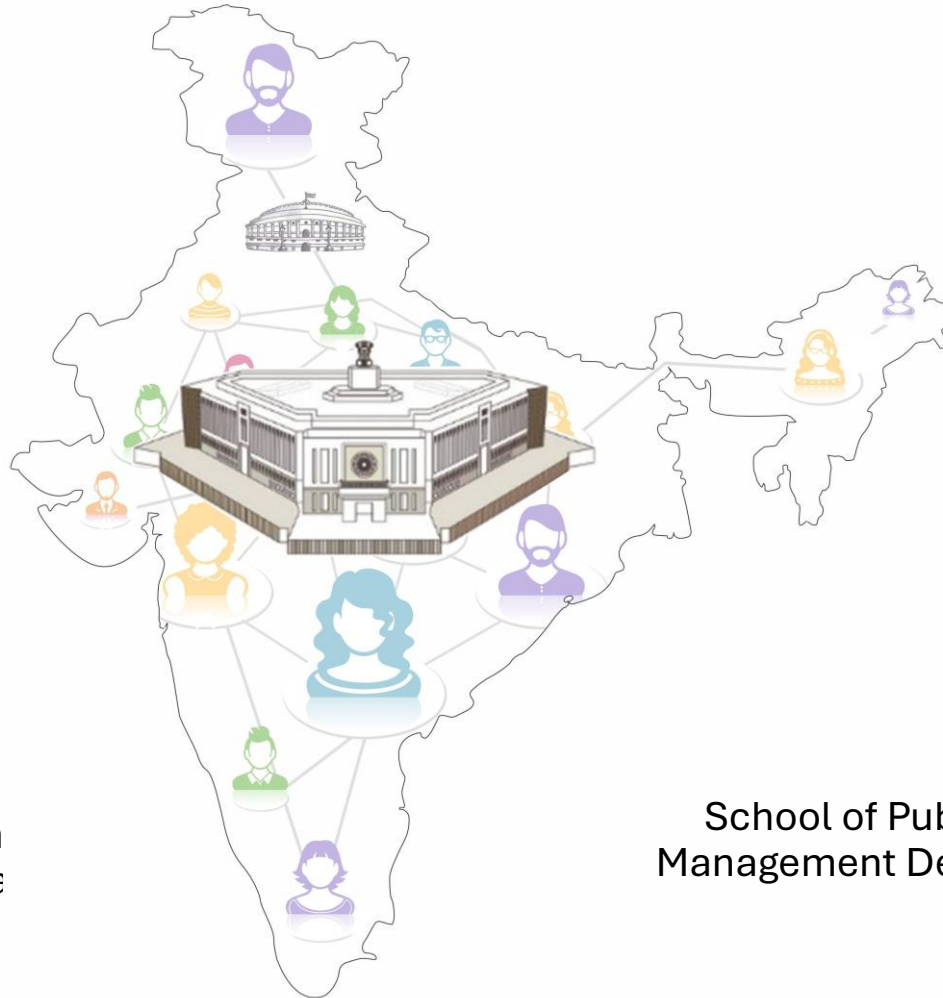
← वापस जाएँ

CPGRAMS – Grievance to Governance [G2G]

A Study of the World's largest instrument of Accountability to drive Good Governance in India



Department of Administrative Reform and
Grievances, Government of India



School of Public Policy and Governance,
Management Development Institute, Gurgaon

Presented by

Prof. Avanish Kumar

Dean, School of Public Policy and Governance, MDI Gurgaon

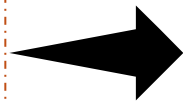
The Study: CPGRAMS - G2G

***Chintan Shivir* of DARPG** (February 18th-19th, 2023) presided by the Hon'ble Prime Minister, - 4 more steps in the reform agenda.

1. Citizen Connect
2. Strengthening the existing citizen Grievance Redressal System
3. Improving the Quality of Disposal, and
4. Re-imagining Service Delivery.
 - a. *What connects citizens?*
 - b. *What strengthens the citizen-centric grievance system?*
 - c. *What improves the quality of disposal?*
 - d. *What is required to transform the public service delivery?*

TURN AROUND : G2G

- Volume of Grievances
- Dispersed Multilayer Government
- Low Citizens' Engagement
- Human Resource Constraints
- Political Interference & Corruption



Is principle shift from grievance focus to governance is due to the adoption of three key agendas:

1. Political Mandate
2. Committed & Competent Executives, and
3. Willingness & Capability to take on vested interests in the System

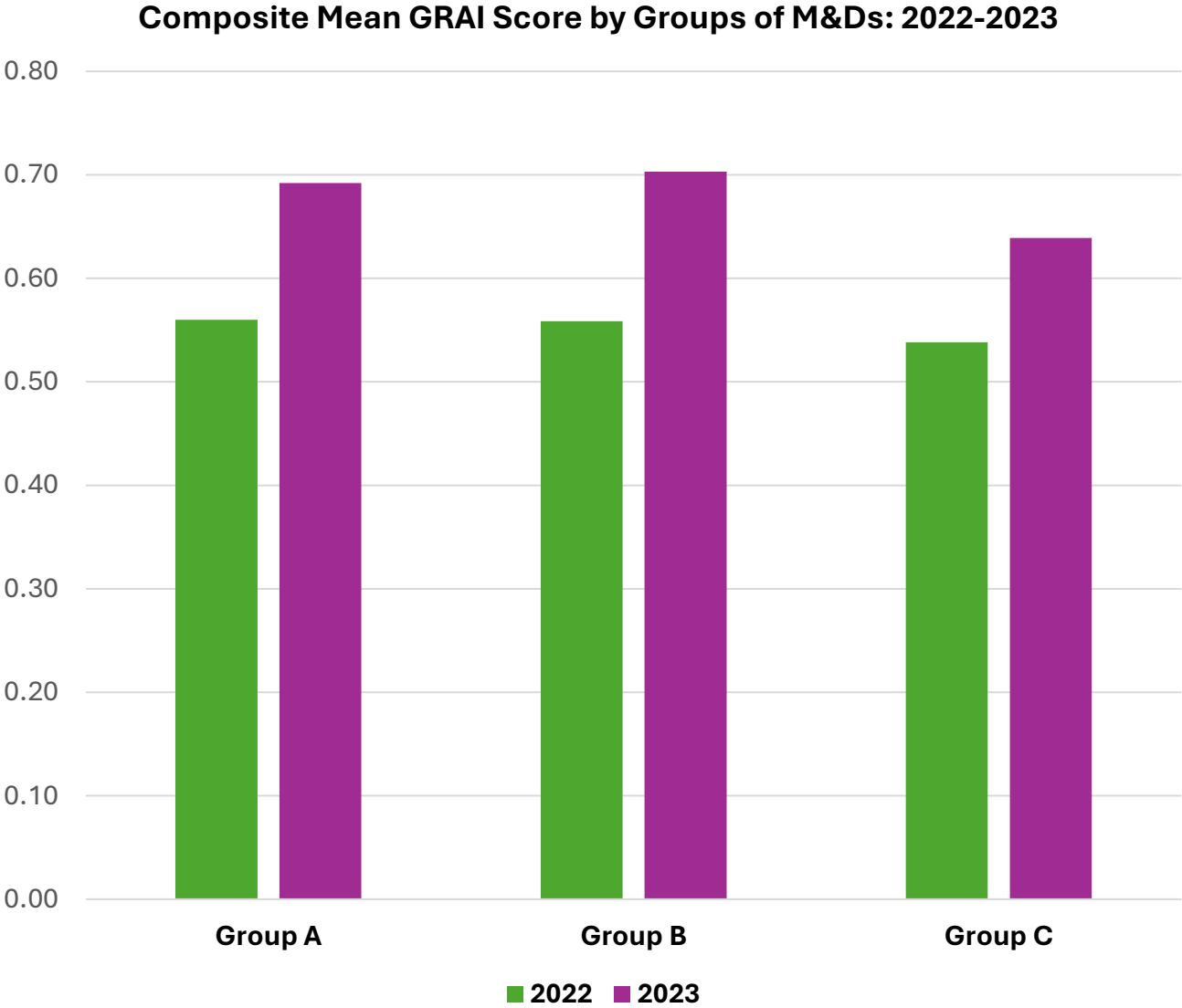
GRIEVANCE TO GOVERNANCE

1. Establishing the link between public choice and power **architecture in administrative apparatus** is a primary target of cross-regime variations in bureaucratic performance, policy transfer patterns, and infringement on citizen rights (Kwan Nok Chan, 2024)
2. **Time is an essential resource in systems change: people need to live through and experience the change rather than hear about** it from a third party (OECD 2017).
3. **Trust encompasses general and systemic factors, such as the legitimacy accorded to the political-administrative system, as well as more specific experiences with the government and its services**, and the dynamic interaction between the two (Tom Christensen and Per Lægreid, 2005)
4. A framework for **transformative governance** which enhances the adaptiveness and resilience of the complex ecosystem as well as orchestrates deliberate socio-technical transformation in society.
5. Over the last decade, citizens of Bangladesh, China, India, and Malaysia have witnessed significant improvements in governance outcomes. However, available primary indicators fail to capture these accomplishments, as they focus **on processes at the neglect of outcomes** (Maksym Ivanyna & Anwar Shah, 2010)
6. Complaint” may signal discontent and conflict in human relations, but **systems of complaint have great democratic promise when applied to the public sphere** (Naomi Hossain, Anuradha Joshi & Suchi Pande ,2023)

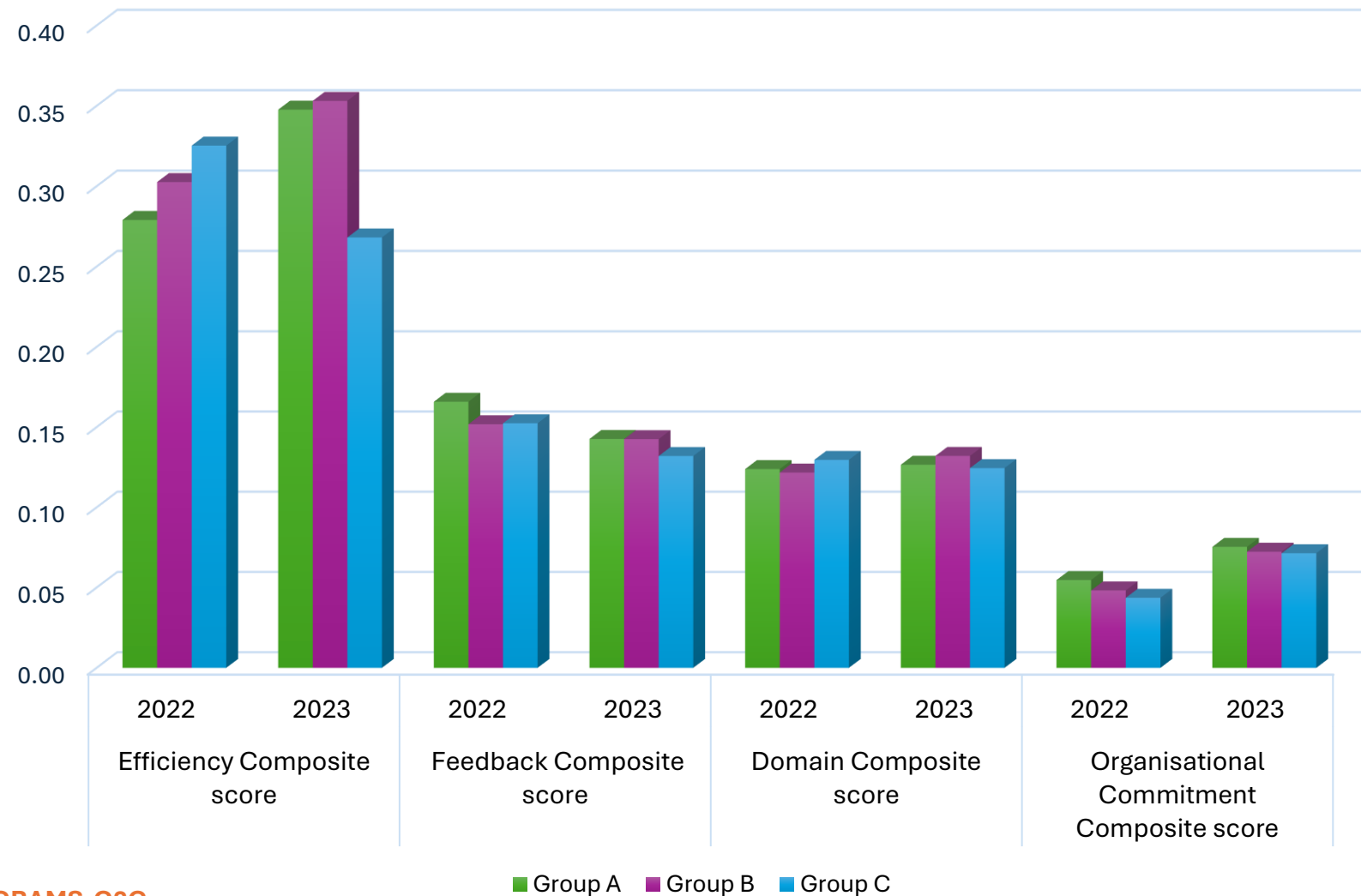
GRAI

EVIDENCE-BASED DECISION TOOL

Composite GRAI score		
M&D Groups	2022	2023
Group A	0.56	0.69
Group B	0.56	0.70
Group C	0.54	0.64



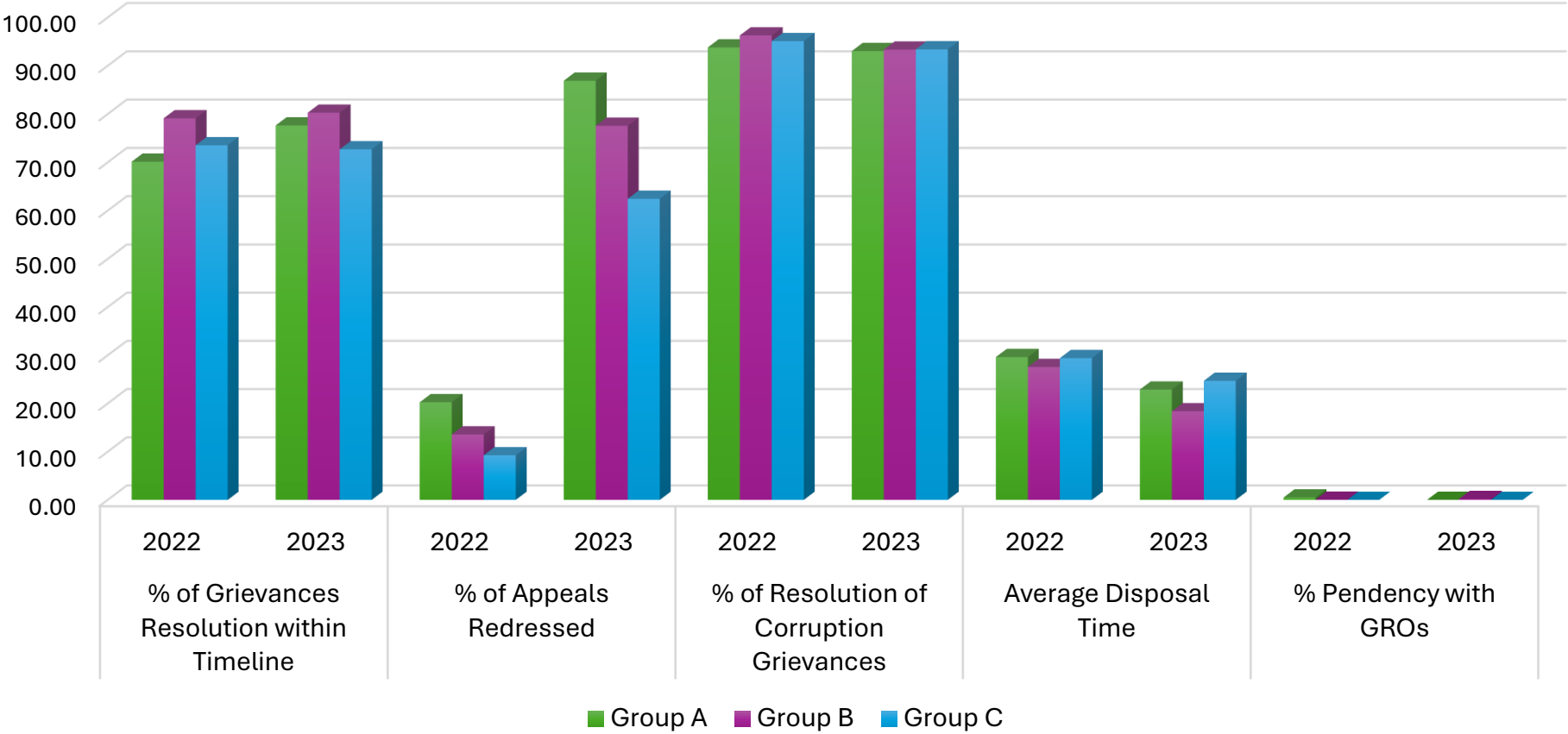
Dimension-wise Mean GRAI scores across Groups of M&Ds: 2022-2023



4 DIMENSION & 3 CATEGORIES

Efficiency Composite score			Feedback Composite score		
M&D Groups	2022	2023	M&D Groups	2022	2023
Group A	0.28	0.35	Group A	0.17	0.14
Group B	0.30	0.35	Group B	0.15	0.14
Group C	0.33	0.27	Group C	0.15	0.13
Domain Composite score			Organisational Commitment Composite score		
M&D Groups	2022	2023	M&D Groups	2022	2023
Group A	0.12	0.13	Group A	0.05	0.08
Group B	0.12	0.13	Group B	0.05	0.07
Group C	0.13	0.12	Group C	0.04	0.07

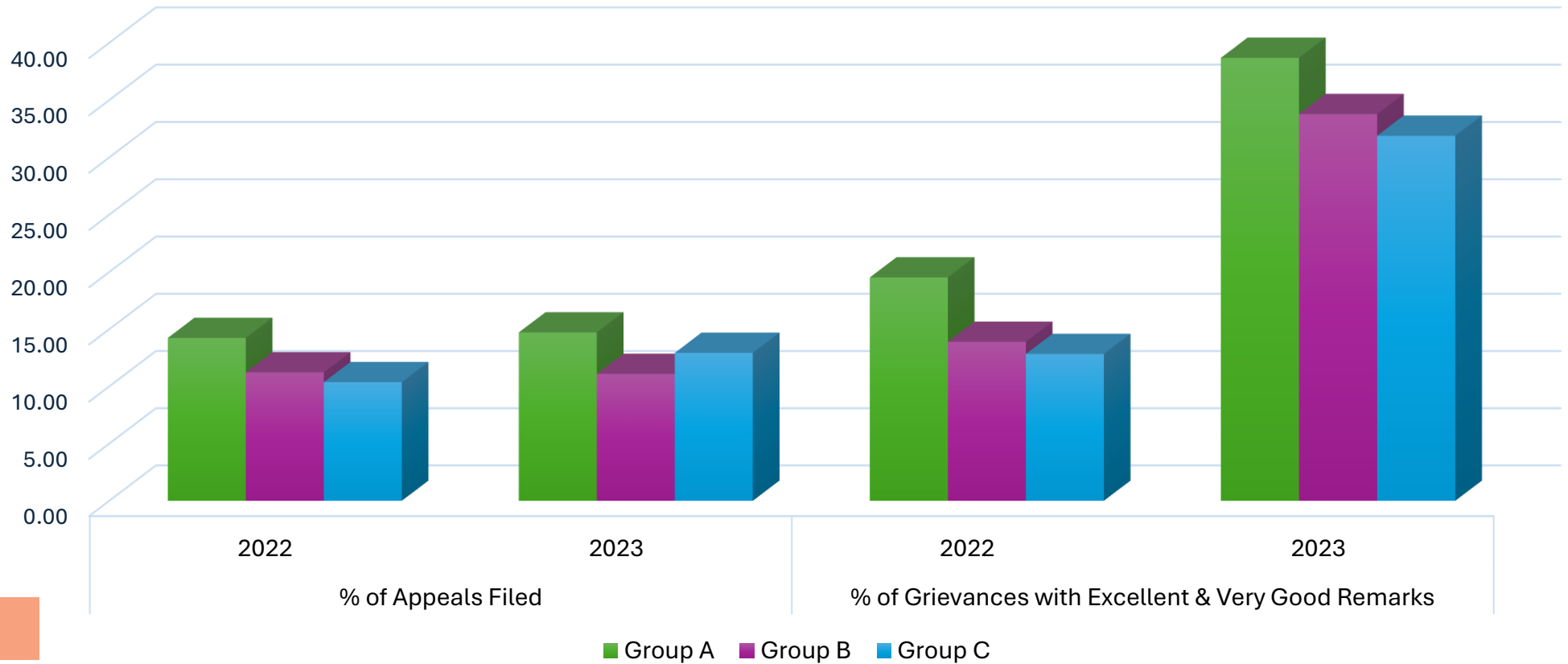
Efficiency Indicators Mean Scores Across Groups of M&Ds: 2022-2023



EFFICIENCY

	Dimension 1- Efficiency									
	% of Grievances Resolution within Timeline		% of Appeals Redressed		% of Resolution of Corruption Grievances		Average Disposal Time		% Pendency with GROs	
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023
M&D Groups										
Group A	70.14	77.65	20.26	86.90	93.79	93.04	29.64	22.89	0.51	0.01
Group B	79.12	80.28	13.59	77.59	96.28	93.35	27.58	18.39	0.04	0.19
Group C	73.55	72.70	9.26	62.46	95.11	93.40	29.43	24.71	0.00	0.00

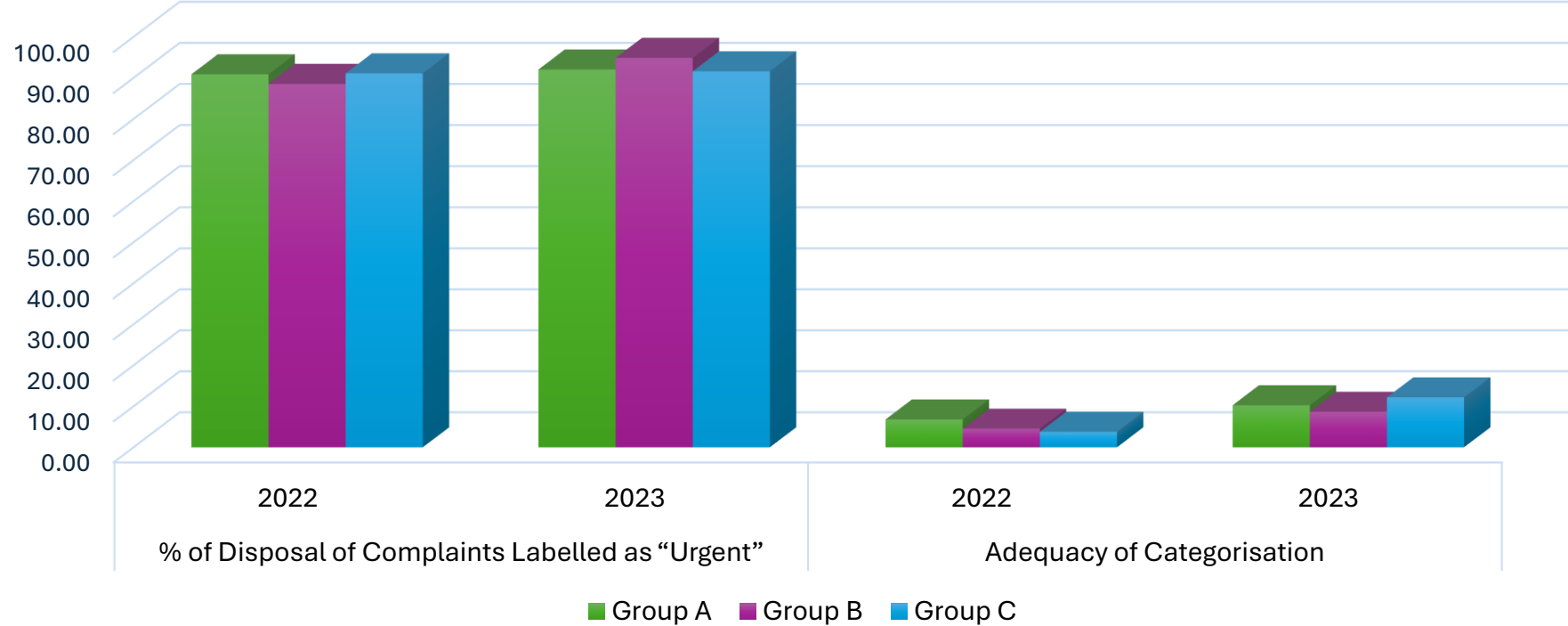
Feedback Indicators Mean Scores Across Groups of M&Ds: 2022-2023



FEEDBACK

Dimension 2- Feedback				
M&D Groups	% of Appeals Filed		% of Grievances with Excellent & Very Good Remarks	
	2022	2023	2022	2023
Group A	14.24	14.72	19.53	38.69
Group B	11.22	11.09	13.90	33.78
Group C	10.37	12.93	12.83	31.89

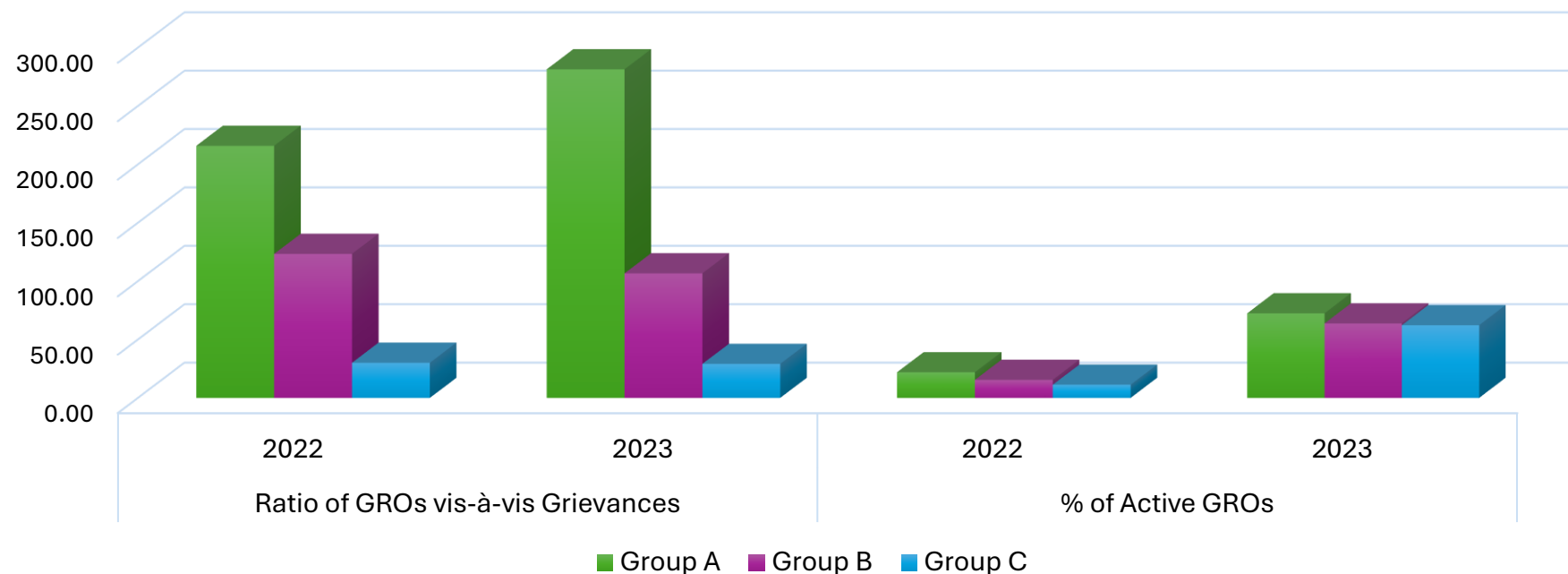
Domain Indicators Mean scores across Groups of M&Ds: 2022-2023



DOMAIN

Dimension 3- Domain				
	% of Disposal of Complaints Labelled as “Urgent”		Adequacy of Categorisation	
	2022	2023	2022	2023
M&D Groups				
Group A	90.87	92.04	6.79	10.25
Group B	88.53	94.87	4.55	8.65
Group C	91.11	91.60	3.77	12.17

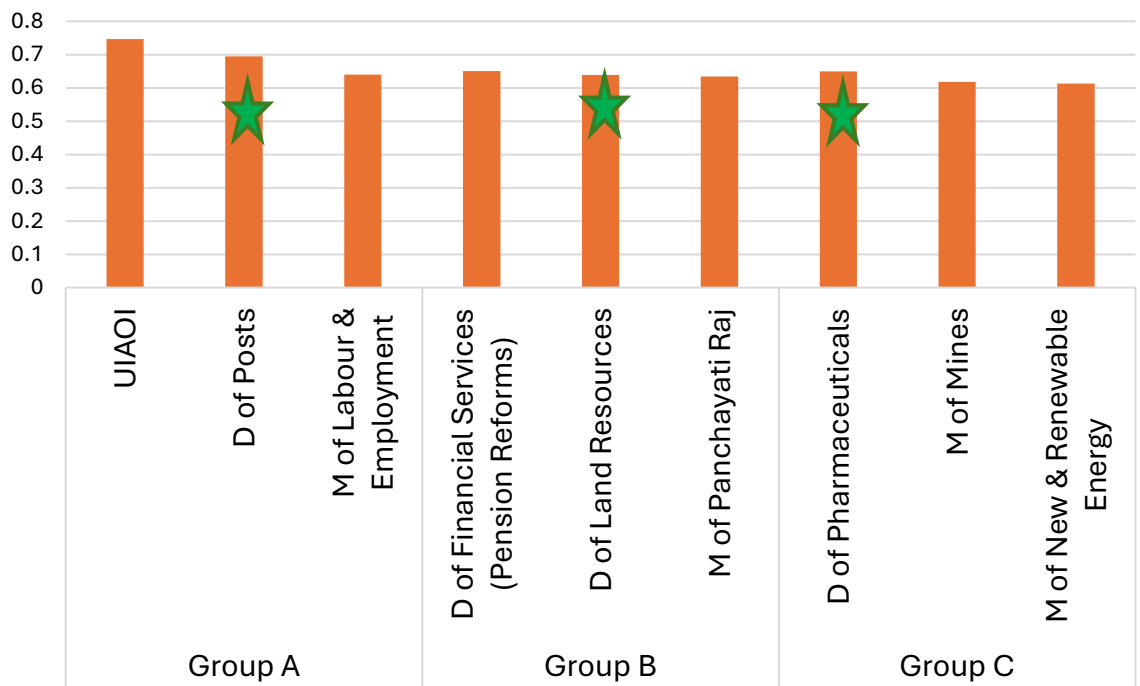
Organisational Commitment Indicators Mean scores across Groups of M&Ds: 2022-2023



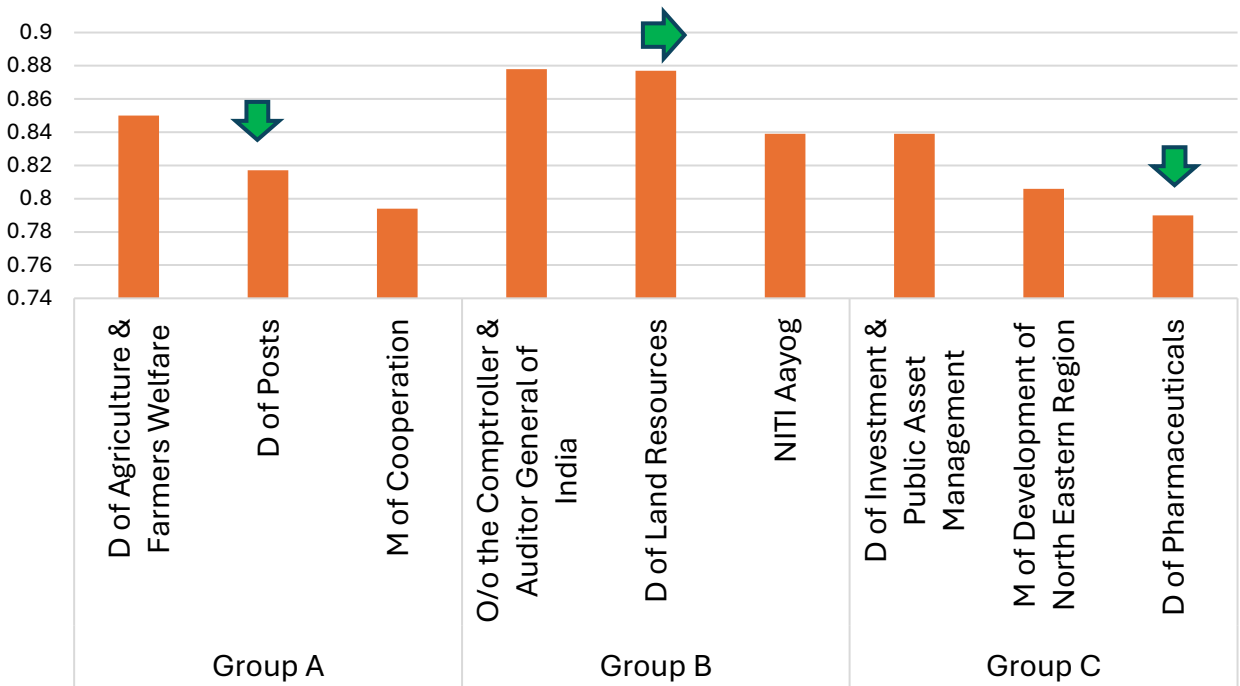
ORGANISATIONAL COMMITMENT

Dimension 4- Organisational Commitment				
	Ratio of GROs vis-à-vis Grievances		% of Active GROs	
	2022	2023	2022	2023
M&D Groups				
Group A	215.90	281.41	21.94	72.43
Group B	123.35	106.66	15.46	63.80
Group C	30.08	29.11	11.26	62.24

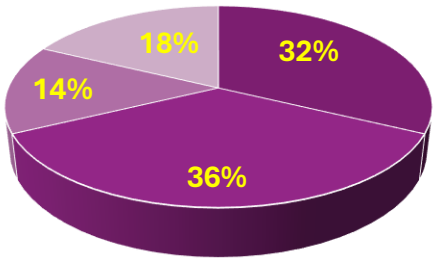
Top 3 Rank M&Ds in Composite GRAI Score, 2022



Top 3 Rank M&Ds in Composite GRAI Score, 2023

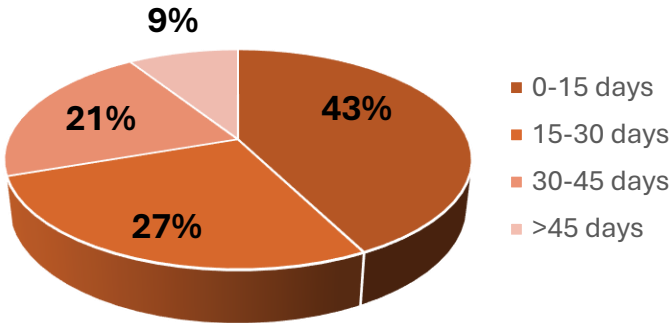


Average Disposal Time- Group A

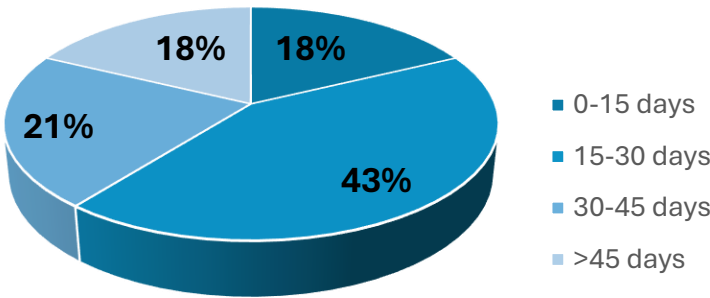


■ 0-15 days ■ 15-30 days ■ 30-45 days ■ >45 days

Average Disposal Time- Group B



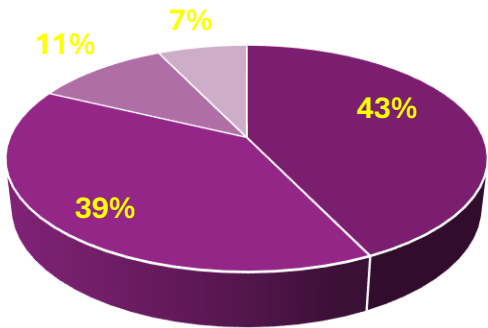
Average Disposal Time- Group C



2022

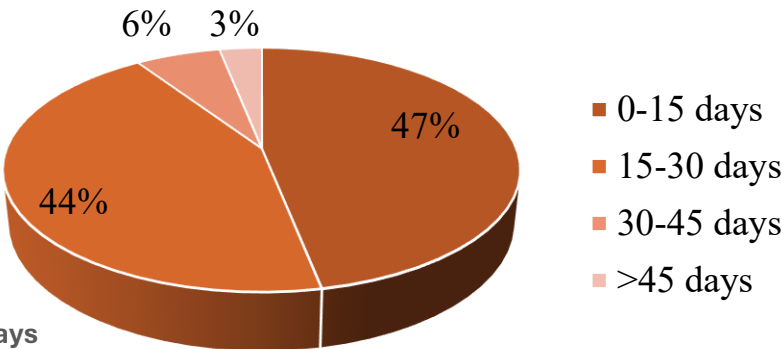
2023

Average Disposal Time-Group A

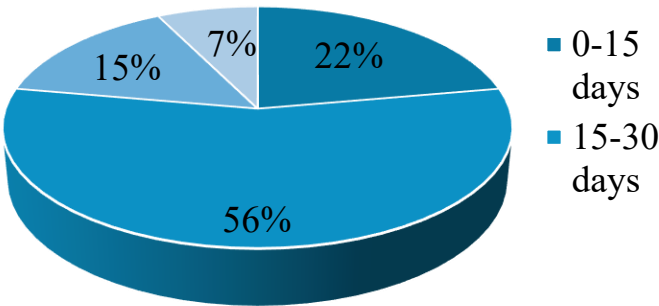


■ 0-15 days ■ 15-30 days ■ 30-45 days ■ >45 days

Average Disposal Time- Group B



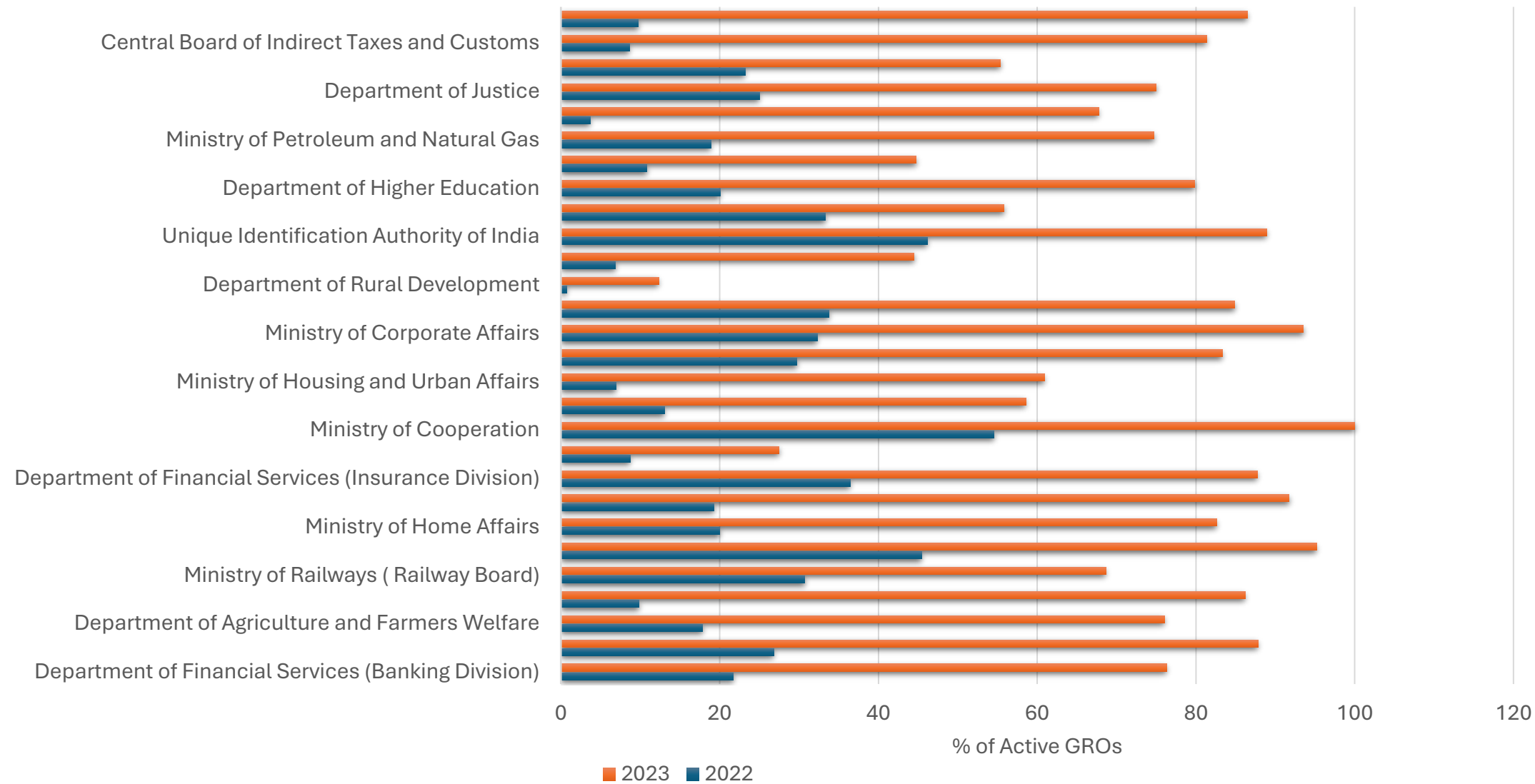
Average Disposal Time- Group C



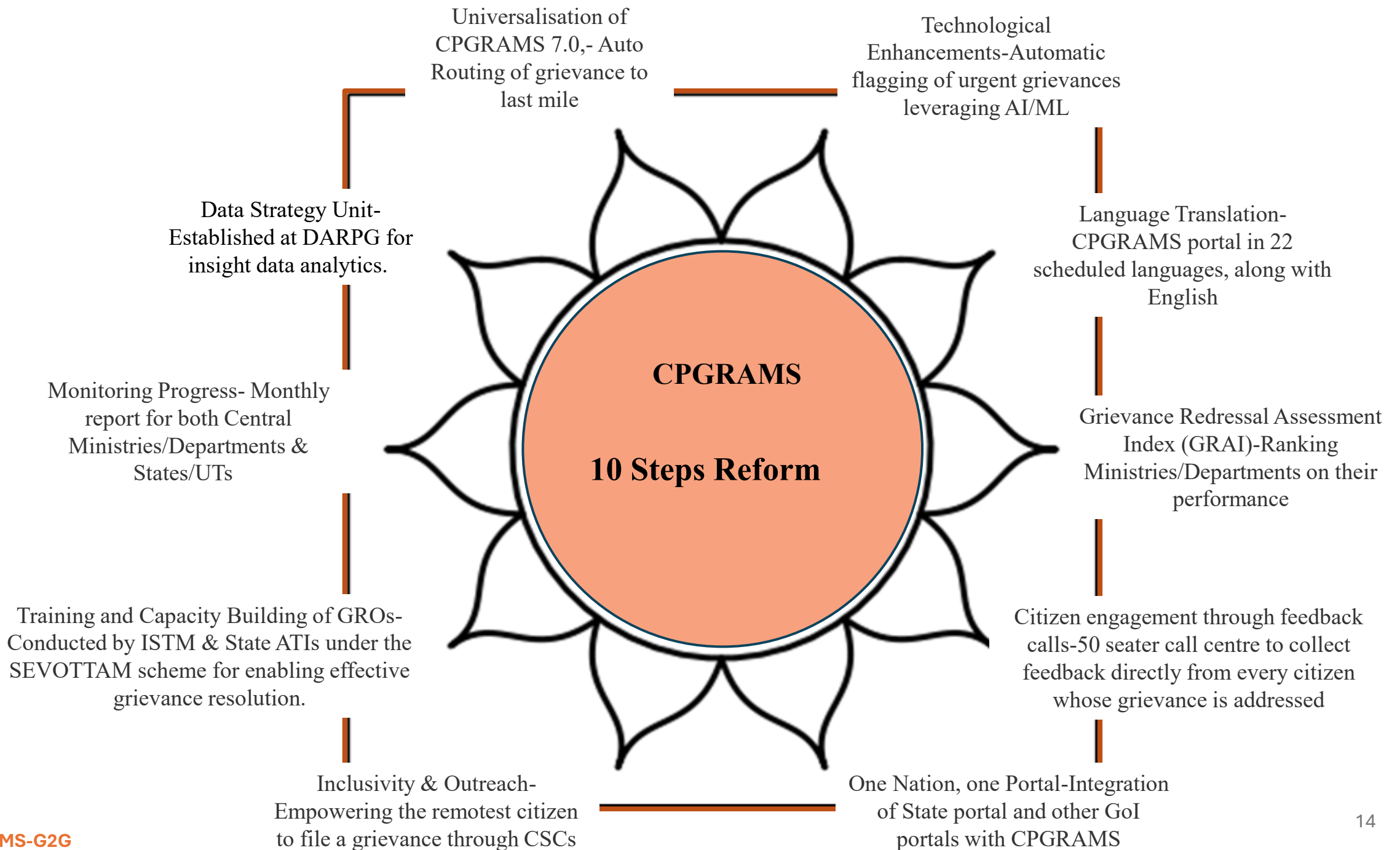
Group B- % of M&Ds taking 15 to 30 days for ADT increased sharply from 27% to 44% between 2022 and 2023.

Group C% of M&Ds that took 30 days as ADT increased from 61% in 2022 to 78% in 2023.

OC Dimension-% of Active GROs-Group A (2022-2023)



Out of 28, 15 (53.5% M&Ds in group A) showed improvement, reporting more than 75% active GROs.

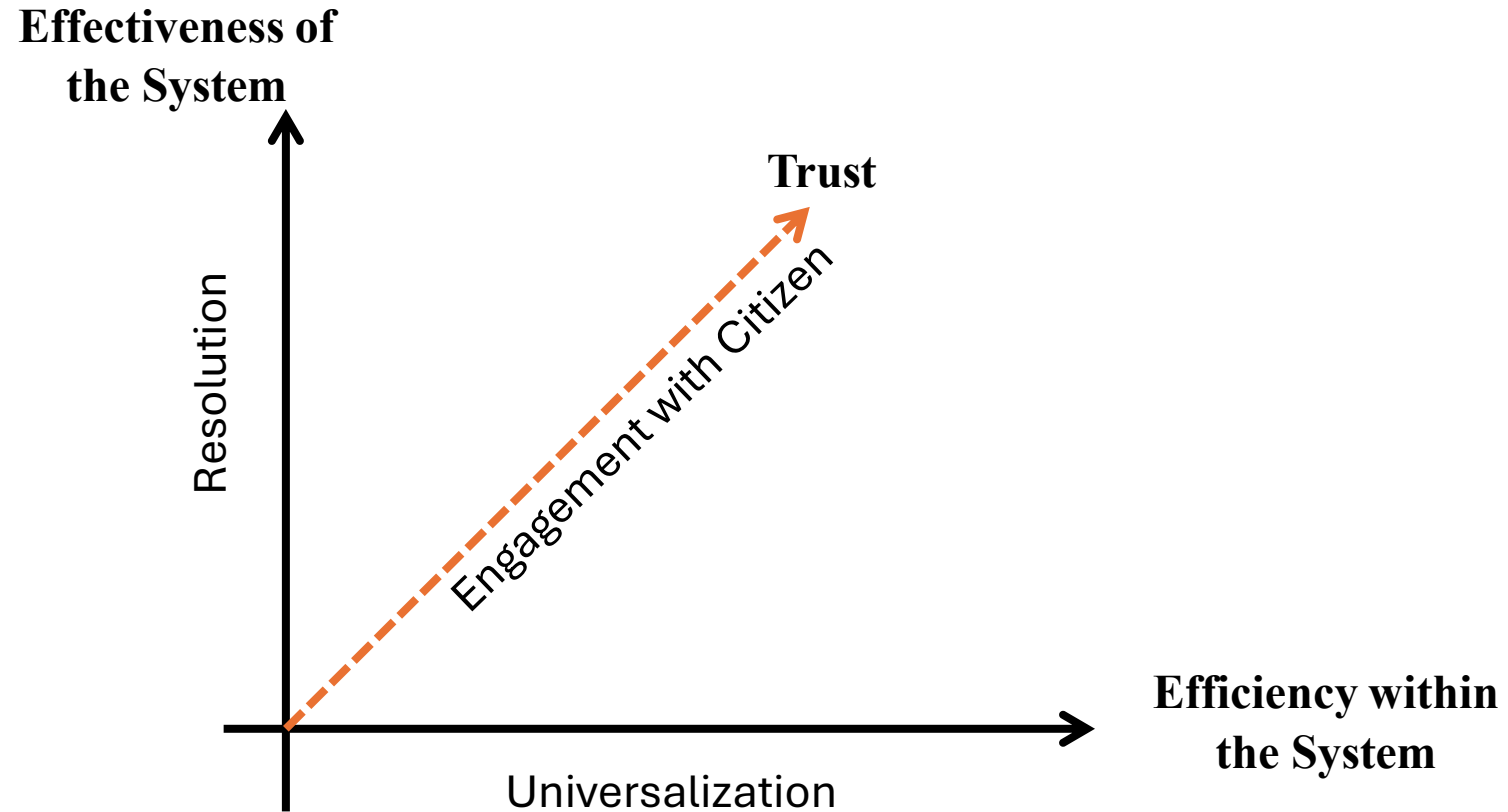


Monthly Report Reference	Initiative in the Department/Ministry as mentioned in Monthly Report	CPGRAMS efforts as means to improve....	Aim/ goal achieved
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2022

May 2022, Report No:1	1. DARPG received 20,00,590 grievances in • To improve the time taken for • Issued policy guidelines,							
	Monthly Report Reference	Initiative in the Department/Ministry as mentioned in Monthly Report			CPGRAMS efforts as means to improve....		Aim/ goal achieved	
	2023							
	January 2023, Report No:9	1.	123968 PG cases received & 125922 PG cases were	To improve redressal of corruption- •		Citizens registered	Public	
		2.	Pendency decreased	Monthly Report Reference	Initiative in the Department/Ministry as mentioned in Monthly Report		CPGRAMS efforts as means to improve....	Aim/ goal achieved
		2024						
		3.	of Decem	January 2024, Report No:21	1.	121671 PG cases were received on the CPGRAMS portal, 121478 PG cases were redressed and there exists a pendency of 71119 PG cases.	• DARPG has launched on 2 nd Jan 2024, an online hackathon on “Data-driven Innovation for Citizen Grievance Redressal” with 5 problem statements which is open to student’s/research scholars/start-ups for participation. Participants may submit innovative products and services as specified for each Problem Statement and get a chance to win cash prizes. • To review the pendency and disposal of public grievances meeting with GROs of all the Central Ministries/Departments was held.	• In January 2024, for the 18th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat. • Average Grievance Redressal Time in all the Ministries/Departments in the year 2024, from 1st January to 31st January, 2024 is 16 Days. • BSNL Feedback Call Centre collected 91437 feedbacks directly from citizens & 41% citizens expressed satisfaction with the resolution provided to their respective grievances. • 23293 citizens have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of January, 2024. • 57217 feedbacks (62%) were collected for Central Ministries/Departments by the BSNL Feedback Call Centre, ~44% citizens expressed satisfaction with the resolution provided. • Ministry of Rural Development was among the ministries/ Departments which got more than 1000 feedbacks and 71% of the citizens were satisfied with the resolution in this ministry for January 2024.
		4.	the end of		2.	107209 grievances were disposed in less than 30 days. Department of Agriculture and Farmers Welfare has disposed ~99% of the total grievances disposed within 30 days’ time period.		
		5.	15398 ap		3.	23142 appeals were received and 22084 appeals were disposed.		
		6.	disposed.		4.	31% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Ministry of Labour and Employment [14427 grievances], Department of Financial Services (Banking Division) [13717 grievances], and Department of Agriculture and Farmers Welfare [9133 grievances].		
7.		Departme	5.		NITI Aayog, Department of Revenue and Department of Agriculture and Farmers Welfare are amongst the top performers in the GRAI within the Group A (more than 500 grievances) in January 2024.			
8.		Identificat	6.		Ministry of Development of North Eastern Region, Ministry of Parliamentary Affairs and Department of Legal Affairs are amongst the top performers in the GRAI within the Group B (less than 500 grievances). The new GRAI has been formulated and used based on the 4 dimensions and 11 indicators since May 2023.			
9.	performer	7.	The Average Closing Time of Appeals in the Central Ministries/Departments is 23 days from 1st January to 31st January, 2024.					
10.	Index with	8.	A total of 7503 grievances have been registered through the Common Service Centres in the month of January, 2024, with 2632 being disposed.					
11.	NITI Aayog	9.	Out of the total grievances registered through CSCs, 3877 grievances pertain the “PMKISAN related issues” followed by “Pradhan Mantri Awaas Yojana – Urban /Housing for all (HFA) Division” (775 grievances).					
12.	Services	Monthly Report Reference		Initiative in the Department/Ministry as mentioned in Monthly Report		CPGRAMS efforts as means to improve....	Aim/ goal achieved	
13.	performer	2025						

CITIZEN CONNECT



Aspire to a grievance redressal system that improves relevance to government-citizens, coherence and evidence-based redressal for citizen satisfaction.

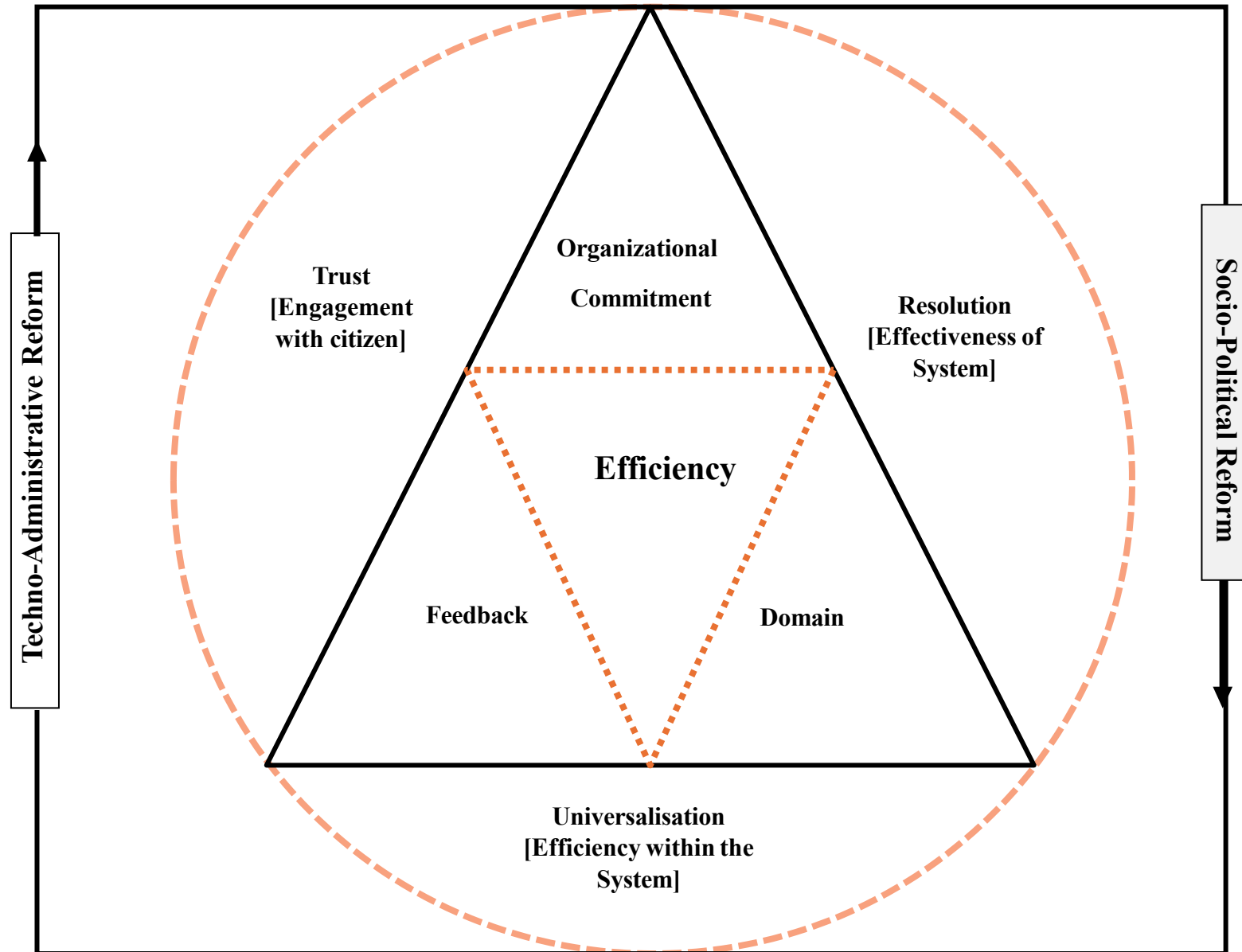
Techno-Administrative Reform

1. Ability to steer administrative reform capacity to emulate in real-time solutions.
2. Acclaim leadership for improving governance through seamless connections across multiple ministries and department ecosystems.
3. Adoption of ICT feedback loops that influence the citizens' engagement and administrative efficiency.
4. Acclimatise cutting-edge staff through capacity building with a real-time collaborative workflow digital platform, and

Socio-Political Reform

1. Awareness of automated learning and machine learning functionalities in the public system.
2. Action based on GRAI evidence and root cause analysis for competition and correction.
3. Assert social, linguistic and spatial customised device enablers for citizens' engagement in the grievance redressal system.
4. Adapt dynamic purpose and process-based reforms to integrate diverse but interdependent systems.

CPGRAMS: G2G MODEL



*India's priority for Next Generation Reforms is to ensure that all government facilities and services reach citizens up to the last mile. In government efforts towards a Viksit Bharat by 2047, the effective redressal of public grievances is one of the most critical aspects of Indian democracy, accorded the highest priority, with a focus on citizen engagement. Grievance redressal system is to make the government more **sensitive, accessible and meaningful***
- Prime Minister Shri. Narendra Modi

THANK YOU