Centralized Public Grievances Redress And Monitoring System (CPGRAMS)

USER MANUAL

Chapter 1.

About Centralized Public Grievances Redress And Monitoring System [CPGRAMS]

1.1 The Objective

In pursuance of the government’s objective of accountable, transparent and citizen friendly government, it was decided to establish a speedy and effective grievance redress machinery which gave birth to CPGRAMS. The objective is to ensure online availability of the grievance system to the citizens thereby providing him/her facilities to lodge the grievances, find the status, send reminders etc., irrespective of their geographical location.

1.2 CPGRAMS

The Centralized Public Grievance Redress And Monitoring System, is an online web-enabled system over NICNET developed by NIC in association with the Department of Administrative Reforms and Public Grievances (DARPG) with an objective of speedy redress and effective monitoring of grievances by Ministries/Departments/Organizations of Government of India. This system besides providing a faster access offers the following facilities to citizens. CPGRAMS aims at capturing the real time work flow and interaction among all the participant users. The central idea of the application architecture is to introduce a standard and uniform approach to various functions in user departments, besides enabling them to carry out the business as per their local business needs. Briefly stating, the entire life cycle of the grievance redress operation consists of
1. Lodging of the grievance by a citizen/netizen.
2. Acknowledgement of acceptance of grievance by organization.
3. Assessment of grievance regarding follow up action.
4. Forwarding and transfer
5. Reminders and clarification

In addition to the aforesaid functionality, each organization may receive the cases from following sources: a). Directly from aggrieved party on paper or via network b). Forwarded cases from PMO ; Cabinet Secretariat ; Department of Administrative Reforms and higher formations.

Consequent upon the online lodging of grievance by the citizen, the same electronically reaches the concerned PG officer of respective Ministries/Departments/Organizations of GOI and State Governments, who makes an assessment of the case and takes up with the concerned Subordinate organizations for an early settlement. The grievance gets redressed by the concerned organization and the same is intimated to the complainant online.

1.3 Highlighting features of CPGRAMS:

- CPGRAMS is an Integrated application system, based on web technology which primarily aims at submission of grievances by the aggrieved citizens from any where and any time (24x7) basis for instant and easy communication between the nodal PG officers of Government Organizations and citizens resulting in the speedy redress of their grievances.

- CPGRAMS facilitates the system generated unique registration number upon the online submission of grievances from aggrieved citizens to DPG/DARPG or concerned Ministries/Departments/Organizations,GOI or State Govts. through Internet using any Browser Interface.

- Automatic Online Data transmission between Ministries/Departments/Organisations and the subordinate organizations is facilitated by CPGRAMS.

- CPGRAMS has been designed and developed with a view to achieve the Uniform and Systematic approach towards monitoring of procedures by adopting a comprehensive classification and standardisation of grievances and redress actions across the government organisations.

- The entire system could be made compatible as per the requirement of Central Govt. Ministries/Departments and its subordinate offices, State Govt.

- The CPGRAMS will facilitate the online lodging of grievances by citizens to the concerned Ministries/Departments/Organizations which can be linked to their official Web site.

- Web enabled CPGRAMS can be implemented by Ministries/Departments/Organizations by accessing the centralized server hosted in NIC SAN Server without any requirement of dedicated hardware and software at their end.
The CPGRAMS also facilitates the Ministries/Departments/Organizations to enter the grievances received locally in their offices and to forward the same to their subordinate organizations online for ultimate redress.

CPGRAMS facilitates the monitoring reports and queries as per the requirement of Ministries/Departments/Organizations for effective monitoring for pending grievances.

CPGRAMS facilitates the generation of automated letters like Acknowledgement and Final reply letters etc. for official correspondence with complainants.

The system is flexible enough to be extended down below as per the requirement of Ministries/Departments/Organizations for online speedy and effective redress of grievances.
Chapter 2.

USER MANUAL
Open the following web address http://darpg-grievance.nic.in and Click on the link “CPGRAMS” available in the left frame of the screen.

The following is the Login Screen of CPGRAMS in which the user has to provide valid username and appropriate password to login to the system.

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2.0. Monitoring Desk
After providing the valid username and password, the following Home Page of CPGRAMS will be displayed, which is the Monitoring Desk of the PG officer of the concerned organization. This desk shows the summary of the grievances pending with the PG officer as on that day.

2.0.1. Opening Balance

This figure shows number of cases pending (i.e. brought forward cases) as on previous day. Clicking on this number, system will give list of all the bought forwarded cases. Again clicking on any registration number, the complete action history and grievance details of the case can be viewed.

Additionally by clicking heading, say Opening Balance, it is possible to get list of cases in various orders, like Organization wise and pending days wise, as well as filtered by source of complaint.

Similarly individual cases can be viewed in various ways for the following three categories also

2.0.2. Received today

Number of grievances received on that day

2.0.3. Disposed today

Number of grievances disposed by the organization on that day

2.0.4. Closing Balance as on today

Number of grievances pending as of that day

2.0.5. View subordinate organizations
Using this option, it is possible to view/modify/add subordinate organization details under 3.1

2.0.6. View grievance categories

Using this option, it is possible to view/modify/add grievance code details, under 3.1

2.0.7. Monitoring Reports

Using this option, it is possible to view various Monitoring reports under 3.3

2.0.8. Help

User Manual in PDF format

2.0.9. Operational Desk

This option takes to operational desk of PG Officers, given in 2.1

2.1. PG Officer Desk

On clicking on Operational Desk, the following operational desk is available to PG officer. This page displays various options available for the PG Officer (Nodal Public Grievance officer of the Organization). The name of the Ministry/Department/Organization logged in will be displayed at the left corner and the details of its Nodal Public Grievance Officer at the right top corner of the screen.
2.2 Nodal/Higher Authorities Receipts

This part deals only with receipts received through nodal agencies like DPG, DARPG and from higher authorities. There are two categories of receipts forwarded by DPG/DARPG namely.

- Taken Up: These are cases closely monitored by DPG/DARPG and are more grievous in nature
- Transferred: All other type of cases

In both the above cases reply is to be sent to forwarding agency.

This domain contains different options through which PG officers can perform their functions more easily and accurately, such as:

- Total Taken up Cases – New Cases: Allows you to assess the newly Taken up grievances received from higher domain.
- Total Taken up Cases -- Pending Cases: Through this option you can send case reports on taken up grievances by higher domain.
- Total Transferred Cases -- New Cases: Allows you to assess the newly received transferred grievances from higher domain.
- Total Transferred Cases – Pending: Through this option you can send case reports on transferred grievances by higher domain.
- Reminders: You can view the reminders and clarifications received from complainants and higher domain.
- Directions/Clarification: Through this option you can receive the directions from PG officers of higher domain.

2.2.1 Total Take Up/Transferred Cases: New Cases

On clicking on Total Take up or Total Transferred Cases, it gives breakup of cases which are yet to be assessed (New Cases) and Cases which are already assessed (Pending Cases).

On further clicking on New Cases, system will show the breakup of source of receipts of new cases, namely from DPG, DARPG or from Higher Authority, and the number of the number of new grievances in each category. On clicking this number you will be taken to “List of new Grievances for Assessment” form where the registration numbers of new grievances are shown in a drop-down box. After selecting a registration no. and submitting the form you can get “Assessment Form”. Assessment form displays the personal details and grievance details provided by the complainant. Along with these details assessment details are also shown. Assessment details consist of assessment type and classification of grievance. In the assessment form the is an link to view the attached grievance document, if it is available. By clicking, it is possible view the actual grievance and related documents. A grievance can be assessed as follows.

**Examined at our Level:** The grievance is going to be redressed in the local office. Choose this option and submit.

**Taken up with Sub-ordinate Organization:** The grievance will be forwarded to one of the sub-ordinate organizations. Choose the subordinate organization from the drop down list, if it already exists. Otherwise, add a new organization by clicking “create subordinate organization”.

After assessment, these grievances come under pending taken up / pending Transferred grievances respectively.

2.2.2 Total Take Up/Transferred Cases: Pending Cases
On clicking on Total Take up or Total Transferred Cases, it gives breakup of cases which are yet to be assessed (New Cases) and Cases which are already assessed (Pending Cases).

Against ending Cases, the number of grievances which are assessed (forwarded to sub-ordinate organization plus examined at our level) is displayed. By clicking on it, it displays the breakdown number pending cases received from different higher authorities. By clicking at this number you will be taken to “List of Cases” whereby you can see the list of registration numbers of all the cases which are pending. By selecting one case and submitting the form you can go to “Update Action Form of Report Called from sub-ordinate organizations Cases/Examined at our level cases”.

This form shows the action status of the grievance. The link “Action History” shows complete action history of the grievance, and ‘Grievance Details’ displays complete details of grievances, as entered by citizen/pg section.

In the case of grievance received from nodal authorities, it is possible to take only one action, namely sent report to nodal agency. By submitting this form, the following case report form appears which allow sending reply/report to higher authority.

### 2.2.2.1 Case Report Form
Upon taking any action on the case, this form has to be filled up and submitted by the nodal PG officer.

Fields which are marked "**" are mandatory and should not be left blank. When the case is closed, it may still be shown in the pending list. This will be removed from the list of pending cases only when the nodal agency disposes of the case. If the case is taken as pending cases in the case report, it will be treated as an Interim Reply to the nodal agency.

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Registration No.</td>
<td>DARPG/E/2003/08544</td>
</tr>
<tr>
<td>2. Name</td>
<td>Hifal Ahmad sofhi</td>
</tr>
<tr>
<td>3. Address</td>
<td>Nageen bagh sopore Jammu and kashmir state</td>
</tr>
<tr>
<td>4. Description Of the Grievance Filed</td>
<td>Sir/madam With humble submission and regards it is being brought to your kind notice that the educational institute namely SHAH RASOOL MEMORIAL WELINKIN EDUCATIONAL TRUST SOPORE, has hiked the fee of</td>
</tr>
<tr>
<td>5. Comments of the Department(upto 1000 characters)</td>
<td></td>
</tr>
<tr>
<td>6. Whether the case has been disposed of</td>
<td>Pending Disposed Of</td>
</tr>
</tbody>
</table>
| 7. If pending, reasons therefore(upto 500 characters) | }
2.2.3 Reminders/Clarifications

With this option you can view the newly received reminders and clarifications from higher authorities and update the action history.

2.2.4 Directions from CEO

This option will show you the no. of directions you have received from public grievance officers (PGOs) of DPG/DARPG/Parent Department. On clicking the number and choosing the direction, you can view the message/instruction from the higher authority and send response to that direction back to nodal agency officers.

2.3. Local Domain

This part deals with grievances received directly in the Organization by post/through grievance website of DARPG/DPG.

2.3.1 Lodge a New grievance

This option takes to Grievance Registration form given below, where in section can enter the details of grievances received by the organization in the following form.
There are certain details which are necessary for a successful entry or in other words, without entering those particulars, system would not register the grievances. All such particulars/entries are marked in the form with an asterisk (*) symbol. Please read it carefully to avoid any errors. In case, a wrong entry is made or a mandatory entry is missing, system would give an appropriate message at the top. You can correct your entries if such a message is displayed.

In the Sex field “Other” is meant for the grievances received from companies or unions or associations or etc.

As soon as you have completed and submitted the form with proper entries, system will respond with message and registration number as per the case, as given below.

Grievance has been successfully Registered
Please Note the Registration No. GOVJK/P/2007/00004
Click here to upload document

If you have received the message displayed as above, you have successfully lodged a complaint in the system. The Registration no. will be used as unique identification to the particular grievance, and hence this registration no. will be quoted in all the correspondences.

Also system enables to attach related documents by clicking on “upload documents’. The document to be attached should be in pdf format with utmost 1MB in size.

For other facilities such as print & delete options, you may use the features given in your browser for the same. Grievance Redress form gives an option for CUT & PASTE of content to be entered in text area. You may also like to try out various other features associated with the software. But for best usage it is necessary that your site is properly customized to suit your needs.
2.3.2 Assess New Grievances

This indicates the number of newly lodged grievances which are to be assessed. On clicking this number a list of registration numbers are shown in a drop-down box. After selecting a registration no. and submitting the form you can get “Assessment Form” where the grievances can be assessed. Assessment form displays the personal details
and grievance details provided by the complainant. Along with these details assessment
details are also shown. Assessment details consist of assessment type and
classification of grievance. If there is any attachment to this grievance, it is possible to
view the attachment by clicking on “view the attached document” in the assessment
form. A grievance can be assessed as

- Examined at our level – redress will take place in the local office.
- No Action Required – Closing a grievance by rejecting.
- Report Called from Sub-ordinate Organization

Along with assessment you have to do classification of the grievance also. This includes

- Client Status – depicts who the complainant is.
- VIP Reference – does the complainant have recommendation from any VIP.
- Redress Code – This is the organization specific classification of the grievance.

As soon as assessment is decided, assessment specific form is shown to you.

Examined at our Level: The grievance, which is to be redressed in the local office. So
you have to make the classification only. In this case an acknowledgement letter will be
generated for the complainant.

No Action Required: The grievance is rejected by closing. Here you have to give the
reason for rejecting the grievance, so that the same is intimated to the complainant in
the Acknowledgement Letter.

Taken up with Sub-ordinate Organization: The grievance will be forwarded to one or
multiple sub-ordinate organizations. It is also possible to send same grievance to
multiple organizations.

2.3.3 Pending Grievances

The number of grievances which were forwarded to sub-ordinate organization plus
examined at our level is shown. By clicking at this number you will be taken to “List of
Cases” whereby you can see the list of registration numbers of all the cases which are
pending. By selecting one case and submitting the form you can go to “Update Action
Form of Report Called from sub-ordinate organizations Cases/Examined at our level
cases” as in Para 2.2.2.1. This form shows the action status of the grievance as well as
allows you to take new action. Along with this two links are provided for complaint
Details and Action History. By clicking at these links you can view the personal details
as well as grievance details and list of actions taken place on this grievance
respectively. The new actions can be either “Clarification/Suppl. Info sought from
Complainant” or “Case disposed of”. If you select the action as “Clarification/Suppl. Info
Sought from Complainant” then you will have to fill-up Reminder/clarification form by
entering the details of clarification sought. A correspondence letter will be generated
from “Office Correspondence” menu addressing the complainant. By selecting “Case
Disposed of you can close the case. A final reply letter will be generated addressing the complainant.

2.3.4. New Case Reports

Upon clicking the number against new case report, pg officer can see and update case reports sent by subordinate organizations.

2.3.5. Lodge new reminder/clarification.

This option is used to enter the reminders or clarifications which are received from complainants and other organizations by post. As soon as the “Reminder/Clarification Receipt” option is clicked, reminder/clarification form is shown. Here you need to fill the registration no. of the grievance for which reminder or clarification is received. If the registration no. is correct and existing then it will take you to the following Reminder/Clarification Entry Form where you can enter the reminder or clarification details. In this form along with registration no., name of the complainant is displayed.
Then you need to select the type of follow up either as reminder or as clarification. Then you can enter the date on which reminder or clarification received and then details of the follow-up.
2.3.6 Assess New Reminder/Clarification

This option is used to see new reminders/clarifications received from the complainant and to update action history.
Chapter – 3

3.1 Administration Menu

This option, available in ‘PG Officer Desk’ is used for the following:

i. To create/modify the details of subordinate department/organization.
ii. To create/modify the grievance codes applicable in the concerned Ministry/Department/ Organization.
iii. To change the password of Nodal PG Officer of the concerned Ministry/Department/ Organization. **It’s strongly recommended that the initial password may immediately be changed at the first login in to the system.**

3.1.1. Create New Subordinate Organization

This is the first option available in ‘Administration Menu’, which is used to create/modify the details of Subordinate Departments/Organizations. On clicking this option, the following screen will appear:

![View of Organisations](image)

The three sub-options available in the left frame are used for Add/Modify/View the details of subordinate organizations.
a. Add new Organisation

On clicking this option, the following screen appears in which the details of the new organization are to be provided.

**Organisation Code:** Enter exactly 5 character code for your organization is required to be entered in this field. e.g. 5 character code for M/o Mines could be MMINE.

**Organisation Name:** Enter the name of the Department/Organisation/Field unit using maximum of 100 characters.

**Organisation status:** Select the appropriate status of the organization from the list provided in the field box.

**Contact Address:** Enter the contact address of the organization with pincode and state details.

**Nodal PG Officer Name:** Enter the name of Nodal Public Grievance Officer of the organization.

**Nodal PG Officer Designation:** Enter the designation of Nodal Public Grievance Officer of the organization.

**Phone No.:** Enter the phone number of Nodal Public Grievance Officer of the organization.

**E-mail Address:** Enter the active e-mail address of Nodal Public Grievance Officer of the organization.
**Expected Redress Time of Grievance:** Enter the no. of days required to redress a grievance by the concerned department/organization.

After entering the above-mentioned details, press submit button to save the record.

b. Modify Organisation

This option enables the user to modify the details of the existing organization in the system.

c. View Existing Organisations

This option enables the user to view the details of logged in and its all subordinate organizations available in the system.
3.1.2, **Create New Grievance Codes**

This is the second option available in ‘Administration Menu’, which is used to create/modify the details of Grievance Codes which are being used in the logged in Ministry/ Dept/Organisation. On clicking this option, the following screen will appear:

The three sub-options available in the left frame are used for Add/Modify/View the details of grievance codes which are being used in concerned Ministry /Dept/ organization.

a. **Add new Grievance Code**

On clicking this option, the following screen appears in which the details of the new grievance code are to be provided.
**Grievance Code:** This is a system generated unique code.

**Monitoring Code:** Select the appropriate Monitoring Code under which the new grievance code is to be created. There are 15 standard monitoring codes across all the Ministries/Depts/Organisations.

**Grievance Description:** Enter the description of Grievance code using maximum of 100 characters.

After entering the above-mentioned details, press submit button to save the record.

**b. Modify Grievance Code**

This option enables the user to modify the details of the existing existing grievance codes. On selecting the grievance code, to be modified, the following screen will appear. It enables the user to modify the Monitoring Code and the details of Grievance description.

**c. View Existing Grievance Codes**

This option enables the user to view the details of grievance codes of the logged in Ministry/Dept./Organisation.
3.1.3. Change Password

This option enables to change the password of the logged in user. The user has to provide the existing password and two times the new password so as to confirm the new password.

![Change Password Form](image)

3.2. Correspondence Letters

This option is used to generate the correspondence letters. Upon clicking the “Office Correspondence” option from Secretariat Menu you will be taken to “Office Correspondence” menu. From there you can select a particular type of letter from the list. The list consists of

3.2.1 Acknowledgement Letter – This is an acknowledgement letter to the complainant. Different form letters are generated according to grievance assessed as

- Examined locally
- Report called Cases from sub-ordinate organization.
- No action required Cases
3.2.2. **Clarification** – This is a correspondence letter addressed to complainant to furnish more details of the case.

3.2.3. **Final Reply** – This is a letter addressed to the complainant intimating closure/Settlement of the grievance. The text of the letter is entered while closing the grievance.

3.3. **Reports**

This option helps you in generating various statistical reports. These reports can be generated based on different period and domains (Local, DPG/DPG or Parent)

- Progress Report (Arrear Statement)
- Cumulative Report
- Age-wise Pending Report
- Grievance Wise Pending Report
- Category Wise Report
- Organization Wise statistics
- Query based report/summary on various parameters

All these reports you can generate for a particular type or for all existing types.

3.4. **Print Grievance Details**: - By providing registration number, a print of the grievance details can be taken which can be used to put up the case in files.

3.5. **View Status**

This option helps in searching for a particular grievance and to view the proceedings of that grievance. Search is possible based on registration number, name, address or the state which complainant belongs to. If name and other details are provided for search then it will show you a list of grievances which contain similar details. From this list you can select one grievance to check the action status details as in the following screens.
Proceedings

Registration No: GOVJK/P/2007/00001
Received Date: 30/5/2007
Name of Complainant: Sample
Address: Sample

Country: India
Email Address:
Action Status: CLARIFICATION/SUPPL. INFO. SOUGHT FROM COMPLAINANT
Action Taken On: 23/7/2007

View Grievance Details  View Action History

Action History of GOVJK/P/2007/00001

<table>
<thead>
<tr>
<th>Action S.No.</th>
<th>Action Taken</th>
<th>Date Of Action</th>
<th>Remarks</th>
<th>Taken up with</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RECEIVED THE GRIEVANCE</td>
<td>30/05/2007</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>EXAMINED AT OUR LEVEL</td>
<td>06/06/2007</td>
<td>Action taken by Government of Jammu &amp; Kashmir</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>CLARIFICATION/SUPPL. INFO. SOUGHT FROM COMPLAINANT</td>
<td>23/07/2007</td>
<td>Reminder/Clarification no. 1</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>CLARIFICATION/SUPPL. INFO. SOUGHT FROM COMPLAINANT</td>
<td>23/07/2007</td>
<td>Reminder/Clarification no. 2</td>
<td></td>
</tr>
</tbody>
</table>

Back