



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES

# DETAILED FUNCTIONAL REQUIREMENT SPECIFICATION FOR NEXTGEN CPGRAMS

## DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES(DARPG)

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### Document Control

**A. Document Information:**

<b>Client</b>	Department of Administrative Reforms and Public Grievances
<b>Name of the Project</b>	NextGen CPGRAMs
<b>Name of the Document</b>	Functional Requirement Specification (FRS)

**B. Document Publication History:**

Version	Status	Author	Date of Release	Remarks
0.1	Draft		18-09-2024	Draft version
0.2	Final		01-10.2024	Final Version

**C. Reviewers sign off:**

Reviewed By	Role	Date
Department of Administrative Reforms and Public Grievances, Govt. of India	Administrator	01-10-2024

**D. Approvers sign off:**

Approved By	Role	Date
Department of Administrative Reforms and Public Grievances, Govt. of India	Administrator	01-10-2024

## 1. Introduction

### 1.1 About the Ministry

The Ministry of Personnel, Public Grievances, and Pensions is the coordinating agency of the Central Government in personnel matters especially issues concerning recruitment, training, career development, staff welfare as well as the post-retirement dispensation. The Ministry is also concerned with the process of responsive people-oriented modern administration. Allocation of Business Rules defines the work allotted for the Ministry. The Ministry comprises the following three Departments.

- ✓ Department of Personnel and Training
- ✓ Department of Administrative Reforms and Public Grievances
- ✓ Department of Pensions and Pensioners' Welfare

The Ministry's overarching vision is to promote excellence in governance and enhance service delivery to the citizens of the nation. Through its various departments, the Ministry aims to ensure a competent, motivated, and welfare-oriented workforce, implement administrative reforms for efficiency and accountability, and provide comprehensive pension-related services to retired personnel, thereby contributing to the overall betterment of public administration.

### 1.2 About DARPG

The Department of Administrative Reforms and Public Grievances (DAR&PG) serves as the central agency for formulating policy guidelines aimed at fostering citizen-centric governance in the country. One of the department's foremost initiatives is the redressal of citizens' grievances. To this end, the DAR&PG establishes mechanisms for the effective and timely resolution of grievances lodged by citizens.

The DAR&PG is committed to achieving excellence in public service delivery and ensuring the meaningful redressal of citizens' grievances. This is accomplished through effective coordination with various Ministries and Departments of the Government, with a concerted effort to eliminate the root causes of grievances.

### 1.3 About CPGRAMS

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS), launched by the Government of India in 2007, aimed to streamline the grievance redressal process. Initially a basic platform for capturing and forwarding public grievances to the relevant government departments, CPGRAMS faced challenges such as limited user adoption, inefficient processing times, and a lack of transparency.

To address these issues, significant upgrades have been made over the years. Key improvements include a user-friendly interface, mobile application integration, and advanced analytics, which have increased public trust and participation. A major advancement was the integration with various e-Governance initiatives, allowing seamless data exchange between government portals and enhancing overall system efficiency. The adoption of cloud-based infrastructure has improved scalability and reliability, enabling CPGRAMS to manage a higher volume of grievances effectively.

Further enhancements, such as multilingual support and real-time tracking features, have increased accessibility and transparency, empowering citizens from diverse backgrounds to engage with the platform more effectively and fostering a sense of accountability within the government. These transformations have positioned CPGRAMS as a crucial tool for citizen engagement and efficient grievance redressal.

With the advancement of technology, CPGRAMS has developed a standalone mobile application available for Android devices, which can be easily downloaded from the Google Play Store. This app enables citizens to register complaints conveniently and without any hassle.

Additionally, individuals can file complaints through the UMANG app. The UMANG app empowers citizens to voice their concerns and lodge complaints directly on the CPGRAMS portal. This feature simplifies the grievance reporting process, providing a straightforward and efficient method for citizens to register their complaints. The user-friendly interface of the app further streamlines the process, making it quick and easy for users to seek redress.

## 1.4 Overview of NextGen CPGRAMS

The primary goal of the NextGen CPGRAMS initiative is to transform the way grievances are managed across various ministries and sub-departments. By employing AI-driven technologies, this initiative aims to create a streamlined, integrated, and efficient system that ensures timely and effective resolution of complaints, thereby enhancing citizen satisfaction and accountability within the public grievance redressal framework.

The objectives of this initiative are as follows:

- A. Provide a user-friendly, multi-mode accessible system that helps citizens reach out to the relevant departments and ministries with their concerns for early resolution. By employing emerging technologies, the system will reduce the need for lengthy forms and excessive information, ensuring it understands the grievances of citizens.
- B. Develop and implement a centralized, AI-driven grievance monitoring portal that integrates complaint management across 53 ministries, their sub-departments and the States.
- C. Improve the speed and accuracy of complaint resolution through features such as advanced search capabilities and auto-suggestion for department selection, along with using data analytics for decision making.
- D. The architecture of the NextGen CPGRAMS shall be designed to scale horizontally to accommodate increasing volumes of grievances as the system grows. It will also be flexible enough to adapt to new requirements and technological advancements, ensuring long-term viability and effectiveness.
- E. The system shall support multiple languages, enabling citizens from different linguistic backgrounds to access and use the platform comfortably.
- F. Other Features: The upgraded CPGRAMS portal will include following features to improve its functionality and user experience:

- i. Centralised Cockpit: A centralised cockpit will enable seamless orchestration of complaints across 53 ministries and their sub-departments, ensuring efficient management and resolution of grievances.
- ii. AI-Driven Complaint Mapping: AI algorithms will be used to automatically map complaints to the relevant departments based on keywords and context, ensuring swift and accurate direction of grievances.
- iii. Solution Suggestion Engine: A solution suggestion engine will recommend resolutions based on historical data of similar complaints, providing quick and effective solutions.
- iv. Comprehensive Department List: A list of ministries and sub-departments with mapped responsibilities, including keywords and phrases, will be developed to ensure accurate complaint mapping.
- v. Advanced Language Models: Language models will be implemented to understand and categorise complaint text, enhancing the accuracy of complaint handling.
- vi. Recommendation Engine: A recommendation engine, incorporating a solution database and similarity algorithms, will provide relevant and efficient resolutions to complaints.
- vii. User Interaction and Admin Tools: User interaction tools, such as chatbots, will be integrated for communication, and admin dashboard tools will be provided for monitoring and management of complaints.
- viii. Technology-Neutral Design: The system will support all common desktop and mobile browsers and be compatible with mobile apps for smartphones and tablets, ensuring accessibility and convenience for all users.
- ix. Policy Adaptability: The system will be designed to accommodate annual policy changes with minimal effort, incorporating modifications at no additional cost.

The selected System Integrator will play a role in transforming the CPGRAMS portal into a user-friendly and technologically advanced platform, improving the government's responsiveness to public grievances and increasing citizen trust and participation in governance.



Envisaged Nextgen CPGRAMS is given below:

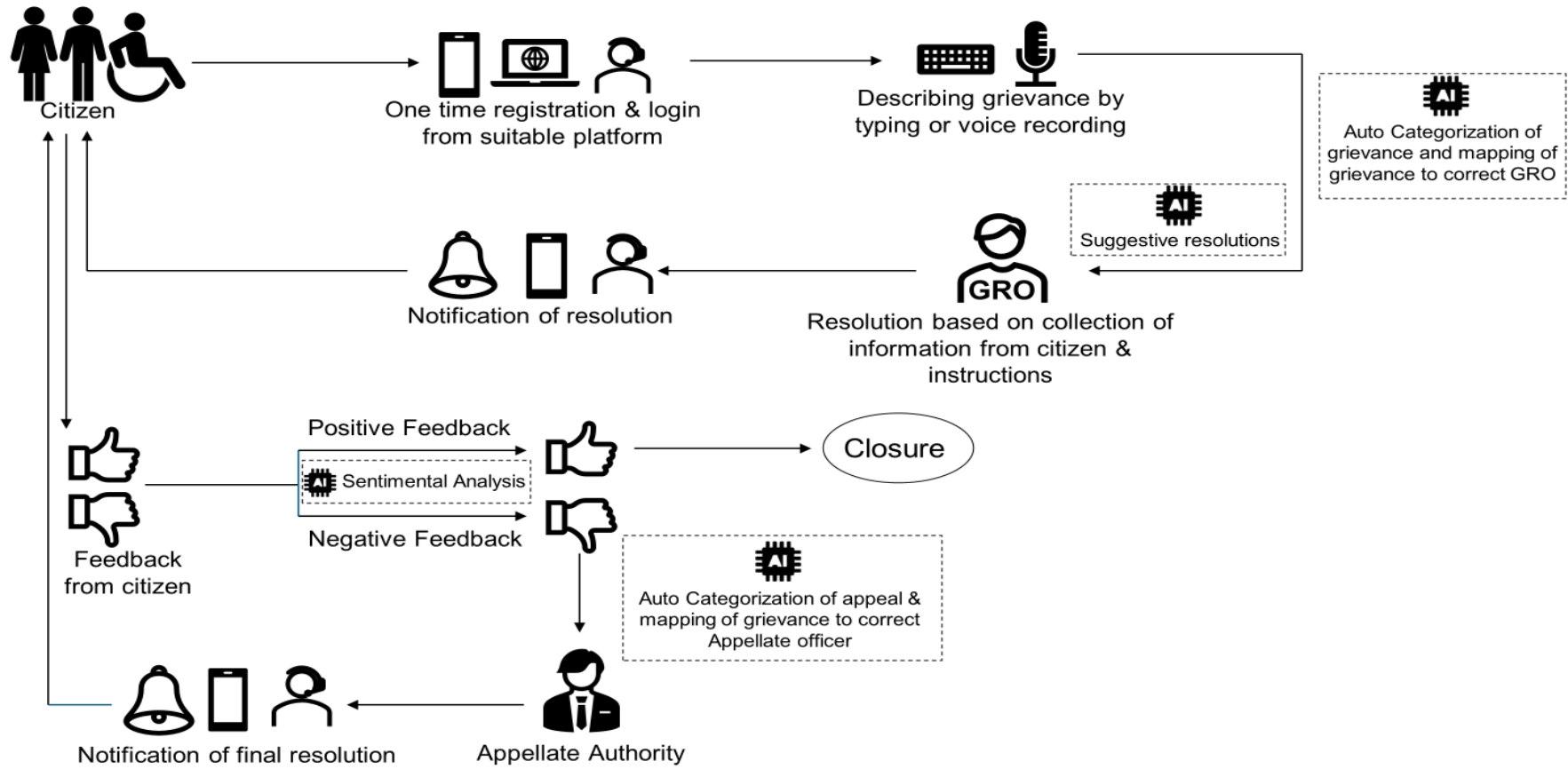


Figure 1: Envisaged NextGen-CPGRAMS Workflow

End to End User Journey for NextGen CPGRAMS:

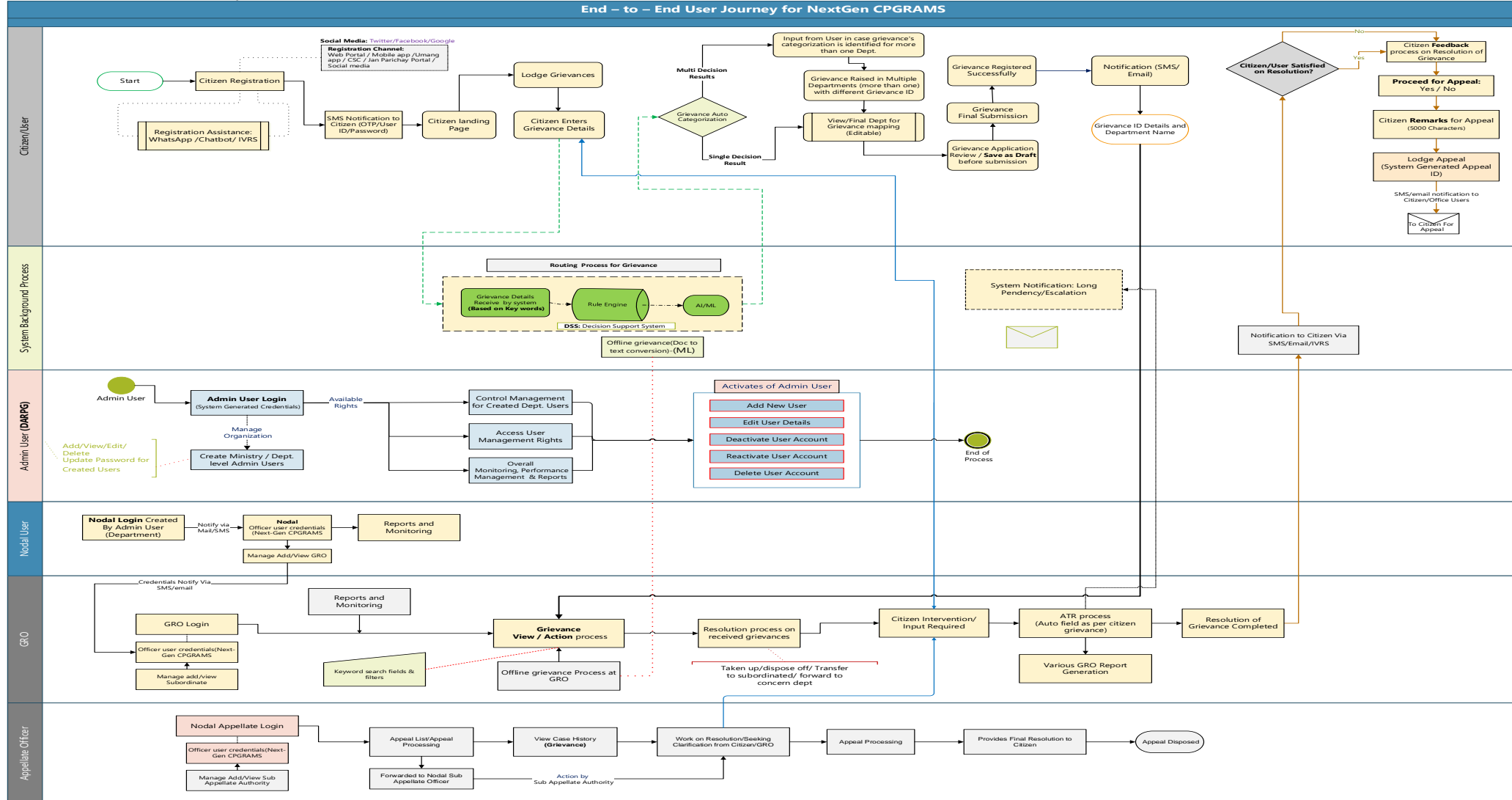


Figure 2: End - to - End User Journey on NextGen CPGRAMS

# Functional Requirement Specifications (FRS) for NextGen CPGRAMS Draft V 0.2

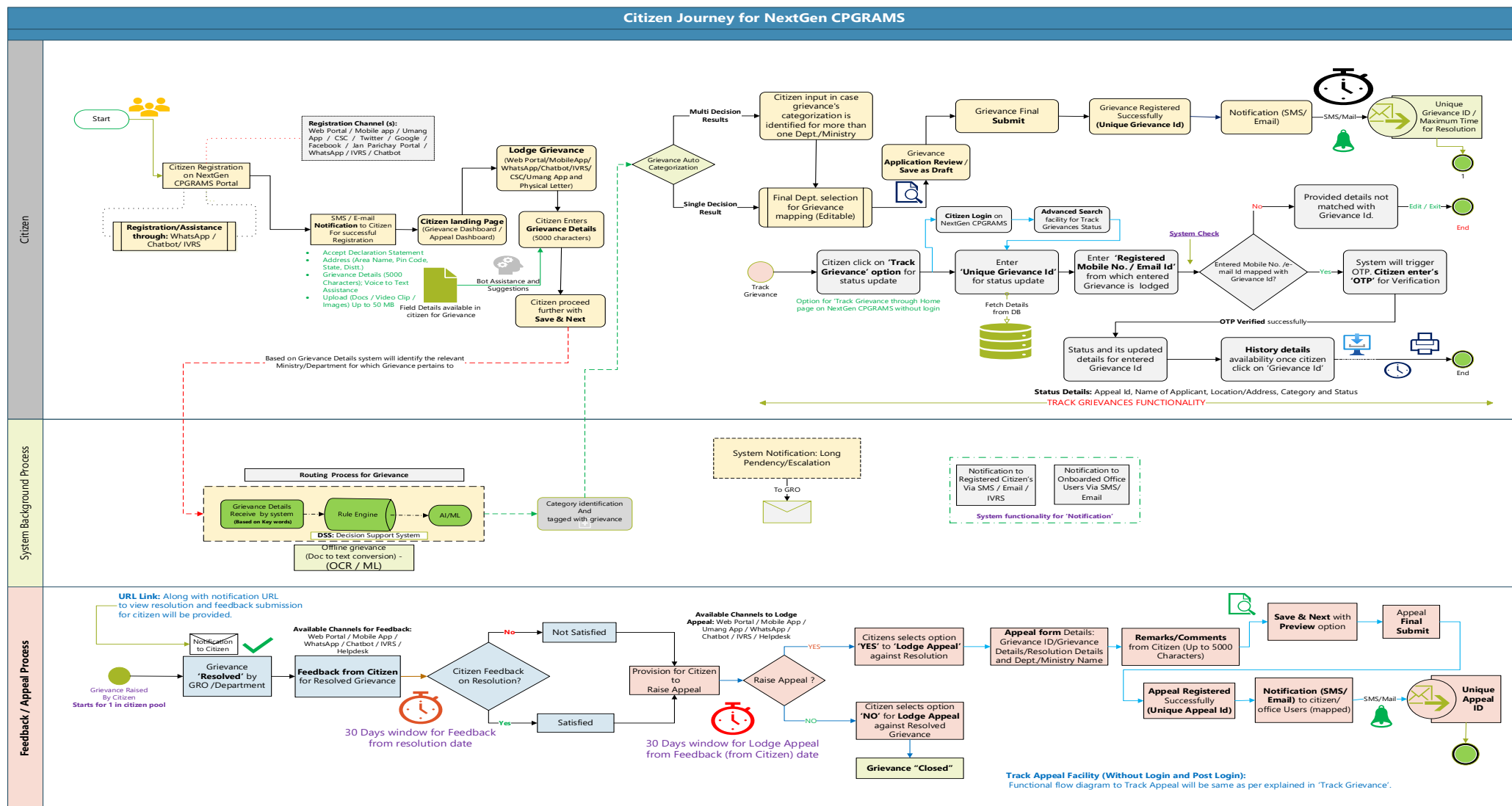


Figure 3: End - to – End Citizen Journey on NextGen CPGRAMS

## 1.5 Statement of Work and Requirement Summary

The purpose of SRS is to modernise the existing Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and to develop system from scratch. The aim is to address key deficiencies, enhance user experience, and introduce emerging technologies to create a system that meets current and future operational requirements. This upgrade aims to ensure scalability to handle increased user traffic and data volumes while maintaining high performance for time bound Grievance/Appeal resolution raised by Citizens.

A.	User Registration Module
B.	Office User Management Module
C.	Grievance Management Module
D.	Feedback Module
E.	Action Taken Report (ATR) Module
F.	Appeal Management Module
G.	Document Management System Module
H.	Reports and Dashboard Module

## 2. Functional Requirements of Proposed System

Below Section explains a detailed functionalities & features of each of the envisaged modules depicting a detailed description, data inputs, use cases, functional flow etc.

The envisaged system shall have all the adequate features and functionalities as mentioned in the FRS. The FRS has been derived based on elaborated discussion with concerned stakeholders or end users and substantial improvisation in the existing processes wherever applicable.

### 2.1 User Registration:

- a) **Registration on NextGen CPGRAMS Portal:** Users/Citizens registration process mentioned under UR.01.001; Part (A)
- b) **Registration via NextGen CPGRAMS Mobile Application:** As per process of registration mentioned under UR.01.001; Part (A)
- c) **Registration through CSC:** Registration process will take place under this method as per details mentioned under UR.01.001; Part (B)
- d) **Umang App:** Umang app will have provision for Registration of Citizens as per standard process.
- e) **Twitter:** Registration process under this method as per details of UR.01.001; Part (C). Details to be fetched: Name, Location and Mobile no.
- f) **Facebook:** Citizen Registration process on NextGen CPGRAMS portal will be through Facebook API integration approach. Details to be fetched: Name, Mobile no., Email Id and Location.

- g) **Google:** Registration process under this method as per details of UR.01.001; Part (C) integration approach to capture required data of citizen. Details to be fetched: Name, email id, Mobile no. and Address.
- ✓ **Jan Parichay portal:** Citizen Registration process on NextGen CPGRAMS portal will be through Jan Parichay portal API integration approach. Details to be fetched: Name, Mobile no., Email Id and other related details.
  - ✓ **Registration/Assistance to Citizen for Registration through Web portal Chatbot, WhatsApp and IVRS: Chatbot:** Chatbot will be used to register citizens on NextGen CPGRAMS portal. Chatbot and Voice Bot will enable citizen to register and assist for step wise user registration process.
  - ✓ **WhatsApp: WhatsApp will be used to assist/register citizens for Registration with step-by-step guidance on NextGen CPGRAMS portal.**
  - ✓ **IVRS Call:** IVRS Assistance to Citizens for Registration with step-by-step guidance.

2.1.1 Use Case Specification for User Registration:

Component	Details	
<b>Name of Process</b>	Process flow to be developed and designed for New Registration of Citizens on NextGen CPGRAMS portal.	
<b>Process Owner</b>	Department of Administrative Reforms and Public Grievances (DARPG)	
<b>Date Created</b>		<b>Last Revision Date</b>
<b>Process Purpose</b>	<ul style="list-style-type: none"> <li>a) The process entails the facility of User registration (Citizens) on NextGen CPGRAMS portal.</li> <li>b) The Users registered on NextGen CPGRAMS portal will be able to online login and submit the Grievances on Portal.</li> <li>c) The purpose is to lay out the step-by-step process flow for User registration through NextGen CPGRAMS portal.</li> </ul>	
<b>Process Scope</b>	The scope of this process pertains to issue User rights as per completed registration based on type of Actor (User) i.e., Citizen.	
<b>Process Input:</b>	<ul style="list-style-type: none"> <li>a) Online Application Form to complete the Registration process as per defined process.</li> <li>b) During registration process as per defined steps based on type of User NextGen CPGRAMS portal will auto populate the related details i.e. Name with API integration.</li> <li>c) User is required to select '<b>Citizen Registration/Signup</b>' option based on the type of actor which will be available for selection to proceed further.</li> </ul>	
<b>Process Prerequisite</b>	<ul style="list-style-type: none"> <li>a) System Validation (On the fly) will work for entered Mobile No. and e-mail id with NextGen CPGRAMS portal database.</li> <li>b) NextGen CPGRAMS system will facilitate user with tool tip and relevant information / message as per required during Registration process.</li> <li>c) Password Policy needs to be maintained in system as per defined by DARPG.</li> </ul>	
<b>Process Flow and Associated steps with output results</b>	<b>SN</b>	<b>Requirement Description</b>
		UR: User Registration
	UR.01.001	A) Registration via NextGen CPGRAMS Portal:

Component	Details	
		<ul style="list-style-type: none"> <li>- <b>Step (i):</b> System shall have ability for users to click on 'Registration/Sign up' button available on Home page of Portal.</li> <li>- <b>Step (ii):</b> The System shall have provision on Registration page to open with certain fields to capture the basic required details for registering citizen/person.</li> <li>- <b>Step (iii):</b> The system will user select Registration/Signup button for registration then user will select either one of the options:               <ul style="list-style-type: none"> <li>a) Citizen of India</li> <li>b) NRI citizen.</li> </ul> <p>By Default, 'Citizen of India' will be in selection by system.</p> </li> <li>- <b>Step (iv):</b> Further, user will be able to enter mobile number in given field i.e. 'Enter Mobile No'. System should provision on the fly OTP verification for entered mobile number.</li> <li>- <b>Step (v):</b> System should have provision in next field provision will be there to enter E-mail Id in given field i.e. 'E-mail Id'. System should provision on the fly OTP verification for entered e-mail id also. E-mail id field will be non-mandatory field.</li> <li>- <b>Step (vi):</b> The system will check for redundancy from the NextGen CPGRAMS on behalf of entered mobile no. OR email id. In case, if user already exist, system will display the message "User Already Exists".</li> <li>- System should have provision for User to get following options to select on Popup window-               <ul style="list-style-type: none"> <li>▪ <b>Login</b></li> <li>▪ <b>Edit Mobile No. / E-mail Id</b></li> </ul> </li> <li>- <b>Step (vii):</b> System should have facility that if no duplicate entry found, then further fields to enter details will be provided by system</li> </ul>

Component	Details	
		<p>as:</p> <ul style="list-style-type: none"> <li>▪ Name of Applicant*</li> <li>▪ Address Details*</li> <li>▪ Country* (By default selected INDIA for 'Citizen of India')</li> <li>▪ Pin code*</li> <li>▪ State (Auto selection based on entered PIN &amp; LGD code)</li> <li>▪ District (Auto selection based on entered PIN &amp; LGD code)</li> </ul> <p>- <b>Step (viii):</b> System will have provision to create unique Login ID (Suggested by system based on entered personal details) and Password (As per password policies). Also, System should have provision to enter given Captcha code and click Next button.</p> <p>- <b>Step (ix):</b> Then, system would ask user to verify and process further with registration details as captured above.</p> <p>• <b>NRI citizen Registration Details:</b></p> <ul style="list-style-type: none"> <li>• System will have facility for NRI citizens users to authenticated through entered e-mail Id.</li> <li>• Entered email id for NRI citizens system will facilitate user to validate mail id through OTP.</li> <li>• System should have option for NRI users to enter 'Passport Number' as mandatory field. Entered Passport will be validated through some API interface of Passport portal.</li> <li>• System should have facility to fetch NRI citizen details through passport API interface with provision for edit populated details.</li> <li>• Registration step for Mobile Number entry field and OTP validation will be removed and not to be kept in provision of for NRI.</li> <li>• System should also have facility to enter PIO number (non-mandatory)</li> </ul>



Component	Details	
		<ul style="list-style-type: none"> <li>• System will enable NRI citizen to enter Address details but details like State, District and Pin Code will not be asked to enter for such citizens.</li> <li>• <b>Password activation Process:</b> This step is specially related to Account password assigning process.                             <ul style="list-style-type: none"> <li>- <b>Step (x):</b> This tab will facilitate user to set password in 'New Password' field and 'Confirm Password' field.</li> <li>- <b>Step (xi):</b> This Password activation process will be processed through entry of given Captcha code in specific field.</li> <li>- <b>Step (xii):</b> Now, user will be able to click on 'Submit' action button.</li> <li>- <b>Step (xiii):</b> Now for successful submission of the record to NextGen CPGRAMS Database system would display popup window message that registration is successful on NextGen CPGRAMS portal.</li> <li>- Step (xiv): System generated message/email (with login id details) will be triggered by system for successful Registration of Citizen.</li> </ul> <hr/> </li> <li><b>B) Registration of Citizen via CSC on NextGen CPGRAMS Portal:</b> <ul style="list-style-type: none"> <li>- System will have facility for NextGen CPGRAMS portal to allow user to register through Digital Seva having option on portal as 'Login for CSC'.</li> <li>- System should have provision for validation of CSC based on their existing CSC login credentials through API integration.</li> <li>- System should have provision to integrate and pass CSC API for authentication of entered CSC credentials.</li> </ul> </li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li>- Integration process will take place with CSC for information exchange and overall process of registration on NextGen CPGRAMS through CSC Portal.</li> <li>- System will have provision for CSC user to allow registration for citizens.</li> <li>- All other registration process will take place as per given flow diagram of CSC registration process where citizen provided details like Mobile no. or email id will be validated through OTP.</li> </ul> <hr/> <p><b>C) Registration of Citizen via Twitter, Google, Umang, Facebook and Jan Parichay on NextGen CPGRAMS:</b></p> <ul style="list-style-type: none"> <li>- System should be developed to have provision of facility for registration on NextGen CPGRAMS Portal through different social media platforms (Twitter/Google/Facebook).</li> <li>- <b>Step (i):</b> System should have provision to allow user/citizen to click on 'Register with Twitter', 'Register with Google' and 'Login with Facebook' button available on the NextGen CPGRAMS portal.</li> <li>- <b>Step(ii):</b> NextGen CPGRAMS will be integrated for user authentication and available data sharing for registration of Citizens over required channel.</li> <li>- <b>Step (iii):</b> System will capture user Registration details as per NextGen CPGRAMS portal registration form to keep record of Registering user.             <ul style="list-style-type: none"> <li>• This process will be facilitated through API Integration and with respect to registration request system database will fetch related information only for NextGen CPGRAMS portal.</li> <li>• <b>Twitter:</b> Name, Location and Mobile number (As per</li> </ul> </li> </ul>

Component	Details	
		<p>availability for respective user).</p> <ul style="list-style-type: none"> <li>• <b>Google:</b> Name, Address-home, email id and Mobile number (As per availability for respective user).</li> <li>• <b>Facebook:</b> Name, Location, email id and Mobile number (As per availability for respective user).</li> </ul> <ul style="list-style-type: none"> <li>- <b>Step (iv):</b> System will use Twitter/Google and Facebook Auth to authenticate and retrieve user details. Login Credentials and authorization of user will take place with respective channel for registration.</li> <li>- <b>Step (v):</b> System verifies Google/Twitter account linked to the registration ID and grants access.</li> <li>- <b>Step (vi):</b> Post login of such user over NextGen CPGRAMS system will have provision to edit only specific populated user data to register on portal.</li> <li>- <b>Step (vii):</b> System should have provision for such users to maintain their existing login credentials for login on NextGen CPGRAMS.</li> <li>- <b>Step (viii)</b> Additional required data for registration as per SOP of NextGen CPGRAMS portal will be provided by user post login on portal.</li> </ul> <hr/> <p><b>D) Registration of Citizen through Jan Parichay portal on NextGen CPGRAMS:</b></p> <ul style="list-style-type: none"> <li>- System should be developed to have provision of facility for registration on NextGen CPGRAMS Portal through Jan Parichay portal.</li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li>- <b>Step (i):</b> System should have provision to allow user/citizen to click on 'Register with Jan Parichay portal' button available on the NextGen CPGRAMS portal.</li> <li>- <b>Step (ii):</b> NextGen CPGRAMS will be integrated for user authentication and available data sharing for registration of Citizens with Jan Parichay portal.</li> <li>- <b>Step (iii):</b> System will capture user Registration details as per NextGen CPGRAMS portal registration form to keep record of Registering user from Jan Parichay portal.                         <ul style="list-style-type: none"> <li>• This process will be facilitated through API Integration and with respect to registration request system database will fetch related information only for NextGen CPGRAMS portal.</li> <li>• <b>Jan Parichay portal:</b> Name, Mobile number and email id (As per availability for respective user).</li> </ul> </li> <li>- <b>Step (iv):</b> System will use Jan Parichay portal Auth to authenticate and retrieve user details. Login Credentials and authorization of user will take place with respective channel for registration.</li> <li>- <b>Step (v):</b> System verifies Jan Parichay portal account linked to the registration ID and grants access.</li> <li>- <b>Step (vi):</b> Post login of such user over NextGen CPGRAMS system will have provision to edit only specific populated user data to register on portal.</li> <li>- <b>Step (vii):</b> System should have provision for such users to maintain their existing login credentials for login on NextGen CPGRAMS.</li> <li>- <b>Step (viii)</b> Additional required data for registration as per SOP of NextGen CPGRAMS portal will be provided by user post login on portal.</li> </ul>

Component	Details
	<p>-----</p> <p><b>E) Citizen registration through Chatbot, WhatsApp and IVRS call:</b></p> <ul style="list-style-type: none"> <li>- <b>Step (i):</b> System will have provision for citizen Registration on NextGen CPGRAMS through channels like Chatbot, WhatsApp and IVRS.</li> <li>- <b>Step (ii):</b> System will facilitate the Citizens based on the platform required for Assistance to have Registration on NextGen CPGRAMS.</li> <li>- <b>Step (iii):</b> NextGen CPGRAMS portal will have implementation and facility of Chatbot to assist Citizens for Registration process step by step. <ul style="list-style-type: none"> <li>• Portal will have provision for facility of Chatbot facilitation.</li> <li>• System will follow pre-defined SOP for assistance process.</li> </ul> </li> <li>- <b>Step (iv): WhatsApp:</b> NextGen CPGRAMS portal will have implementation and facility of WhatsApp to assist Citizens for Registration process step by step. <ul style="list-style-type: none"> <li>• CPGRAMS WhatsApp number will be provided by DARPG for Citizens for Registration process.</li> <li>• Step by step process will be developed as per defined SOP for WhatsApp channel assistance.</li> <li>• Once Citizen selects option of 'New Registration' then details will be captured by WhatsApp one by one as per below: <ul style="list-style-type: none"> <li>○ User will select either one of the options: <ul style="list-style-type: none"> <li><b>a) Citizen of India</b></li> <li><b>b) NRI citizen.</b></li> </ul> </li> </ul> </li> </ul> </li> </ul> <p>For selection <b>a) Citizen of India:</b></p> <ul style="list-style-type: none"> <li>○ Name of Applicant</li> </ul>

Component	Details
	<ul style="list-style-type: none"> <li>○ Mobile Number (Entered mobile number should match with WhatsApp number being used for Registration)</li> <li>○ Email id (Optional)</li> <li>○ Address Details</li> </ul> <ul style="list-style-type: none"> <li>● Option to create Login ID (Unique)</li> <li>● Create Password option</li> </ul> <p>Further, on final step system will trigger WhatsApp message for successful Registration on Portal along with Unique User Id.</p> <p>For selection <b>b) NRI Citizen</b>:</p> <ul style="list-style-type: none"> <li>○ Name of Applicant</li> <li>○ Email id (Mandatory)</li> <li>○ Address Details</li> </ul> <ul style="list-style-type: none"> <li>● Option to create Login ID</li> <li>● Create Password option</li> </ul> <p>Further, on final step system will trigger WhatsApp message for successful Registration on Portal along with Unique User Id.</p> <p><b>For Chatbot (Web portal) almost same process as per WhatsApp will be followed by system for onboarding of citizens.</b></p> <ul style="list-style-type: none"> <li>- <b>Step (v): IVRS Call:</b> Portal will have specific CPGRAMS IVRS (Interactive Voice Response System) number.             <ul style="list-style-type: none"> <li>● IVRS Call assistance will be facilitated to Citizens for end-to-end registration process.</li> </ul> </li> </ul> <p><b>Step 1:</b> Option from IVRS 'Press 1' for Registration.</p> <p><b>Step 2:</b> In next step, IVRS system will provide option for selection Press 1 for Citizen of India and press 2 for NRI Citizen.</p>

Component	Details
	<p><b>Step 3:</b> For <b>Citizen of India</b> selection, IVRS system will prompt message to enter mobile number for registration followed by #. Press 1 to confirm OR press 2 for previous step.</p> <p><b>Step 4:</b> For '1' input from Citizen, system will trigger OTP on entered mobile number and citizen will be given provision to enter OTP for verification.</p> <p><b>Step 5:</b> Now IVRS system will prompt message to enter email id for registration followed by #. Press 1 to confirm OR press 2 for previous step OR press 0 to skip.</p> <p><b>Step 6:</b> For '1' input from Citizen, system will trigger OTP on given email id and citizen will be given provision to enter OTP for verification.</p> <p><b>Step 7:</b> In next step IVRS system will prompt message for citizen to capture Name of Applicant. Citizen will speak name followed by #. Press 1 to confirm OR press 2 for previous step.</p> <p><b>Step 8: Further, in next step system will trigger SMS/email along with system generated Login Id and Password (One time password).</b> Once, citizen login on NextGen CPGRAMS using system generated password system will mandatorily prompt citizen to change password.</p> <p><b>Step 9:</b> Once, citizen user login on NextGen CPGRAMS portal system will <b>notify popup message to complete user profile</b> with details like Address and email id etc.</p> <p><b>Channels for Registration:</b> CPGRAMS Web Portal, CPGRAMS Mobile App, CSC, Umang App, Twitter, Google, Facebook, and Jan Parichay portal.</p> <p><b>Channels for Assistance:</b> Chatbot (+Voice Bot), WhatsApp and IVRS call</p>
UR.01.002	<p><b>OTP Based Mobile Number Verification:</b> The system should authenticate the Citizen's mobile number and Email Id (if provided) via OTP for all registration channels.</p>
UR.01.003	<p><b>Unique Registration ID Generation:</b> The system should generate a</p>

Component	Details	
		unique registration ID (with suggestive Id based on name, mobile no, email id) for every new user and to be mentioned in portal database for further reference.
	<b>UR.01.004</b>	<b>Notification of Registration Approval:</b> The system should notify the Citizen user of successful registration via email (if provided by user) and SMS.
	<b>UR.01.005</b>	<b>Access Rights Assignment:</b> The system should assign access rights and privileges based on predefined rules for Citizen type users.
	<b>UR.01.006</b>	<b>Password Management:</b> The system should allow users to manage their passwords, with the registration ID remaining unique. <ul style="list-style-type: none"> <li>• Password will be kept in encrypted format with login API request.</li> </ul>
	<b>UR.01.007</b>	<b>Password Recovery:</b> The system should provide a mechanism for password recovery via OTP and a web-link (if email available) to reset credentials. <ul style="list-style-type: none"> <li>• Provision to retrieve Login Id will also be provided based on unique data set like mobile number or email id.</li> </ul>
<b>Exception conditions Processes</b>	<ul style="list-style-type: none"> <li>• All successful registered users will have initial login credential post registration on NextGen CPGRAMS.</li> <li>• System should have provision for Citizen to login on portal through login id / Mobile no./email id.</li> <li>• System should have provision for OTP based login on NextGen CPGRAMS using Registered Mobile No. or email id.</li> <li>• System to maintain unique registration ID for every new user in portal database.</li> </ul>	
<b>Other Processes</b>	<ul style="list-style-type: none"> <li>• API integration with 3<sup>rd</sup> party platforms as per below: <ul style="list-style-type: none"> <li>○ CSC API Integration</li> <li>○ Umang API Integration</li> <li>○ Twitter API Integration</li> <li>○ Google API Integration</li> </ul> </li> </ul>	



Component	Details
	<ul style="list-style-type: none"> <li>○ Facebook API Integration</li> <li>○ Jan Parichay Portal API Integration</li> <li>● In case Invalid login id/password system would redirect the user to enter the details again – <b>5 attempts</b> – retry after 1 hour.</li> </ul>
<b>Process Output:</b>	Individuals/Citizens will be able to access NextGen CPGRAMS portal with available user rights applicable for registered User Type.

**User Registration Module:**

Business Requirements related to the User Registration of Citizens on NextGen CPGRAMS application with the fundamental actions which will take place in the portal in accepting and processing the inputs and generating the outputs from portal.

The citizen registration shall be through NextGen CPGRAMS Web Portal, NextGen CPGRAMS Mobile App, Common Service Centre (CSC), WhatsApp, Chatbot, Umang App, Twitter (X), Facebook, Google and Jan Parichay portal only. Other Platforms such as Chatbot, WhatsApp, IVRS can also be used for Registration purpose and as an assistance to provide step by step guidance for registration on NextGen CPGRAMS portal.

**2.1.2 Login Access**

- Login Access will give the provisions to registered user to have login process with multiple option and can be accessed as per need.

<b>LA: Login and Access</b>	
<b>LA.01.001</b>	<p><b>OTP Based login:</b> System will have facility for registered users to access/login on NextGen CPGRAMS through OTP against registered mobile number/email id entry.</p> <ul style="list-style-type: none"> <li>● System should have provision to enter Mobile number / email id followed with system generated Captcha code for security purpose.</li> <li>● Further OTP will be triggered by system on entered Registered Mobile number or email id.</li> <li>● Successful entry of correct OTP and valid captcha code user will be able to login on NextGen CPGRAMS Portal.</li> </ul>
<b>LA.01.002</b>	<p><b>System Login:</b> The system should authenticate users via Login ID and password to access the portal.</p> <ul style="list-style-type: none"> <li>● Login Id will be Created ID, Email Id (if provided) OR Mobile number.</li> </ul>
<b>LA.01.003</b>	<p><b>Error Handling:</b> The system should display appropriate error messages if login credentials do not match.</p>

<b>LA.01.004</b>	<b>Access Rights and Privileges:</b> The system should assign appropriate access rights based on user roles.
<b>LA.01.005</b>	<p><b>Multi-Channel Login:</b> The system should support login through various channels such as CPGRAMS Web portal, CPGRAMS Mobile App, Twitter Sign in, Google Sign-In, Umang Sign in, Facebook sign-in and DigiLocker sign in.</p> <p><b>Steps for Multi-Channel Login:</b></p> <ol style="list-style-type: none"> <li>1. CPGRAMS Portal / Mobile App Sign-In: <ul style="list-style-type: none"> <li><b>Step i:</b> User enters Login ID (ID/Mobile No./email id) and Password on the CPGRAMS portal login page.</li> <li><b>Step ii:</b> System verifies credentials and grants access if valid.</li> </ul> </li> <li>2. CSC Sign-In: <ul style="list-style-type: none"> <li><b>Step i: CSC Operator</b> enters Login ID (CSC) and Password on the CPGRAMS portal login page as per provided by CSC credentials.</li> <li><b>Step ii:</b> System should have provision for CSC operator to access CPGRAMS Portal accordingly for provided rights.</li> </ul> </li> <li>3. Umang App Sign-In: <ul style="list-style-type: none"> <li><b>Step i:</b> Citizen/user enters Login ID (Umang) and Password on the CPGRAMS portal login page as per available for Umang credentials.</li> <li><b>Step ii:</b> System should have provision for citizen using Umang app to access CPGRAMS details accordingly for provided rights.</li> </ul> </li> <li>4. Twitter Sign-In (Based on information exchange between NextGen CPGRAMS and Twitter): <ul style="list-style-type: none"> <li><b>Step i:</b> User logs in via Twitter by clicking a "Login with Twitter" button on the CPGRAMS portal.</li> <li><b>Step ii:</b> System uses Twitter Auth to authenticate and retrieve user details.</li> <li><b>Step iii:</b> System verifies Twitter account linked to the registration ID and grants access.</li> </ul> </li> <li>5. Google Sign-In (Based on information exchange between NextGen CPGRAMS and Google): <ul style="list-style-type: none"> <li><b>Step i:</b> User clicks "Login with Google" button on the CPGRAMS portal.</li> </ul> </li> </ol>

	<p><b>Step ii:</b> System uses Google Auth to authenticate and retrieve user details.  <b>Step iii:</b> System verifies Google account linked to the registration ID and grants access.</p> <p>6. Facebook Sign-In (Based on information exchange between NextGen CPGRAMS and Facebook):</p> <p><b>Step i:</b> User clicks "Login with Facebook" button on the CPGRAMS portal.  <b>Step ii:</b> System uses Facebook Auth to authenticate and retrieve user details.  <b>Step iii:</b> System verifies Facebook account linked to the registration ID and grants access.</p> <p>7. Jan Parichay Portal Sign-In (Based on information exchange between NextGen CPGRAMS and Jan Parichay):</p> <p><b>Step i:</b> User clicks "Login with DigiLocker" button on the CPGRAMS portal.  <b>Step ii:</b> System uses DigiLocker Auth to authenticate and retrieve user details.  <b>Step iii:</b> System verifies DigiLocker account linked to the registration ID and grants access.</p>
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### 2.1.3 Authentication & Verification

- Authentication & Verification process will be mentioned as per given below for registered users on NextGen CPGRAMS Portal.

<b>AV:</b> Authentication and Verification	
<b>AV.01.001</b>	<p><b>Password Recovery- Mobile Number Verification via OTP:</b></p> <p>System should authenticate the user's mobile number via OTP during password recovery process.</p>
<b>AV.01.002</b>	<p><b>Password Recovery- Email Verification via OTP:</b></p> <p>The system should authenticate the user's email address via OTP during registration.</p>

<p><b>AV.01.003</b></p>	<p><b>Password Recovery: Social Media Account Verification</b>                  The system should verify the user's social media accounts (Twitter, Google and Facebook) for password recovery.</p> <p>Forgot Password:</p> <p>Upon clicking on “Forgot Password” following screen would appear for Web portal/mobile app users:</p> <table border="1" data-bbox="824 399 1594 742"> <thead> <tr> <th>Field Name</th> <th>Field Type</th> </tr> </thead> <tbody> <tr> <td>Login ID Entry (Mobile/e-mail)</td> <td>Entry field</td> </tr> <tr> <td>Reset password check option</td> <td>Select</td> </tr> <tr> <td>Captcha</td> <td>view</td> </tr> <tr> <td>Enter Captcha code</td> <td>Entry field</td> </tr> <tr> <td>Submit</td> <td>Action Button</td> </tr> <tr> <td colspan="2"> <ul style="list-style-type: none"> <li>Provision to Create Password and re-enter password on same screen as a process part.</li> </ul> </td> </tr> </tbody> </table>	Field Name	Field Type	Login ID Entry (Mobile/e-mail)	Entry field	Reset password check option	Select	Captcha	view	Enter Captcha code	Entry field	Submit	Action Button	<ul style="list-style-type: none"> <li>Provision to Create Password and re-enter password on same screen as a process part.</li> </ul>	
Field Name	Field Type														
Login ID Entry (Mobile/e-mail)	Entry field														
Reset password check option	Select														
Captcha	view														
Enter Captcha code	Entry field														
Submit	Action Button														
<ul style="list-style-type: none"> <li>Provision to Create Password and re-enter password on same screen as a process part.</li> </ul>															
<p><b>AV.01.003</b></p>	<p><b>Login Id Recovery- Mobile no. Verification via OTP:</b>                  The system should have provision for Citizen (registered) to retrieve forgot Login Id based on Registered mobile no. verification.</p> <p><b>Email Verification via OTP:</b>                  The system should have provision for Citizen (registered) to retrieve forgot Login Id based on Registered email id verification.</p>														

### 2.1.4 Profile Management

- Profile Management will facilitate user to manage their profile and update required details as per given fields in NextGen CPGRAMS Portal.
- Change/Update password post login will be facilitated by system to registered users on portal.
- Update additional details of user like Address details, State, District and Pin Code.

<p>PM: Profile Management</p>	
<p><b>PM.01.001</b></p>	<p><b>Profile Creation:</b> The system should allow users to update and manage their profiles after successful registration.</p>
<p><b>PM.01.002</b></p>	<p><b>Profile Update:</b> The system should allow users to update their profile information.</p>

<b>PM.01.003</b>	<b>Password Change:</b> The system should allow users to change their password as needed.
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### 2.1.5 Flow Diagram of different channels for Registration process on NextGen CPGRAMS

Below given are the flow diagrams for different registration channels on NextGen CPGRAMS Portal. Based on the type of registration channels approach and process changes accordingly system will have provision to cater the requirements.

- a) Registration flow diagram for Web Portal / Mobile App / Umang App
- b) Registration flow diagram through Twitter (X)
- c) Registration flow diagram through Google
- d) Registration flow diagram through Facebook
- e) Registration flow diagram through WhatsApp
- f) Registration flow diagram through CSC (Common Services Centres)

a) Registration flow diagram through Web Portal / Mobile App / Umang App:

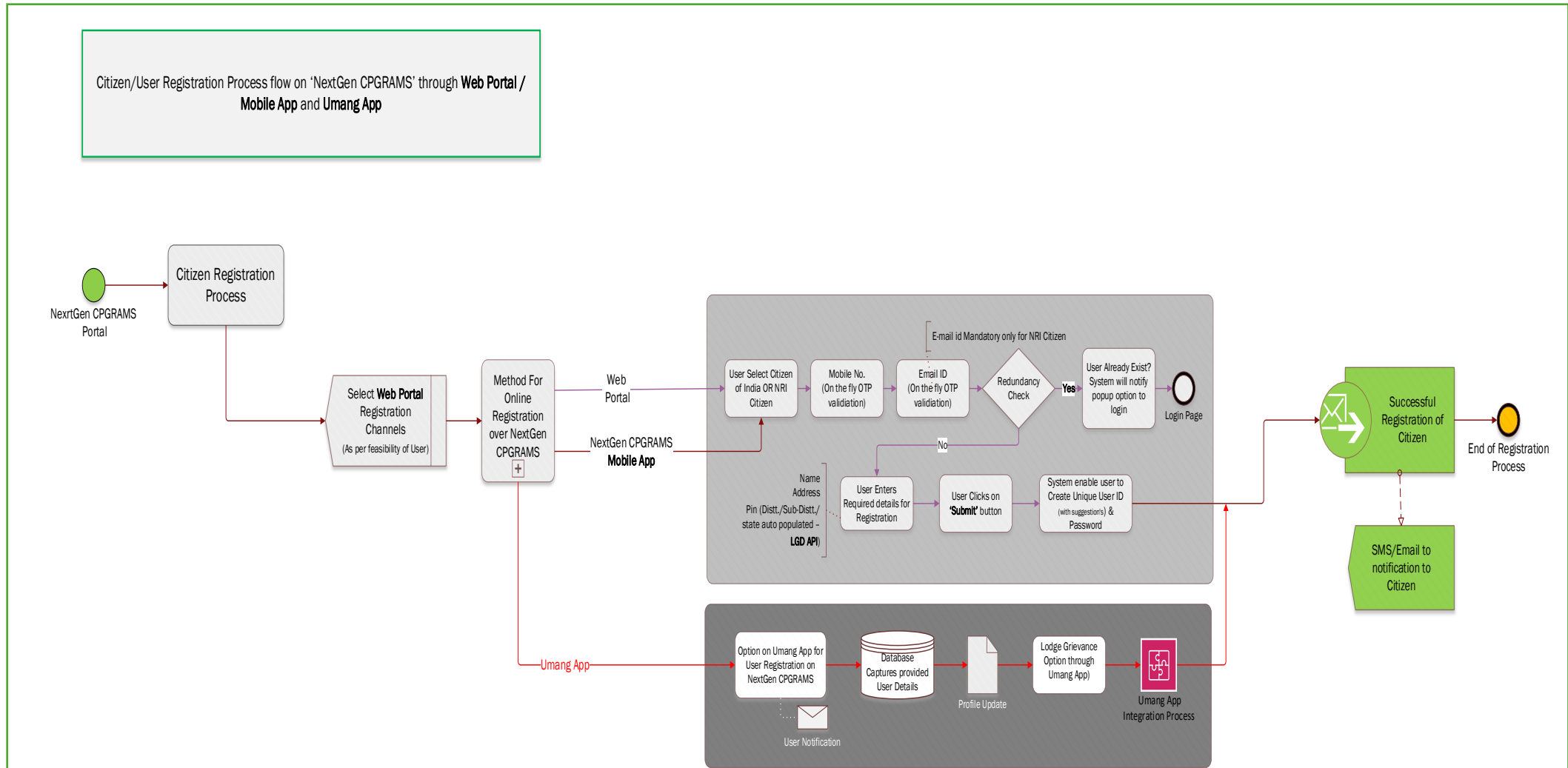
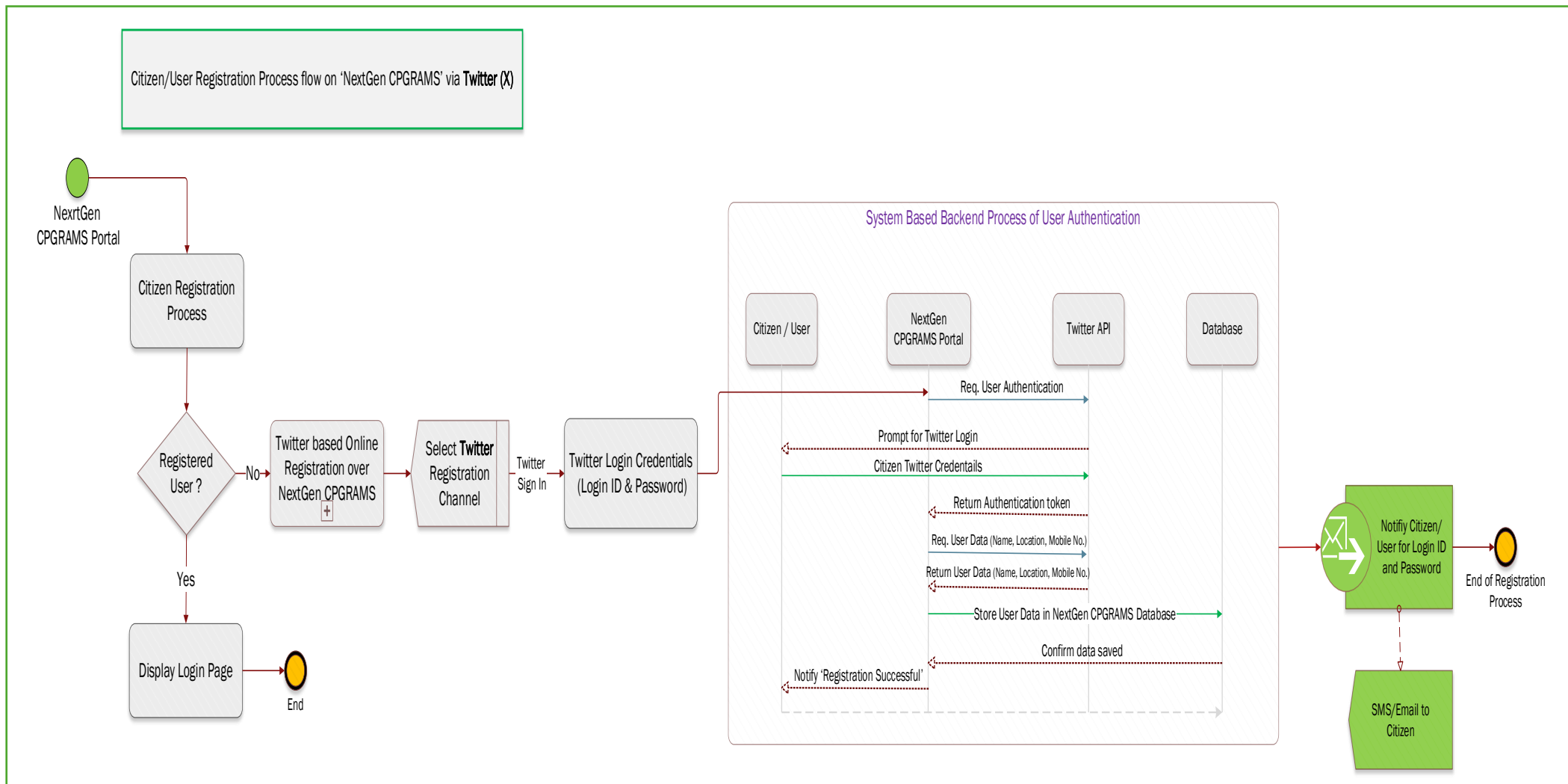


Figure 4: Flow diagram for Registration through Web Portal / Mobile App / Umang App

**b) Registration flow diagram through Twitter (X):**



**Figure 5:** Flow diagram for Registration through Twitter (X)

c) Registration flow diagram through Google:

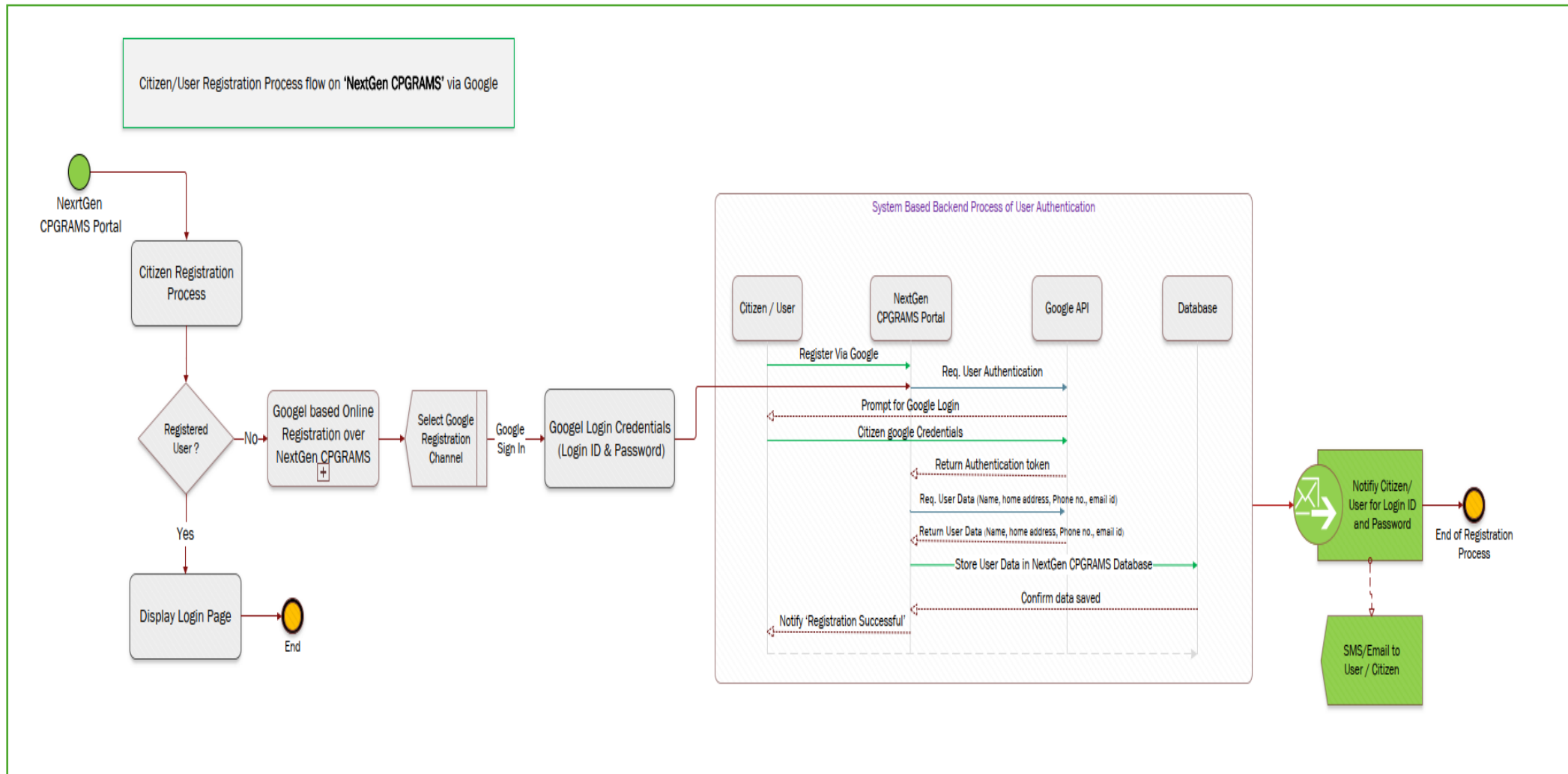


Figure 6: Flow diagram for Registration through Google



d) Registration flow diagram through Facebook:

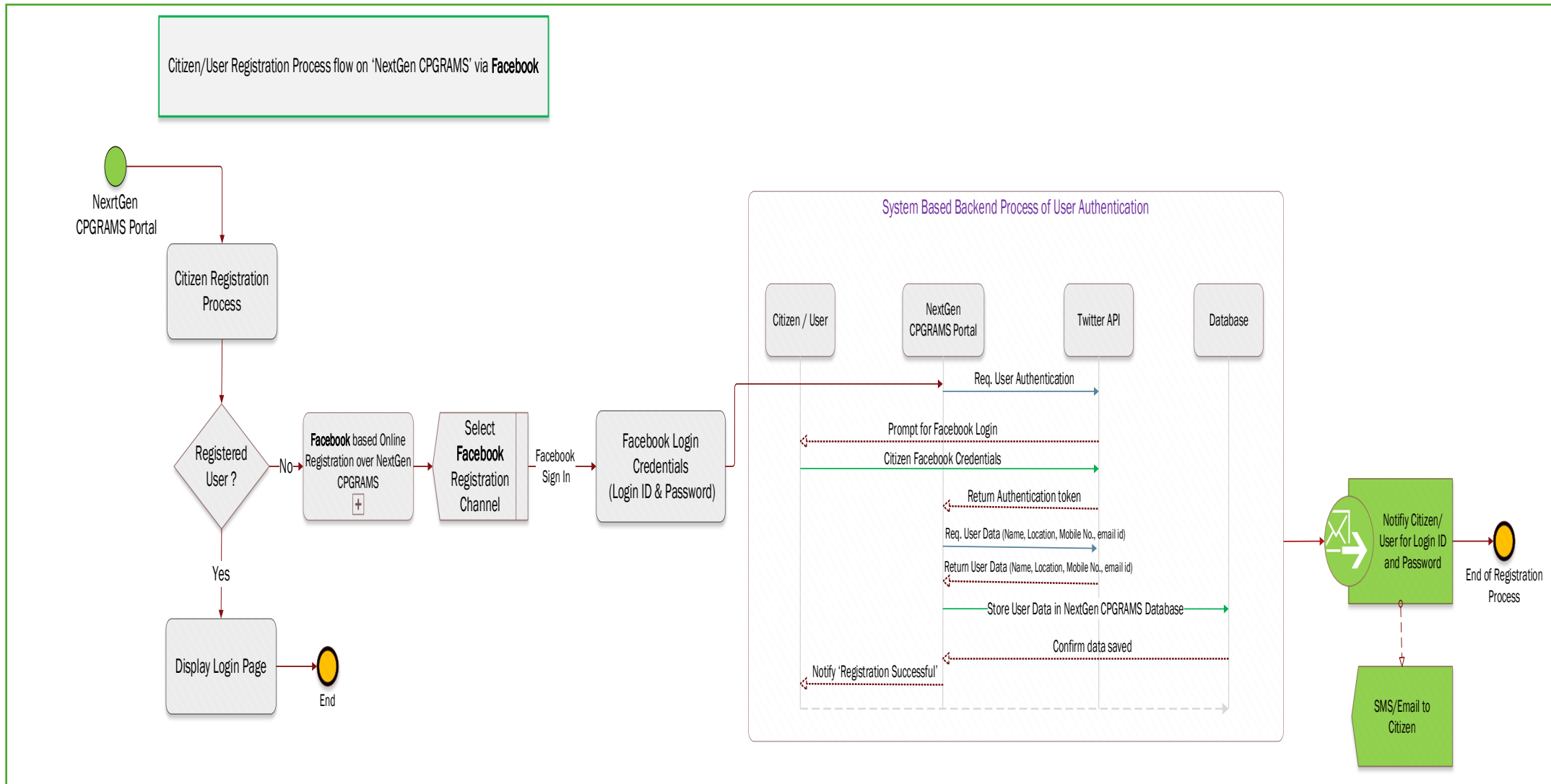
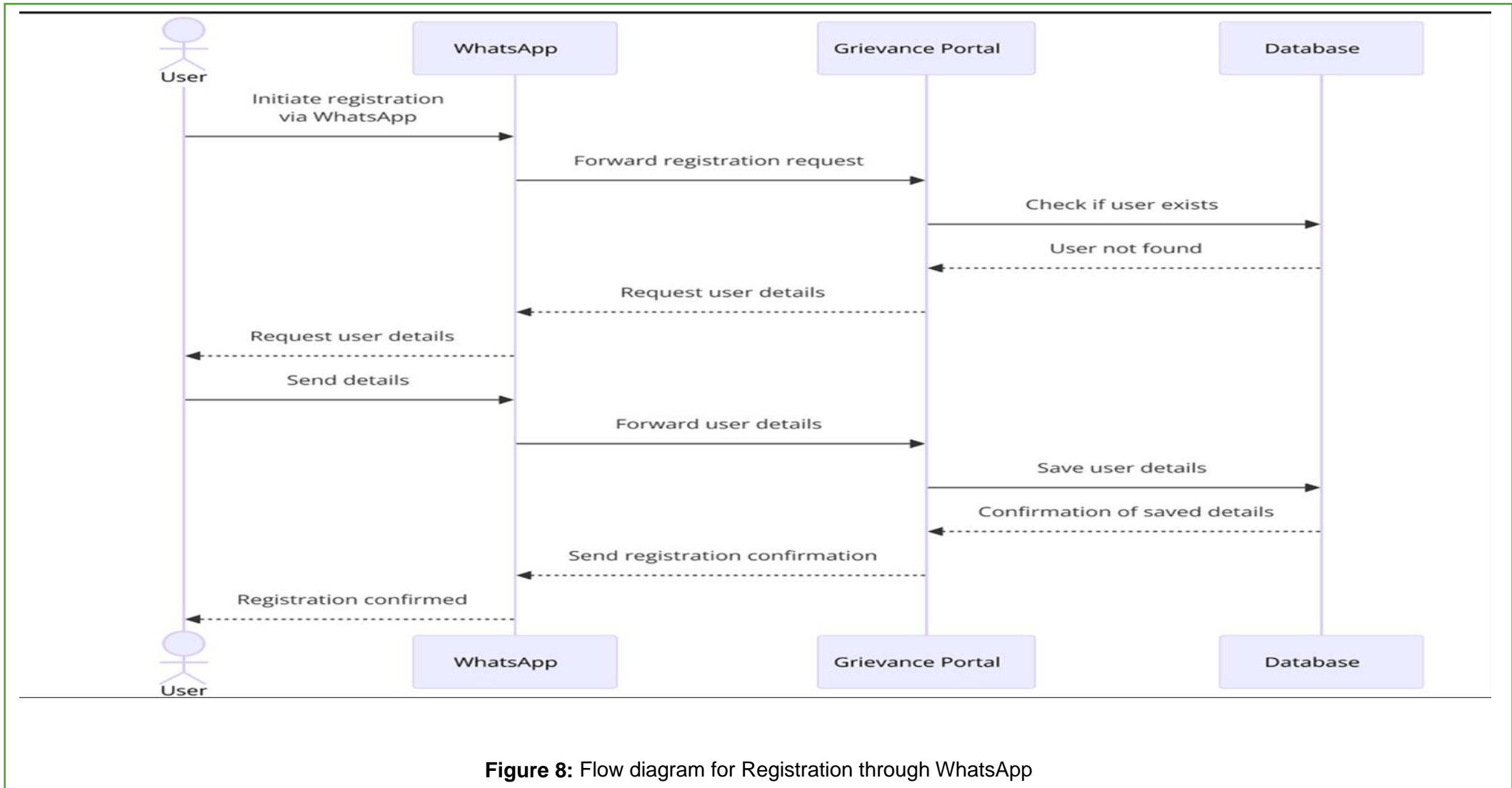


Figure 7: Flow diagram for Registration through Facebook

e) Registration flow diagram through WhatsApp:



f) Registration flow diagram through CSC (Common Services Centres):

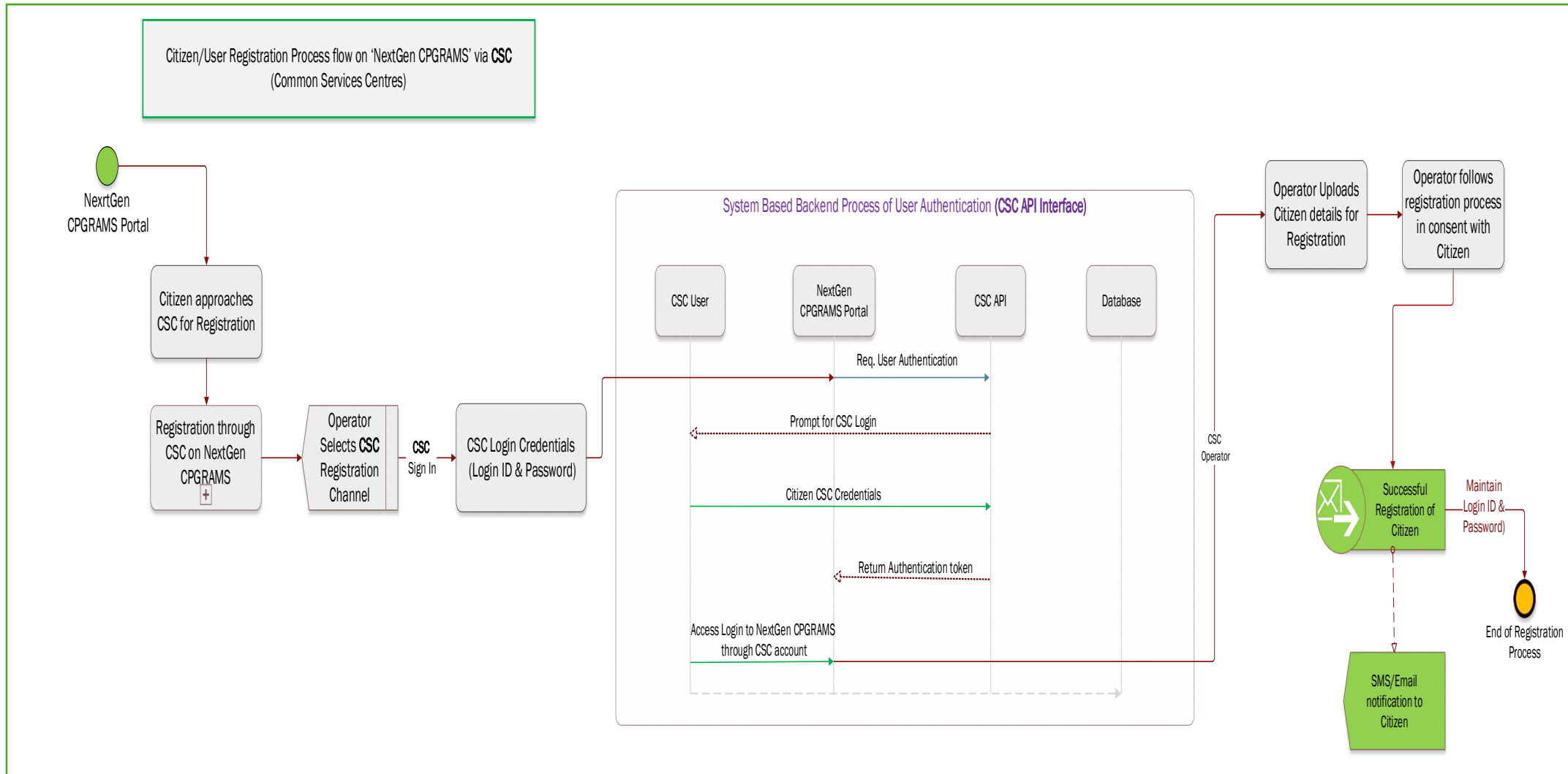


Figure 9: Flow diagram for Registration through CSC (Common Services Centres)

## 2.2 Office User Management Module

The Official User Management Module allows Administrators (DARGP) and other Designated users to Create, Manage and Edit/update and Authenticate User Profiles on the NextGen CPGRAMS Portal as per the Organizational structure.

The overall Office User Management of NextGen CPGRAMS portal has a generic design and the Central Admin user (Super User) to manage the users as per the requirements for official users. Central Admin user has the provision to create different types of users for Department/Ministry for Central government. These users can be assigned different roles (Nodal Officer, Head of Department, GRO, Nodal Appellant Authority (NAA) and Sub Nodal Appellant Authority User (SNAA) to Create or Add, Modify, Delete, View. These roles can be assigned to by Central Admin for their jurisdiction at Central level Authority (DARPG).

### Login Id Conditions: -

- Official E-mail id will be the Login Id of Official Users of CPGRAMS Portal for the Department/Ministry.

### Password Conditions: -

1. Password is in encrypted format with login API request.
  2. After first successful login user will be redirected to reset password page. After change password only user will be able to access User Management option on platform.
- For successful Login, User will be redirected to the home page based on the login type.
  - Login Id conditions and Password Conditions will be common for all such users created under User Management module.

### 2.2.1 Functional Process for Official User Management:

- System will allow 'Central Admin User (DARPG)' to create Ministry/Department wise 'Nodal Officer' and 'Head of Department' for all ministry/department with related rights for specific ministry/Department.
- System with provision for Ministry/Department to have Nodal Officer to create 'Nodal Appellant Authority' and 'GRO'.
- Nodal Appellate Authority (NAA) will have rights for timely disposal of CPGRAMS Appeals only.
- The Nodal Appellate Authority will dispose CPGRAMS appeals related to their department. The NAA/ SNAA are competent to review the process/ guidelines followed by GROs in redressal of grievances. Accordingly, GRO mapping provision should be available in system.
- System should have provision to create GRO User (Multiple, as per Department requirement) under the user rights/login of Nodal Officer.

### 2.2.2 Central Admin User (Super User) Management:

**Step 1:** System will have provision to login on system with predefined User ID (As per provided by DARPG to Administrator) and system generated password.

**Step 2:** Super User will login on system with provided system generated password from Administrator.

**Step 3:** For first login process by Central Admin User (Super User) system will facilitate user to change the password.

**Step 4:** Further, system should allow Super User to Create - Manage Ministry/Department wise Nodal Users with available officer details of specific Ministry/Department. System will have provision of master's to create Department/Ministry details.

Below given are the options for Central Admin User (Super User) to **Manage Organization** (Add Organization - Form and View Organization - List) and **Nodal User Management** (Add Ministry/Department Admin User – Form and View Ministry/Department Admin user) for NextGen CPGRAMS Portal with official user rights defined against the User Profile/user role.

Below given are the functions for Central Admin User (Super User):

**(i) Manage Organization:**

• **Add Organization –**

- Provision to Add Department/Ministry available with 'Central Admin User'.
- User will be able to enter/select details of 'Name of Department/Ministry'. System will have provision of master's to create Department/Ministry details.
- Department/Ministry e-mail Id, Telephone No., Department/Ministry Head name, Department/Ministry Address Details, Pin Code (Sub-District/District/State system selection as per entered PIN) and Status. Finally, SAVE button will be used to store entered details of Department/Ministry.

• **View Organization –**

- This Option will facilitate to view the created Department/Ministry details in tabular form.
- Details will be Department/Ministry Name, Department/Ministry Head and State with Status (Active/Inactive).
- Edit/Update and Delete facility will also be available in 'View Department/Ministry'. Applicable filter will be available in this list for search facility.

**(ii) Nodal User Management:** Under 'Nodal User Management' system should have provision to 'Add Ministry/Department Nodal user' and 'View Ministry/Department Nodal User' for specific Department/Ministry with certain features and facilities.

• **Add Ministry/Department Nodal User –**

- Provision to Add New Department Nodal level against created Department/Ministry in NextGen CPGRAMS Portal.
- User will be able to select Department / Ministry from dropdown list (Maintained by Administrator – NextGen CPGRAMS Portal) in 'Name of Department/Ministry' field.
- Details like Name, Mobile No., Official Email ID, Confirm e-mail Id, User Type/Designation, Role (Predefined - Admin), State with Status

- (Active/Inactive).
- User Type, Role and State will be auto selected by system based on available details in system.
- Finally, SAVE button will be used to store entered details of Organization.
- **View Nodal User –**
  - Using this option user can view the created 'Departmental Nodal users' with available required details.
  - System will have facility of 'Edit User', 'Reset Password' and 'Delete' options for 'Central Admin / Super user'.
  - Under this option all Created Super users are listed and shown if no filter is applied to search specific Departmental/Ministry Super User.
  - User will be able to search particular 'Department Super User' by using Name, Email, Department/Ministry, User Type, Role, and Status in tabular form.
  - Reset button will clear all the applied filter details from filter option.
- (iii) **Head of Department User Management:** Under 'Nodal User Management' system should have provision to 'Add Head of Department user' and 'View Head of Department User' for specific Department/Ministry with certain features and facilities.
- **Add Head of Department User –**
  - Provision to Add Head of Department against created Department/Ministry in NextGen CPGRAMS Portal.
  - User will be able to select Department / Ministry from dropdown list (Maintained by Administrator – NextGen CPGRAMS Portal) in 'Name of Department/Ministry' field.
  - Details like Name, Mobile No., Official Email ID, Confirm e-mail Id, User Type/Designation, Role (Predefined – Head of Department), State with Status (Active/Inactive).
  - User Type, Role and State will be auto selected by system based on available details in system.
  - Finally, SAVE button will be used to store entered details of Organization.
- **View Head of Department User –**
  - Using this option user can view the created 'Head of Department users' with available required details.
  - System will have facility of 'Edit User', 'Reset Password' and 'Delete' options for 'Central Admin / Super user'.
  - Under this option all Created Super users are listed and shown if no filter is applied to search specific Departmental/Ministry Super User.
  - User will be able to search particular 'Department Super User' by using Name, Email, Department/Ministry, User Type, Role, and Status in tabular form.
  - Reset button will clear all the applied filter details from filter option.

Conditions to be part of system for Addition of Department/Ministry Nodal Users:

- Name details will be in characters.
- Department/ministry will be selected from dropdown list as per created in 'Department/Ministry Management'.
- User Type, Role and State will be auto filled based on the selection of Department / Ministry.
- Email and Confirm Email should be same and copy paste will not work in email fields on this form.
- Mobile number will be numeric only with 10 digits and provision will be there in form to start with 6 or 7 or 8 or 9 only.

### 2.2.3 Department / Ministry Nodal User:

NextGen CPGRAMS Portal will have feature for different Ministry/Department (GoI) to manage the Official users for access of Grievances available through NextGen CPGRAMS Portal.

Below given are the type of Official User for specific Ministry/Department on NextGen CPGRAMS Portal with official user rights defined against the User Profile/user role.

- GRO Users
- Nodal Appellant Authority

#### (i) Manage Office:

- **Add Office –**
  - Provision to Add Office as per Department/Ministry needs from Department/Ministry Nodal User.
  - User will be able to enter/select details of 'Name of Office/Section'.
  - Role (GRO User/Nodal Appellant Authority), Office/Section e-mail Id, Telephone No., Office Head name, Office Address Details (Auto populate from Parent Organization), Pin Code (Sub-District/District/State system selection as per entered PIN) and Status. Finally, SAVE button will be used to store entered details of Office.
- **View Office –**
  - This Option will facilitate to view the created office details in tabular form.
  - Details will be Office Name, Role, Office/Section Head and State with Status (Active/Inactive).
  - Edit/Update and Delete facility will also be available in 'View Office/Section'. Applicable filter will be available in this list for search facility.

#### (ii) Department / Ministry Nodal User Management:

NextGen CPGRAMS portal will facilitate 'Department/Ministry User Management' to create 'GRO User' and 'Nodal Appellant Authority' for specific department.

- **Add GRO User –**
  - Provision to Add GRO User as per Department/Ministry available created by Specific Department/Ministry Admin User.
  - User will be able to enter GRO User details as per identified ministry/department i.e. 'Name of GRO Officer'.

- Details to be entered by ministry Nodal user like Name, GRO e-mail Id, Telephone No., Mobile Number, Office (GRO User), Department/Ministry Head name, Department/Ministry Address Details, Pin Code (Sub-District/District/State), User Type, Role and Status.
- Provision for Edit, Password change and Delete provision for created office.
- **Add Nodal Appellant Authority User –**
  - Provision to Add Nodal Appellant Authority User as per selected Department/Ministry available created by Specific Department/Ministry Admin User.
  - User will be able to enter Nodal Appellant Authority user details as per identified ministry/department i.e. 'Name of Nodal Appellant Authority'.
  - Details to be entered by ministry Admin user like Name of Nodal Appellant Authority, Departmental e-mail Id, Telephone No., Mobile Number, Name of Department/Ministry, Office (Nodal appellant Authority), Department/Ministry Head name, Department/Ministry Address Details, Pin Code (Sub-District/District/State), User Type, Role and Status.
- **View GRO User –**
  - Using this option user can view the created 'GRO users' with available required details.
  - System will have facility of 'Edit User', 'Reset Password' and 'Delete' options for 'Central Admin user'.
  - Under this option all Created GRO Users are listed and shown if no filter is applied to search specific Departmental/Ministry GRO User.
  - User will be able to search particular 'GRO User' by using Name, Email, Department/Ministry, User Type, Role, and Status in tabular form.
  - Reset button will clear all the applied filter details from filter option.
- **View Nodal Appellant Authority User –**
  - Using this option user can view the created 'Nodal Appellant Authority Users' with available required details.
  - System will have facility of 'Edit User', 'Reset Password' and 'Delete' options for 'Central Admin user'.
  - Under this option all Created Nodal Appellant Authority users are listed and shown if no filter is applied to search specific Departmental/Ministry NAA User.
  - User will be able to search particular 'NAA User' by using Name, Email, Department/Ministry, User Type, Role, and Status in tabular form.
  - Reset button will clear all the applied filter details from filter option.



Office User Management diagram on Portal:

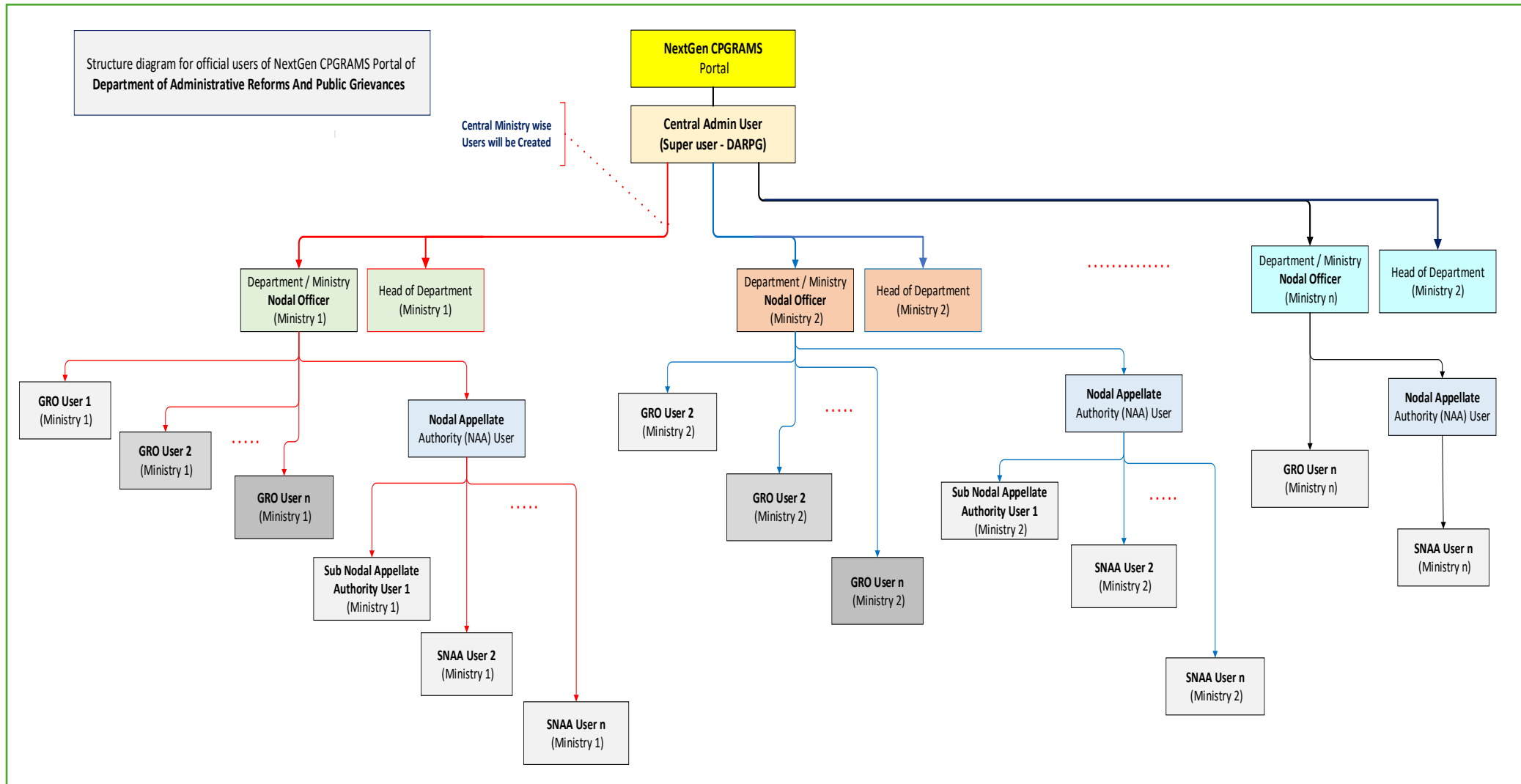


Figure 10: Office hierarchy for Officer User Management on NextGen CPGRAMS Portal

#### 2.2.4 Nodal Appellant Authority (NAA) User:

NextGen CPGRAMS Portal will have feature for different Ministry/Department (GoI) to manage the Sub Nodal Appellant Authority (SNAA) Official users for access of Grievances available through NextGen CPGRAMS Portal.

System should have a facility for Nodal Appellant Authority Official User for specific Ministry/Department on NextGen CPGRAMS Portal with official user rights to create SNAA User Profile/user role. NextGen CPGRAMS portal will facilitate 'NAA User' to create 'SNAA User' for specific department.

- **Add SNAA User –**
  - Provision to Add SNAA User as per Department/Ministry available created by Specific Department/Ministry NAA User.
  - User will be able to enter SNAA User official details as per identified ministry/department i.e. 'Name of SNAA'.
  - Details to be entered by ministry Admin user like Name of SNAA, SNAA official e-mail Id, Telephone No., Mobile Number, Name of Department/Ministry, Office (SNAA), Department/Ministry Head name, Department/Ministry Address Details, Pin Code (Sub-District/District/State), User Type, Role and Status.
  - Provision for Edit, Password change and Delete provision for created office.
  
- **View SNAA User –**
  - Using this option user can view the created 'SNAA Users' with available required details.
  - System will have facility of 'Edit User', 'Reset Password' and 'Delete' options for 'SNAA User'.
  - Under this option all Created SNAA users are listed and shown if no filter is applied to search specific Departmental/Ministry.
  - User will be able to search particular 'SNAA' by using Name, Email, Department/Ministry, User Type, Role, and Status in tabular form.

#### User Creation:

- The 'Office User Management Module' is one of the modules of NextGen CPGRAMS system, which provides a centralized platform for Departmental user Creation and their management.
- This module includes functionalities for Official user Registration, verification, profile management, role management and access control.
- The users of this module include administrators (Admin User, Nodal User, GRO, AGRO, Nodal Appellant Authority and Sub Nodal Appellant Authority) and related departmental users.

2.2.5 Use Case Specification for Office User Management

Component	Details		
<b>Name of Process</b>	Process flow and development of requirement for the process flow of Office User Management for NextGen CPGRAMS portal.		
<b>Process Owner</b>	Department of Administrative Reforms and Public Grievances		
<b>Date Created</b>		<b>Last Revision Date</b>	
<b>Process Purpose</b>	<ul style="list-style-type: none"> <li>a) The process will provide the facility of Departmental Office User Creation on NextGen CPGRAMS portal for necessary actions on raised citizens grievances.</li> <li>b) The Office Users Created on NextGen CPGRAMS portal through this process will be able to online login and process the Grievances on Portal as per defined SOP.</li> <li>c) The purpose is to lay out the step-by-step process flow for Office User management through NextGen CPGRAMS portal.</li> </ul>		
<b>Process Scope</b>	The scope of this process pertains to Create official logins and issue User rights as per type of Actor (Office User)		
<b>Process Input:</b>	<ul style="list-style-type: none"> <li>a) Online Application form to complete the official user creation process as per defined process.</li> <li>b) During official user creation process as per defined steps system will generate default password for created profile, with the facility of Change/Update password on first time login on NextGen CPGRAMS portal.</li> <li>c) CPGRAMS portal will automatically assign the related user rights for created official user.</li> </ul>		
<b>Process Prerequisite</b>	a) The system will assign the selected role and associated permissions to the new official user all required information to be provided in available files for profile being created.		

Component	Details	
	b) NextGen CPGRAMS system will show tool tip and relevant information/message in User Create form. c) Password Policy needs to be maintained in system as per defined by DARPG.	
<b>Process Flow and Associated steps with output results</b>	<b>SN</b>	<b>Requirement Description</b>
	<b>UC: Office User Creation</b>	
	<b>UC.01.001</b>	<b>Department User Creation (Super User)</b> The system should allow Super User to create new user profiles for Ministry/Department (Nodal Officer / Head of Department) with the required information for accessing the system.
	<b>UC.01.002</b>	<b>System-Generated Logins for Department and Ministry Users</b> The system should provide system-generated logins for users of departments and ministries. The first-time login should prompt users to change their password.
	<b>UC.01.003</b>	<b>Creating Additional Login:</b> The system should allow designated officers to create additional login for their respective departments.  <b>Step 1:</b> The designated GRO or Nodal Officer accesses the user management interface.  <b>Step 2:</b> The officer inputs the required information for the new user, including name, designation and contact details.  <b>Step 3:</b> The system generates a unique login ID (Based on User office e-mail id) and temporary password (System Generated) for the new user.

Component	Details		
		<b>Step 4:</b> The new user receives the login credentials via email.	
	<b>UM:</b> Office User Management		
	<b>UM.01.001</b>	<p><b>Steps 1:</b> The designated Nodal officer accesses the user management interface.</p> <p><b>Step 2:</b> The officer (As per Structure Diagram) inputs the required information for the new user as per the User role and office role.</p> <p><b>Step 3:</b> The system generates a unique login ID (Based on User office e-mail id) and temporary password (System Generated) for the new user.</p> <p><b>Step 4:</b> The new user receives the login credentials via email.</p>	
	<b>UM.01.002</b>	<p><b>Steps 1:</b> The officer selects the appropriate role (Based on system definition) from a predefined list.</p> <p><b>Step 2:</b> The system assigns the selected role (Based on available rights) and associated permissions to the new user.</p>	
	<b>PM:</b> Profile Management		
	<b>PM.01.001</b>	<b>Profile Creation</b> The system should allow users to create and manage their profiles after successful registration.	

Component	Details	
	PM.01.002	<b>Profile Update</b> The system should allow users to update their profile information.
	PM.01.003	<b>Password Change</b> The system should allow users to change their password as per the requirement. Password policy will be utilized by system as per defined by DARPG.
	<b>LA: Login and Access</b>	
	LA.01.001	<b>System Login</b> The system should authenticate users via registration ID (Office e-mail ID) and password (System Generated/Updated) to access the portal.
	LA.01.002	<b>Error Handling</b> The system should display appropriate error messages if login credentials do not match as per system database.
	LA.01.003	<b>Access Rights and Privileges</b> The system should assign appropriate access rights based on user roles.

Component	Details	
	<p><b>LsA.01.004</b></p>	<p><b>Login Nodal/GRO/Appellate</b> The system should support login through channels such as CPGRAMS Portal.</p> <p><b>Steps for Channel Login:</b></p> <p><b>CPGRAMS Portal:</b> - User enters registration ID (Login Id) and password on the CPGRAMS portal login page. - System verifies credentials and grants access if valid.</p> <p><b>Parichay Authenticator:</b> Official Users of NextGen CPGRAMS like Department Admin, Nodal Officers, GROs, AGROs, Nodal Appellate Authority and Sub Nodal Appellate Authority users can also login using Parichay Authenticator based on API integration with Parichay will offer seamless and secure multi-factor authentication its verification process.</p> <p>This includes both token verification and tap verification for authentication and authorization.</p>
	<p><b>UM:</b> User Notification</p>	
	<p><b>UN.01.001</b></p>	<p><b>Notification System</b> The system should provide a notification system to alert users about important updates, actions required, and system messages. Notifications should be sent via email, SMS and in-app alerts.</p>
<p><b>Exception conditions Processes</b></p>	<ul style="list-style-type: none"> <li>• Telecommunication services interface and integration for notification and SMS/email.</li> <li>• Access rights management for the created official profiles in NextGen CPGRAMS Portal.</li> </ul>	
<p><b>Other Processes</b></p>	<ul style="list-style-type: none"> <li>• User management interface for administrators and Nodal officers.</li> <li>• Integration with email servers, SMS gateways, and Parichay Authenticator.</li> <li>• Parichay Authenticator and login on NextGen CPGRAMS portal with existing credentials.</li> <li>• For PG officer: login process will be processed with Parichay</li> </ul>	

<b>Component</b>	<b>Details</b>
<b>Process Output:</b>	Official logins and Profile with system defined user rights will be able to access NextGen CPGRAMS portal to process raised Grievances and Appeal by Citizens.



### 2.2.6 Creation of Additional Logins

- Creation of Additional Logins for Created Official users is Defined under Code UC.01.001 to UC.01.003 in use Case specification for User Management.

### 2.2.7 Access Roles & Permissions

- The officer selects the appropriate role from a predefined list.
- The system assigns the selected role and associated permissions to the new user.

### 2.2.8 Profile Management

- Process of Profile Management is defined under Code PM.01.001 to PM.01.003 in use Case specification for User Management.

### 2.2.9 Login Access

- Process and facility of Login Access is defined under Code LA.01.001 to La.01.004 in use Case specification for User Management.

### 2.2.10 Role Management

- Process defines the Role Management and Access Grant process for Created official Login/Profiles.

RM: Role Management	
RM.01.001	<b>User Addition or Deletion</b> The system should allow Nodal User, GRO User and NAA user to add or delete users from the system based on their roles and permissions.
RM.01.002	<b>Role Definition</b> The system should allow Super User, Nodal and Nodal Appellate Authority (NAA) to define and manage roles within the system.
RM.01.003	<b>User Prioritization</b> The system should allow prioritization of users based on their roles and responsibilities.

### 2.2.11 Central Admin User (Super user - DARPG) Role

Objective of Central Admin User is to create and manage the 'Nodal User' and 'Head of Department' users for various ministries/departments.

- Admin User will be the Super user for NextGen CPGRAMS whose login credentials will be created by system administrators of web portal.
- Central Admin user will have the overall rights for various Ministries/Departments to monitor and report downloading in terms of Grievance/Appeal process.
- Admin landing page will provide overall visualization about the Grievances/ Appeals and Feedback along with ministry wise Suggestions and Demands details.
- Admin User will overview the daily grievance/appeal management related to different departments, ensuring that complaints are handled properly and quickly within defined SOP.
- Admin user will also be able to access relevant details with respect to different Ministries / Departments through customized dashboard analysis and MIS Reports.

### 2.2.12 Nodal User Role

Nodal Officer User, created by 'Central Admin User' will be able to create and manage 'GRO' user and 'Nodal Appellate' User for assigned department only.

- a) Nodal Officer User created on NextGen CPGRAMS whose login credentials will be created by Central Admin User of web portal.
- b) Nodal Officer user will have the overall rights for various Ministries/Departments to monitor and report downloading in terms of Grievance/Appeal process.
- c) Nodal User landing page will provide overall visualization about the Grievances/ Appeals and Feedback along with ministry wise Suggestions and Demands details.
- d) Nodal User will also overview the daily grievance/appeal management related to assigned department, ensuring that complaints are handled properly and quickly within defined SOP for their department.
- e) Nodal user will also be able to access relevant details with respect to their Ministry / Department through customized dashboard analysis and MIS Reports.

### 2.2.13 HOD User Role

The Head of Department (HOD) plays a crucial role in managing the department's operations and ensuring its smooth functioning. and report downloading.

- a) The Departmental HOD post has been created by Admin user on NextGen CPGRAMS portal.
- b) The HOD have rights only for departmental monitoring and report downloading in terms of grievance process.
- c) The HOD oversees daily grievance management in their department, ensuring that complaints are handled properly and quickly.
- d) The HOD checks if the staff handle grievances properly and follow the right procedures to resolve them according to the guidelines.
- e) The HOD can download MIS reports related to their department, such as performance reports, to help with departmental analysis.
- f) After downloading the MIS reports, the HOD analyses the data to provide insights for making decisions and planning strategies.

## 2.3 Grievance Management:

Software requirements related to the Grievance Management Module in NextGen CPGRAMS application with the fundamental actions which will take place in the portal in accepting and processing the inputs related to raise grievance and generating the outputs from portal for official/citizen users.

This module includes functionalities for lodging grievance, tracking of grievance status and facilitating the resolution process within defined timeline form ministry/department. On successful submission of Grievance by citizens system will categorize the grievances (defined in system by Nodal Officer of related department/ministry) within defined timeline of 30 Days (Max. resolution timeline).

**Users:** The users of this module include citizens, Nodal Officers, GRO and other designated personnel involved in the Grievance process.

Below are the major steps for Grievance Management in NextGen CPGRAMS portal:

- Lodging of Grievance
- Grievance Receipt
- Tracking of Grievance
- Final Resolution Process
- **Figure 1:** Envisaged NextGen-CPGRAMS Workflow

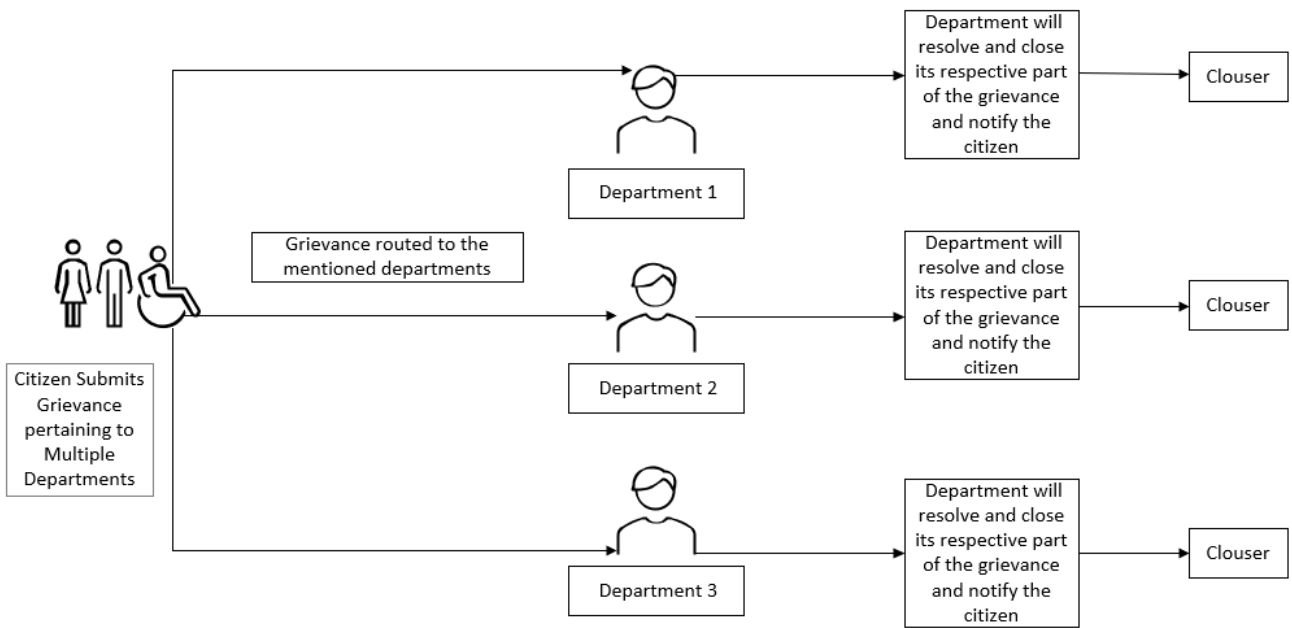


Figure 11: Flow of grievance to multiple departments

2.3.1 Use Case Specification for Grievance Management

Component	Details	
<b>Name of Process</b>	Grievance Management process	
<b>Process Owner</b>	DARPG	
<b>Date Created</b>	28/08/2024	
<b>Process Purpose</b>	<ul style="list-style-type: none"> <li>a) The process entails the facility of grievance registration, mapping, and processing on NextGen CPGRAMS portal.</li> <li>b) The Users registered on NextGen CPGRAMS will be able to online/offline lodge the grievances.</li> <li>c) The purpose is to lay out the step-by-step process flow for User registration through NextGen CPGRAMS portal.</li> </ul>	
<b>Process Scope</b>	<ul style="list-style-type: none"> <li>a) The scope of this process pertains to issue User rights as per completed registration based on type of Actor (User) i.e., Citizen.</li> </ul>	
<b>Process Input:</b>	<ul style="list-style-type: none"> <li>a) The system shall facilitate the citizen user to submit Grievance details for which citizen is looking forward for resolution.</li> <li>b) The system shall facilitate to allocate a unique grievance number against the raised grievance, which will be used by citizen for tracking of the resolution status.</li> </ul>	
<b>Process Prerequisite</b>	<ul style="list-style-type: none"> <li>a) The citizen should be registered on NextGen CPGRAMS to raise grievance through portal, also other channels can also be utilized for lodge grievance.</li> <li>b) Citizen's will be able to file for grievance with required uploaded documents as per applicable.</li> </ul>	
<b>Process Flow and Associated steps with output results</b>	<b>S. No.</b>	<b>Requirement Description</b>
	<b>LA: Lodging of Grievance</b>	
	<b>LA.01.001</b>	1. After successful registration citizen lodge grievance through various sources (external portals) and channels (available on NextGen

Component	Details
	<p>CPGRAMS).</p> <p>2. Available channels are – Web/Portal / Mobile App / Umang App / WhatsApp / Chatbot / IVRS / CSC and Physical Letter.</p> <p><b><u>Lodge Grievance on NextGen CPGRAMS Portal and Mobile App/Umang App (through Integration):</u></b></p> <p><b>Step 1:</b> Citizen enters login credentials on NextGen CPGRAMS portal for lodge grievance.</p> <p><b>Step 2:</b> System will allow citizen to select “Lodge Grievance” option from NextGen CPGRAMS portal.</p> <p><b>Step 3:</b> The citizen shall be able to view the list of exclusions and Declaration Statement, and accept the following exclusions -</p> <ul style="list-style-type: none"> <li>• RTI Matters</li> <li>• Religious Matters</li> <li>• Subjudice Matters</li> <li>• Suggestions</li> <li>• Grievance pertaining to Govt. Employees on Service Matters</li> </ul> <p><b>Step 4:</b> System shall have provision to auto populate the address details (From Citizen profile) with editable facility for which grievance pertains to. Address related fields: Pin code, State, District, Area name.</p> <p><b>Step 5:</b> System shall have provision for citizen to submit grievance details in grievance form (5000 Characters).</p> <p><b>Step 6:</b> System shall have provision for citizen to feed grievance details (in Step 5 field) via voice to text mode.</p>

Component	Details
	<p><b>Step 7:</b> System shall have provision for citizen to describe the grievance and enter information suggested by the bot. Bot assistance will also be utilized for raise grievance.</p> <p><b>Step 8:</b> System shall have provision for citizen to upload the grievance related documents – pdf, doc, image, audio &amp; video if required (maximum allowed size 5 MB).</p> <p><b>Step 9:</b> System shall have provision for citizen to save the grievance in draft (Save as Draft).</p> <p><b>Step 10:</b> System shall have provision for citizen to review and edit the grievance details before final submission. Facility of download and print of final draft in various format (PDF, Word etc.)</p> <p><b>Step 11:</b> System shall have provision for citizen to receive acknowledgment/notify with Grievance Id over Email/SMS along with pop up notification on screen.</p> <p><b>Step 12:</b> System shall have provision to download and print the submitted (Grievance Id) submitted by Citizen.</p> <p><b><u>Grievance Lodge via WhatsApp Chatbot:</u></b></p> <p><b>Step 1:</b> WhatsApp number being used for Lodge Grievance should be register on Next-Gen CPGRAMS portal.</p> <p><b>Step 2:</b> User initiates the Grievance Lodge by selecting language.</p> <p><b>Step 3:</b> System should have provision to sending message such as “Lodge Grievance” to the NextGen CPGRAMS WhatsApp number.</p>

Component	Details
	<p><b>Step 4:</b> System provides welcome message and provide option to proceed for Lodging Grievance.</p> <p><b>Step 5:</b> Citizen shall be able to view the list of exclusions and Declaration Statement, and accept the following exclusions:</p> <ul style="list-style-type: none"> <li>• RTI Matters</li> <li>• Religious Matters</li> <li>• Sub judice Matters</li> <li>• Suggestions</li> </ul> <p><b>Step 6:</b> WhatsApp will provide field for citizen to describe the details of grievance in text message.</p> <p><b>Step 7:</b> In next field system will provide citizen with additional information like Address, location details related to Grievance.</p> <p><b>Step 8:</b> System will have prompt for user to click on link shared over WhatsApp and after selection on link new window open and user upload documents and click on submit button.</p> <p><b>Step 9:</b> The complainant shall be able to view and edit the grievance.</p> <p><b>Step 10:</b> The WhatsApp chatbot summarizes the grievance details before final submission and asks the user for confirmation before submitting the grievance.</p> <p><b>Step 11:</b> The WhatsApp system immediately acknowledges the grievance submission by sending a WhatsApp message/SMS/Email with the grievance ID.</p> <p><b><u>Grievance Lodge Via Chatbot:</u></b></p> <p><b>Step 1:</b> The chatbot start conversation (greet citizen and offer assistant)</p>

Component	Details
	<p>with citizen when citizen accesses grievance management system via web portal, mobile App</p> <p><b>Step 2:</b> User initiates the grievance lodging by selecting language</p> <p><b>Step 3:</b> The chatbot prompts the user to authenticate themselves through OTP verification before grievance lodging</p> <p><b>Step 4:</b> The citizen shall be able to view the list of exclusions and Declaration Statement, and accept the following exclusions:</p> <ul style="list-style-type: none"> <li>▪ RTI Matters</li> <li>▪ Religious Matters</li> <li>▪ Sub judice Matters</li> <li>▪ Suggestions</li> <li>▪ Grievance pertaining to Govt. Employees on Service Matters</li> </ul> <p><b>Step 5:</b> The system shall have prompted the user to describe their grievance</p> <p><b>Step 6:</b> The Chabot interact with user to refine grievance details and ask for specific information (State, Pin code, District, Area Name)</p> <p><b>Step 7:</b> The Chabot interact with user to upload document if require via link Which are share in chatbot</p> <p><b>Step 8:</b> The system shall have prompt to user to click on link which is shared by chatbot and after selection on link new window open and user upload documents and click on submit button</p> <p><b>Step 9:</b> The chatbot provide facilities to User review or edit grievance before final submission</p> <p><b>Step 10:</b> The chatbot acknowledge the grievance and generate unique grievance id.</p> <p><b>Step 11:</b> the chat bot notify user via SMS/email for successful grievance lodging and provide estimated resolution time</p> <p><b><u>Grievance Lodge via IVRS:</u></b></p> <p><b>Step 1:</b> The complainant shall dial the IVRS number.</p> <p><b>Step 2:</b> The system greets welcome message</p> <p><b>Step 3:</b> The system offers language selection by selecting option given by</p>



Component	Details
	<p>IVRS</p> <p><b>Step 4:</b> The system prompts the user to enter their registered mobile number for authentication</p> <p><b>Step 5:</b> The system sends OTP to the user register number for validation and citizen submit OTP and confirm it by press # option</p> <p><b>Step 6:</b> The system prompts the user to describe their grievance by speaking (IVRS records message and convert into text via speech to text technology)</p> <p><b>Step 7:</b> The system prompts the user to describe their address details by speaking (IVRS records message and convert into text via speech to text technology)</p> <p><b>Step 8:</b> The system prompts the user to submit the document related to grievance for this system provide option and take confirmation from citizen “Press 1” for document submitted and “Press 2” for skip the process</p> <p><b>Step 9:</b> The citizen shall have facility to select Press 1 and continue for document lodge</p> <p><b>Step 10:</b> The system shall have facility to provide link for upload and submit the document via SMS.</p> <p><b>Step 11:</b> The system prompts the user to confirm for grievance submission via pressing option 1 to submit and press 2 for cancel.</p> <p><b>Step 12:</b> The system immediately acknowledges the grievance submission by sending a notification message via SMS/Email with the grievance ID.</p> <p><b>Step 13:</b> The system has facility to officer to ask necessary document for grievance related from citizen via mail or post.</p> <p><b><u>Grievance Lodge via CSC</u></b></p> <p><b>Step 1:</b> The complainant shall visit the nearest CSC (Common Service Center).</p> <p><b>Step 2:</b> The CSC operator make user account before registration.</p> <p><b>Step 3:</b> The CSC Operator shall enter address details (state, district, Pin code, area Name).</p>

Component	Details	
		<p><b>Step 4:</b> The complainant shall describe the grievance to the operator who will enter it in the portal.</p> <p><b>Step 5:</b> The CSC operator upload required document (PDF, Doc, Image, Video etc.) related to grievance.</p> <p><b>Step 6:</b> The complainant shall receive acknowledgment with grievance id on SMS/Email/printout.</p> <p><b><u>Grievance Lodge via Physical letter</u></b></p> <p><b>Step 1:</b> The Citizen shall send a letter (offline) about grievance to the Department/Ministry.</p> <p><b>Step 2:</b> The GRO/Nodal Officer shall receive the letter.</p> <p><b>Step 3:</b> The Officer shall register the grievance on behalf of citizen.</p> <p><b>Step 4:</b> The Officer shall upload the letter and supporting documents. (provided by citizen with Grievance letter) into the system.</p> <p><b>Step 5:</b> The system shall fetch details and lodges the grievance.</p> <p><b>Step 6:</b> The officer shall be able to view and edit the grievance details.</p> <p><b>Step 7:</b> The citizen shall receive confirmation of grievance lodge via letter/SMS along with the credentials.</p>
	<b>GM: Grievance Mapping and Auto routing</b>	
	<b>GM.01.001</b>	<ul style="list-style-type: none"> <li>• The system shall have ability through AI automatically categorizes the grievance into predefined categories and subcategories based on content analysis for grievance map to correct department.</li> <li>• The system shall have ability through AI routes the grievance to the correct department(s) /officer(s).</li> <li>• The system shall have ability through AI grievances are prioritized based on their urgency (by analyzing keywords, historical data and the grievance’s context), importance, and sentiment analysis for ensuring high-priority cases which are required immediate attention.</li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li>• The system shall have ability through AI technology fetch duplicate submissions and prompts the citizen to correct these before submission.</li> <li>• The system shall have provision to officer are notified on the nature and priority of the grievance through AI/ML.</li> <li>• The system shall have provision to citizen to receive notifications through SMS/Email with status updates, delays.</li> <li>• AI identifies patterns of grievances, to helping officers to find out root causes analysis.</li> <li>• AI assists to officer drafting detailed Action Taken Reports (ATRs) by relevant data, previous case studies, and suggesting appropriate resolution steps.</li> </ul>
	<b>GP: Grievance Process</b>	
	<b>GP.01.001</b>	<ul style="list-style-type: none"> <li>• The system shall have provision to assigned grievance to the relevant ministry/department(s) officer based on the nature of grievance.</li> </ul>
	<b>GP.01.002</b>	<ul style="list-style-type: none"> <li>• The system shall send notification of new grievances to GRO/ Nodal GRO over SMS/Email and Web portal.</li> </ul>
	<b>GP.01.003</b>	<ul style="list-style-type: none"> <li>• The system shall have provision to officer (GRO) review the received grievance.</li> </ul>
	<b>GP.01.004</b>	<ul style="list-style-type: none"> <li>• The system shall have provision to officer to further select appropriate action such as:                             <ul style="list-style-type: none"> <li>- Disposed</li> <li>- Reject</li> <li>- Transfer</li> <li>- Forward to citizen,</li> <li>- Forward to officer</li> </ul> </li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li>- Remark</li> <li>- Mark as Suggestion</li> </ul>
	<b>GP.01.005</b>	<ul style="list-style-type: none"> <li>• The system shall have provision when the system receives priority cases (define by DARPG) or cases related to corruption, a notification will be sent to both the department's nodal officer and the Grievance Redressal Officer (GRO).</li> </ul>
	<b>GP.01.006</b>	<ul style="list-style-type: none"> <li>• The system shall have provision Grievance Redressal Officer (GRO) will resolve the problem, but the department's nodal officer will have the right to close the grievance.</li> </ul>
<b>GR: Grievance Reception</b>		
	<b>GR.01.001</b>	<ul style="list-style-type: none"> <li>• The system shall have provision for GRO to update 'ETR (Estimated Time for Resolution' for such grievance which are required to be resolved by GRO. Once ETR is entered by GRO with respect to specific Grievance its status will be updated from 'Submitted' to 'In Process'.</li> </ul>
	<b>GR.01.002</b>	<ul style="list-style-type: none"> <li>• System will notify SMS/e-mail to citizen on registered mobile no. / e-mail id about status 'In Process' and 'ETR'.</li> </ul>
	<b>GR.01.003</b>	<ul style="list-style-type: none"> <li>• The System notify citizen through mail/SMS about unique Grievance ID.</li> </ul>
	<b>GR.01.004</b>	<ul style="list-style-type: none"> <li>• The GRO/ Nodal GRO shall be able to manually forward/ transfer new grievance to correct Ministry/department/Nodal GRO/ subordinate, if incorrectly mapped.</li> </ul>
	<b>GR.01.005</b>	<ul style="list-style-type: none"> <li>• The GRO/ Nodal GRO shall be able to forward multiple grievance as at once.</li> </ul>
<b>TR: Track Grievance</b>		
		<ul style="list-style-type: none"> <li><b>A)</b> The system will allow citizens to track the status of lodged</li> </ul>

Component	Details												
	<p style="text-align: center;">grievance through various channels as per below-</p> <p><b><u>Via Home page of CPGRAMS portal without Login:</u></b></p> <p><b>A)</b> System will facilitate citizens to track grievance from home page of NextGen CPGRAMS portal and developed Mobile Application.</p> <p><b>Step 1:</b> Citizen will be able to enter their unique grievance Id in given filed for tracking.</p> <p><b>Step 2:</b> In next field system will have provision to enter Registered email id or registered Mobile number or Login id from which Grievance (being tracked) is raised.</p> <p><b>Step 3:</b> System will generate OTP, over registered Mobile number / email id once user click on 'Get OTP' option available on screen.</p> <p><b>Step 4:</b> Citizen will click on 'Confirm'. Once, OTP is validated by system citizen will be able to get basic tracking details related to searched Grievance.</p> <table border="1" data-bbox="1084 943 2033 1015"> <thead> <tr> <th>Sr. No.</th> <th>Grievance Id</th> <th>Name of Applicant</th> <th>Location / Address</th> <th>Category</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p><b>Step 5:</b> The system shall have provision to display grievance status for tracked grievance. <b>Status:</b> Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved.</p> <p><b>Step 6:</b> The system shall have provision to select 'Grievance Id' in display Grievance process grievance status and provision to view overall workflow</p>	Sr. No.	Grievance Id	Name of Applicant	Location / Address	Category	Status						
Sr. No.	Grievance Id	Name of Applicant	Location / Address	Category	Status								

Component	Details
	<p>journey of grievance.</p> <p><b>Step 7:</b> The system shall have provision to download grievance status details in various formats such as PDF, Word with print option.</p> <p><b><u>Via Web portal / Mobile App post Login:</u></b></p> <p><b>Step 1:</b> Citizen enters login credentials for Login on NextGen CPGRAMS portal for track Grievance activity.</p> <p><b>Step 2:</b> The system shall have provision for Citizen to track Grievance by selecting “Track Grievance” on Next-Gen CPGRAMS citizen landing page.</p> <p><b>Step 3:</b> The system will allow citizen to track Grievance status from following steps:</p> <p><b>Step 3(i) - Track Grievance Option:</b></p> <ul style="list-style-type: none"> <li>• The citizen will click on “Track Grievance” section on NextGen CPGRAMS portal, post login.</li> <li>• The system will allow citizen to enter grievance id for tracking grievance status. User will click on option ‘Click to Confirm’.</li> <li>• The System shall have provision to display grievance status (grievance workflow history) on citizen portal screen with details and history details.</li> <li>• The system shall have provision to download grievance status details in various formats such as PDF, Word with print option.</li> </ul> <p><b>Step 3(ii) - Advance Search:</b></p> <ul style="list-style-type: none"> <li>• The system will have provision for citizen to search their</li> </ul>

Component	Details
	<p>specific grievance by advance search entering the grievance id or filter option based on Department/Ministry, Date range (From Date – To Date), Category wise and status (Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved).</p> <ul style="list-style-type: none"> <li>• The system shall have provision for citizen to view all available grievance list in citizen portal with raised by citizen.</li> <li>• The system will have provision to allowed citizen for selection of specific grievance from list to view detailed information, including the status.</li> <li>• The system shall have provision to display detail history of grievance workflow of selected grievance from grievance list based on search result.</li> </ul> <p><b><u>Track Grievance through Chatbot:</u></b></p> <p><b>Step 1:</b> User/citizen starts the conversation with the chatbot:</p> <ul style="list-style-type: none"> <li>• Chatbot ask the question to user/citizen – <b>“Hello! How can I assist you today?”</b></li> <li>• Options for selection: <b>Citizen Registration / Lodge Grievance / Track Grievance / Lodge Appeal / Track Appeal/Feedback</b></li> </ul> <p><b>Step 2:</b> Users select the option “Track Grievance” in response to chatbot.</p> <p><b>Step 3:</b> Chatbot will show field to enter Grievance Id. Option press 1 to confirm, press 2 to Re-enter the Grievance Id.</p> <p><b>Step 4:</b> Once, citizen press ‘1’, then chatbot provides Realtime updates on the status of appeal (‘Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved’) to citizen. For more</p>

Component	Details
	<p>information, please visit '<b>NextGen CPGRAMS login page URL</b>'.</p> <ul style="list-style-type: none"> <li>• <b>Condition:</b> In case entered Grievance Id is not matched with portal database then system will then system will prompt reply as per below: 'Entered Grievance Id is not valid' Press 1 to 'Enter Grievance Id' Press 2 'For exit'.</li> </ul> <p><b><u>Track Grievance through WhatsApp:</u></b></p> <p><b>Step 1:</b> User/citizen starts the conversation with the WhatsApp.</p> <ul style="list-style-type: none"> <li>• WhatsApp will prompt the message to citizen for options to select – "<b>Hello! How can I assist you today?</b>"</li> <li>• Options for selection: <b>Citizen Registration / Lodge Grievance / Track Grievance / Lodge Appeal / Track Appeal/Feedback</b></li> </ul> <p><b>Step 2:</b> Users select the option "Track Grievance" in response to WhatsApp.</p> <p><b>Step 3:</b> WhatsApp will show field to enter Grievance Id. Citizen will enter Grievance ID in given field in response.</p> <p><b>Step 4:</b> WhatsApp through integration with NextGen CPGRAMS will provide Realtime updates on the status of Grievance to citizen, in case Grievance id is matched with NextGen CPGRAMS database with same mobile number registered on portal.</p> <p><b>Step 5:</b> In response, IVRS system will respond to citizen with grievance status update as 'Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved'. For more information, please visit 'NextGen CPGRAMS login page URL'.</p>



Component	Details
	<ul style="list-style-type: none"> <li>• <b>Condition:</b> In case entered Grievance Id is not matched with portal database then system will then system will prompt reply as per below: 'Entered Grievance Id is not valid'</li> <li>• Press 1 to '<b>Enter Grievance Id</b>' Press 2 '<b>For exit</b>'</li> </ul> <p><b><u>Track Grievance through IVRS:</u></b></p> <p><b>Step 1.</b> Citizen dials the IVRS number provided by DARPG.</p> <p><b>Step 2.</b> IVRS will have provision for citizen to Track grievance Status</p> <p><b>Step 3.</b> IVRS message: "Welcome to NextGen CPGRAMS. Please select an option from the following menu:</p> <ul style="list-style-type: none"> <li>• Press 1 for Lodge Grievance</li> <li>• Press 2 for Track Grievance</li> <li>• Press 3 to Lodge Appeal</li> <li>• Press 4 to Track Appeal.</li> <li>• Press 5 to Feedback</li> </ul> <p><b>Step 4.</b> Citizen selects option 2 and proceed to Track Grievance.</p> <p><b>Step 5.</b> IVRS will allow citizen to enter unique Grievance ID to fetch details.</p> <p><b>Step 6.</b> In response, IVRS system will respond to citizen with Grievance status update as 'Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved'.</p> <ul style="list-style-type: none"> <li>• In case, entered grievance Id is not matched with system databased then IVRS system will prompt reply as per below: 'Entered Grievance Id is not valid'</li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li>• Press 1 to 'Enter Grievance Id' Press 2 'For exit'</li> </ul>
<b>Exception conditions Processes</b>	<ul style="list-style-type: none"> <li>• The system shall not permit the citizen user to submit an invalid grievance number, the system should prompt invalid grievance number and facilitate the user to again submit the correct Grievance number allotted by the system, previously.</li> <li>• The system shall not accept blank documents.</li> <li>• Core Application System should have provision for system-based summary preparation for citizen grievance based on AI/ML. System based Summarization will be prepared automatically by system with a max limit of defined Characters based on Grievance type.</li> </ul>	
<b>Other Processes</b>	<ul style="list-style-type: none"> <li>• <b>Document Type:</b> System should accept all document type mentioned in the requirements wiz, PDF/Word/Picture Formats etc.</li> <li>• <b>Document Sizing</b> The system shall facilitate maximum 5 MB files size.</li> <li>• The system shall have the ability to integrate with IVRS of the call center for feedback.</li> <li>• The system shall facilitate refer with other modules like grievance management.</li> <li>• The system shall facilitate official user allotment through custom work-flow creation.</li> </ul>	
<b>Process Output:</b>	<ul style="list-style-type: none"> <li>• Final Resolutions being provided to the citizen for a particular appeal being lodged against a "Not Satisfied with the Resolution" feedback of a particular grievance resolution.</li> <li>• To cater to the citizen satisfaction and his trust in the system in providing efficient and effective resolutions.</li> </ul>	

## 2.4 Action Taken Report (ATR)

### 2.4.1 Use Case Specification for Action Taken Report

Component	Details
<b>Name of Process</b>	Process Flow Design for Resolution & ATR Module of Nextgen CPGRAMS
<b>Process Owner</b>	Department of Administrative Reforms and Public Grievances (DARPG)
<b>Date Created</b>	<b>Last Revision Date</b>
<b>Process Purpose</b>	<ul style="list-style-type: none"> <li>a) Grievance Redressal Officer (GRO) is responsible for addressing and resolving grievances filed by citizens. GROs may resolve the grievance themselves or can redirect to concerned department for resolution.</li> <li>b) Action Taken Report (ATR) is a summary that details the actions taken in response to a grievance filed. During background work on Received Grievance (GRO Dashboard) resolution process, status of Grievance will be 'In-process'.</li> <li>c) Further system enables GRO to submit resolution through ATR. Action Taken Report will be submitted by GRO and status of Grievance changes with 'Resolved'.</li> </ul>
<b>Process Scope</b>	<ul style="list-style-type: none"> <li>a) The scope of this process includes providing resolution to citizens, assisting GRO in generating &amp; managing action taken report with final Grievance Resolution.</li> <li>b) Scope of process also covers raise grievance on behalf of citizen for received physical letters in Department/ministry from Citizens. Process will take place at GRO level.</li> </ul>
<b>Process Input:</b>	<ul style="list-style-type: none"> <li>a) Based on received grievances from citizen, Online application form i.e. action taken report in which GRO will fill the details of grievance as per defined process.</li> </ul>

Component	Details	
Process Prerequisite	a) The system will facilitate GRO with tool tip and relevant information / message as per required during resolution process. b) Citizen Raised Grievance received at GRO end with relevant auto routing process and mapped department.	
Process Flow and Associated steps with output results	<b>S. No.</b>	<b>Requirement Description</b>
	<b>Resolution</b>	
		<b>Step 1:</b> The system shall allow GRO to login into the portal using portal credentials. <b>Step 2:</b> GRO will be able to view list of received grievance in the dashboard. <b>Step 3:</b> GRO will select the grievance from the list for further resolution process. <b>Step 4:</b> In case grievance pertains to GRO user shall be able to resolve the grievance & fill the action taken report.
	<b>Action Taken</b>	
		<b>Step 1:</b> GRO shall be able to view the detail of the grievance raised by citizen users. <b>Step 2:</b> The system shall display a pop “Do you want to dispose of the grievance with Yes/No selection. <b>Step 3:</b> In case, GRO user select “Yes”, then as mentioned in ‘Part 1’ procedure shall be followed. <b>Step 4:</b> In case, GRO User select “No”, then as mentioned in ‘Part 2’ procedure shall be followed.
<b>Pre-filled Information</b>		
	The Core system application shall auto-populate fields in the ATR based on previous actions and allow the GRO to verify the information. <b>Step 1:</b> The system retrieves relevant data from past actions and populates the ATR form fields. <b>Step 2:</b> The GRO verifies the auto-populated information for accuracy. Core Application shall be able to display suggestive information. <b>Step 3:</b> The GRO makes any necessary corrections before finalizing the ATR.	

Component	Details
	<b>Manual Data Entry</b>
	The Core system application shall allow GRO to manually enter data for fields which cannot be auto populated.
	<b>Response Trends</b>
	<p><b>Step 1:</b> The system analyzes the grievance details.</p> <p><b>Step 2:</b> It shows response trends to GRO. These trends generated are based on effective response given to citizens for closing of similar grievances in past.</p> <p><b>Step 3:</b> The GRO may select the appropriate resolution from response trends or modify it accordingly.</p>
	<b>Verification &amp; Submission</b>
	<p>The system should have provision to include a following feature:</p> <p><b>Step 1:</b> The GRO verifies all fields in the ATR form for accuracy.</p> <p><b>Step 2:</b> The GRO submits the final ATR report.</p> <p><b>Step 3:</b> The system acknowledges the submission and updates the grievance status.</p>
<b>Exception conditions Processes</b>	N/A
<b>Other Processes</b>	
<b>Process Output:</b>	The grievance filed by citizen will be closed & citizen will be able to view the final reply / resolution provided by Department/Ministry (GRO).

Part 1: If Yes, GRO will fill the Action taken report			
S. No.	ATR Field	Field Mandatory/Optional	Description
1	Name of Grievance Officer	Mandatory	Name of the officer who shall be closing the grievance.
2	Designation of the Officer	Mandatory	Designation of the officer who shall be closing the grievance.
3	Name of Organisation	Mandatory	Name of organization from where grievance shall be closed.
4	Nature of Grievance	Mandatory	Nature of grievance.

	<b>If above mentioned as any other category than Corruption, follow below process</b>		
5	Cause of Grievance	Mandatory	
6	Resolution Type	Mandatory	Fully resolved, partially resolved, Not resolved
7	Attachment	Optional	Attachment can be any supporting or reference document uploaded by GRO. <ul style="list-style-type: none"> <li>Allowed size 5 MB (Max.), File format PDF/word only.</li> </ul>
8	Resolution Reply	Mandatory	Resolution reply to be provided by GRO.
	<b>If above mentioned is a Corruption category, then follow below process</b>		
9	Type of Corruption	Mandatory	
10	Action Initiated	Mandatory	
11	Attachment	Mandatory	Attachment can be any supporting or reference document uploaded by GRO.
12	Resolution Reply	Mandatory	Resolution Reply to be provided by GRO.
<b>Part 2: If No, GRO will select one of the following options and close the Grievance</b>			
<b>S. No.</b>	<b>ATR Field</b>	<b>Field Mandatory/Optional</b>	<b>Description</b>
1	No Action Required	Mandatory	
2	<b>Reason:</b> <ul style="list-style-type: none"> <li>Duplicate</li> <li>Suggestion</li> <li>Clutter/Spam</li> <li>Invalid: Service Matter</li> <li>Invalid: Sub Judice Matter</li> <li>Invalid: Beyond Entitlement</li> <li>Systematic Limitation (not feasible)</li> <li>Case taken up earlier</li> </ul>	Mandatory	

	since closed <ul style="list-style-type: none"> <li>• Complaint details inadequate or not legible</li> <li>• Case already taken up for resolution</li> <li>• Others</li> </ul>		
<b>3</b>	Officer Remarks	Mandatory	5000 characters
<b>Or</b>			
<b>1</b>	Seek clarification from Citizen	Mandatory	
<b>2</b>	Remarks	Mandatory	2000 characters
<b>Or</b>			
<b>1</b>	Take up with subordinate organisation	Mandatory	
<b>2</b>	Subordinate organisation	Mandatory	
<b>3</b>	Remarks	Optional	2000 characters

### 2.4.2 Physical Grievance process at GRO Level

The GRO shall follow a systematic process to handle grievances received in offline mode (letters/ hard copy submissions/ mails etc.)

Process flow & steps			
<b>Lodge Grievance from GRO Login:</b>			
1	<p><b>Step 1:</b> GRO shall login into the portal using credentials.</p> <p><b>Step 2:</b> After login, the system shall allow GRO to lodge the grievance received in offline mode.</p> <p><b>Step 3:</b> Once the grievance submitted, the system shall acknowledge the submission and updates the grievance status.</p> <p><b>Step 4:</b> The complainant shall receive the notification of lodging of grievance in the CPGRAMS portal via SMS and Email.</p> <p>In case citizen communication details (mobile / Email) of citizen is not available then he/she shall be notified by offline communication i.e. letter from department/ministry through post to citizen related to their grievance.</p> <p>Below is the draft form of lodge grievance option (offline mode)</p>		
S. No	Data fields	Description	Fields (mandatory/optional)
1	Grievance Source Type	<ul style="list-style-type: none"> <li>• e-Mail</li> <li>• Letter (Manual/Postal)</li> <li>• Telephonic</li> <li>• Others</li> </ul>	Mandatory
2	Date of Receiving	Date on which GRO received the letter	Mandatory
3	Letter Date	Date mentioned on the letter	Optional
4	Letter Number	Unique number of letters	Optional



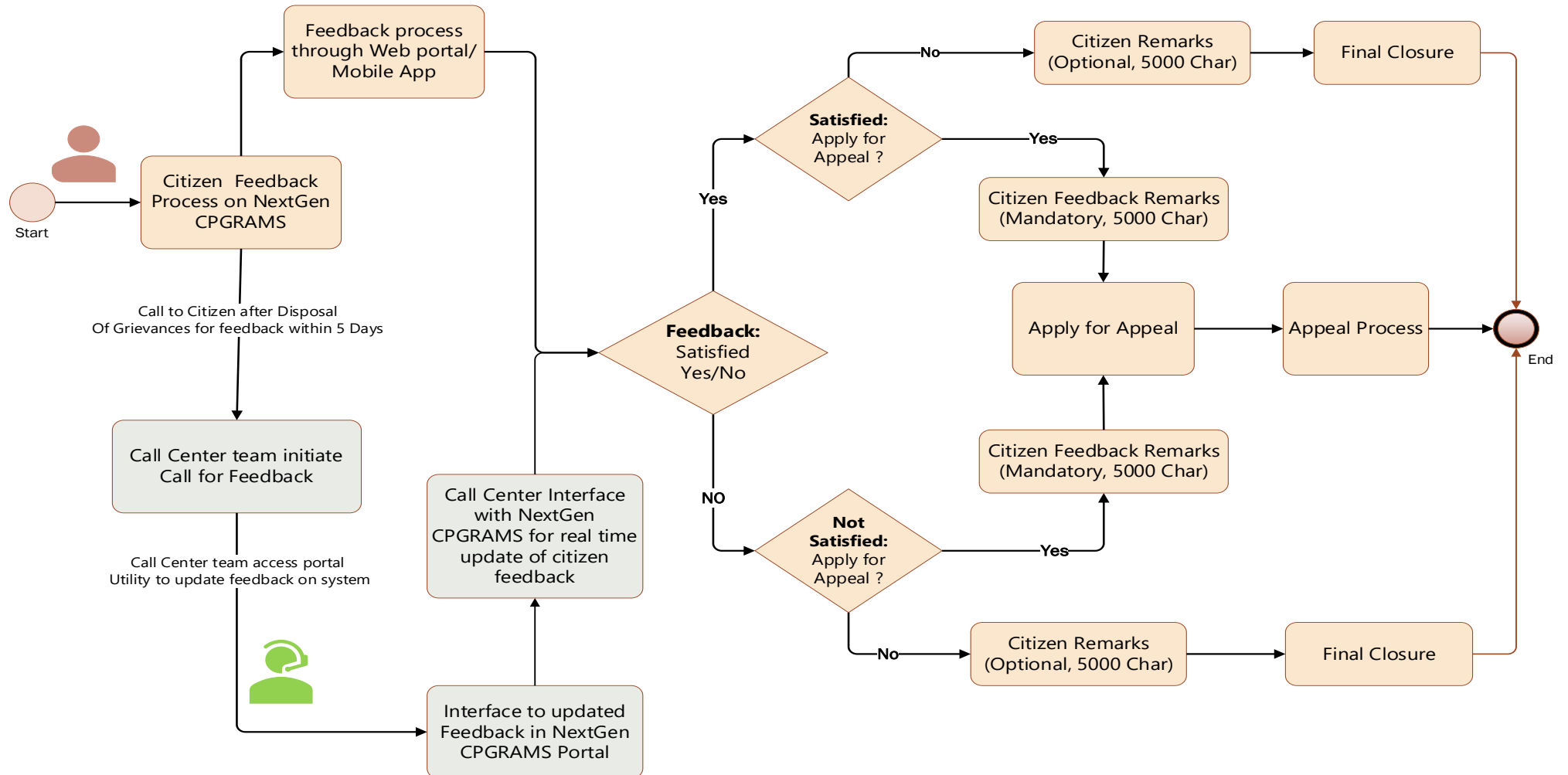
5	Complainant Name		Mandatory
6	Pin code	LGD integration with system	Mandatory
7	State	Auto populate based on pin code	Mandatory
8	District	Auto populate based on pin code	Mandatory
9	Address		Optional
10	Mobile Number		Optional
11	Email Address		Optional
12	Grievance Description	500 characters	Mandatory
13	Document Upload	Supporting document (letter/email) shall be uploaded by GRO	Pdf/word/jpeg. Up to 5 MB size only.
<b>Action Taken Report</b>			
After lodging the grievance received in offline mode by GRO the same ATR process will be followed as mentioned in the section 2.5.1.			

## 2.5 Feedback Management

- The feedback process begins with the resolution of grievances.
- The citizen will be notified through SMS, email about resolution status of lodged Grievance and over Web portal/Mobile App, prompting to provide feedback with their experience.
- Citizen users will be able to submit their feedback through available multiple channels (AI based interface) via link provided in the SMS Notification/Web portal/Mobile App/IVRS/Umang App/WhatsApp/Chatbot.

- Call Center feedback process will be developed to ensure that call to the citizen will be made within 5 days of the resolution being provided.

**Functional flow diagram for Feedback process:**



**Figure 12:** Flow diagram for Feedback process on NextGen CPGRAMS Portal.

2.5.1 Use Case Specification for Feedback Management

<b>Component</b>	<b>Details</b>	
<b>Name of Process</b>	Feedback Management Process	
<b>Process Owner</b>	DARPG, Citizen User	
<b>Date Created</b>	10/09/2024	
<b>Process Purpose</b>	<ul style="list-style-type: none"> <li>a) Feedback process is the important step which will enable citizen for next process i.e. Appeal.</li> <li>b) Without feedback activity, citizen will not be able to proceed for appeal process.</li> <li>c) Feedback process will enable respective department to enhance their services based on citizen's feedback.</li> </ul>	
<b>Process Scope</b>	<ul style="list-style-type: none"> <li>a) Scope of this feedback process pertains to issue rights to citizens with respect to resolution of submitted grievance from citizens.</li> <li>b) Feedback will be submitted by citizens against provided resolution from concern department.</li> </ul>	
<b>Process Input:</b>	<ul style="list-style-type: none"> <li>a) Grievance application should be resolved by GRO against which citizen will be able to submit their feedback.</li> <li>b) Feedback facility will be available to 'Citizen Users' only.</li> </ul>	
<b>Process Prerequisite</b>	<ul style="list-style-type: none"> <li>a) System will enable 'Citizen User' to provide their feedback on Resolved Grievances.</li> <li>b) Timeline to submit citizen feedback will be within 30 Days after resolution. Timeline of 30 days will be calculated from Resolution date of Grievances by Citizen.</li> </ul>	
<b>Process Flow and Associated steps with output results</b>	<b>S. No.</b>	<b>Requirement Description</b>
	<b>Feedback Mechanism</b>	

Component	Details	
	<p><b>LA.06.001</b></p>	<ul style="list-style-type: none"> <li>• NextGen CPGRAMS facilitates citizens to provide their valuable feedback against the resolved grievances by Ministry/Department.</li> <li>• Available channels to get citizen feedback will be as: Web/Portal / Mobile App / Umang App / WhatsApp / Chatbot / IVRS / CSC/ Call Center.</li> </ul> <p><b>a) <u>Feedback through NextGen CPGRAMS Portal and Mobile App/Umang App/Umang App:</u></b></p> <p><b>Step 1:</b> Citizen enters login credentials on NextGen CPGRAMs Web portal / Mobile App / Umang App (As per availability) for feedback activity.</p> <ul style="list-style-type: none"> <li>• Option for feedback will be available in new column (After Status filed) in grievance table details. Feedback column for such grievances will be provided as 'Pending'.</li> <li>• Once user click on 'Pending' button of related grievance will divert user on feedback page.</li> <li>• On citizen feedback new tab named as 'FEEDBACK' will be provided where Resolved grievances pending for feedback submission will be shown to citizen (s).</li> <li>• Grievance against which feedback is submitted or crossed feedback timeline (30 days from resolution days) will be removed from Feedback section.</li> </ul> <p><b>Step 2:</b> System will allow citizen to select particular resolved grievance for feedback from "Feedback" section using NextGen CPGRAMS Web portal/Mobile App.</p> <ul style="list-style-type: none"> <li>• Grievance Id will be shown in feedback page.</li> </ul>

Component	Details
	<p><b>Step 3:</b> The system facilitates citizen to select option “Satisfied” or “Not Satisfied” to submit feedback against resolved grievances.</p> <p><b>Step 4:</b> System will have provision for citizen to enter comments with max limit of 1000 characters.</p> <p>Further, citizen user will click on Submit button for final feedback submission.</p> <p><b>Step 5:</b> The System shall have provision for citizen to send notification through SMS/Email.</p> <p><b>b) <u>Feedback process through SMS-Notification:</u></b></p> <p><b>Step 1:</b> Once, Grievance is resolved Citizen will receive SMS over registered mobile number-</p> <p>“Your grievance ID (Number) has been resolved on ‘date’. To view the grievance resolution, please click on the below &lt;Link&gt;. To provide feedback, click on the below link: &lt;Link&gt;”</p> <p><b>Step 2:</b> Through feedback citizen click on link received via SMS on resolution of Grievance.</p> <p><b>Step 3:</b> The system will allow citizen to select provided option “Satisfied” or “Not Satisfied” for giving resolution on Raised Grievance.</p> <p><b>Step 4:</b> The System shall have provision for citizen to describe Remark (1000 Characters) after selecting feedback option. Remarks field will be non-mandatory.</p>

Component	Details
	<p><b>Step 5:</b> On final submission of feedback system will generate message to citizen for successful feedback submission on resolved grievances.</p> <p><b>c) <u>Feedback process through WhatsApp:</u></b></p> <p><b>Step 1:</b> The system shall have provision to citizen to initiates message</p> <p><b>Step 2:</b> The system has provision to sending a message such as “Hi” to the Next Gen CPGRAMS WhatsApp number.</p> <p><b>Step 3:</b> User/citizen starts the conversation with the WhatsApp.</p> <ul style="list-style-type: none"> <li>• WhatsApp will prompt the message to citizen for options to select – <b>“Hello! How can I assist you today?”</b></li> <li>• Options for selection: <b>Citizen Registration / Lodge Grievance / Track Grievance / Lodge Appeal / Track Appeal/Feedback</b></li> </ul> <p><b>Step 4:</b> Citizen user will select the option <b>“Feedback”</b> in response to WhatsApp.</p> <p><b>Step 5:</b> As WhatsApp user is registered on NextGen CPGRAMS, system will automatically identify the pending grievances and available on WhatsApp in revert for selection purpose.</p> <ul style="list-style-type: none"> <li>• All available grievances (pending for feedback) related to that citizen will be shown to citizen for feedback purpose.</li> <li>• In case, no grievance is available for feedback to citizen system will revert message ‘No grievance available for feedback’.</li> </ul> <p><b>Step 6:</b> Furter, WhatsApp will show field to select feedback option (<b>Satisfied/Not satisfied</b>) provided by system.</p> <p><b>Step 7:</b> System will have provision for citizen to enter ‘Remarks’ with max. limit of 1000 Characters.</p>

Component	Details
	<p>Further, citizen user will click on Submit button for final feedback submission.</p> <p><b>Step 8:</b> The WhatsApp system shall prompt the message that citizen submits the feedback successfully and notify citizen via SMS/WhatsApp.</p> <p><b>d) <u>Feedback Via Chatbot:</u></b></p> <p><b>Step 1:</b> Citizen starts the conversation with the chatbot:</p> <ul style="list-style-type: none"> <li>• Chatbot ask the question to user/citizen – <b>“Hello! How can I assist you today?”</b></li> <li>• Options for selection: <b>Citizen Registration / Lodge Grievance / Track Grievance / Lodge Appeal / Track Appeal/Feedback.</b></li> </ul> <p><b>Step 2:</b> Users will select the option <b>“Feedback”</b> in response to chatbot.</p> <p><b>Step 3:</b> On selection of ‘Feedback’ Chatbot will give provision to enter Login Id / Password (To Retrieve/show available grievance details) OR Enter Grievance No. for feedback.</p> <ul style="list-style-type: none"> <li>• <b>Based on Users ID:</b> <ul style="list-style-type: none"> <li>○ Available grievances (pending for feedback) related to that citizen will be shown to citizen for feedback purpose.</li> <li>○ In case, no grievance is available for feedback Chatbot will give response as: ‘No grievance available for feedback’.</li> </ul> </li> <li>• <b>Based on Grievance ID:</b> <ul style="list-style-type: none"> <li>○ Citizen provides valid Grievance Id to submit their feedback through Chatbot.</li> <li>○ In case, no grievance is available for feedback to citizen chatbot will revert message ‘No grievance available for feedback’.</li> </ul> </li> </ul> <p><b>Step 4:</b> Chatbot will show fields to select feedback options <b>Satisfied / Not</b></p>

Component	Details
	<p><b>satisfied.</b></p> <p><b>Step 5:</b> On selection of appropriate feedback option Chatbot will give option of “Remarks” to citizen user with max limit of 1000 Characters.</p> <p>Further, citizen user will click on Submit button for final feedback submission. Provision for citizen to ‘Cancel’ and end the feedback process.</p> <p><b>Step 6:</b> The chatbot system shall prompt the message on the screen related to feedback submitted successfully and system will notify citizen via SMS.</p> <p><b>e) <u>Feedback via IVRS:</u></b></p> <p><b>Step 1.</b> Citizen dials the IVRS number provided by DARPG.</p> <p><b>Step 2.</b> IVRS message: "Welcome to NextGen CPGRAMS. Please select related option:</p> <ul style="list-style-type: none"> <li>• Press 1 for Lodge Grievance</li> <li>• Press 2 for Track Grievance</li> <li>• Press 3 to Lodge Appeal</li> <li>• Press 4 to Track Appeal.</li> <li>• Press 5 to Feedback</li> </ul> <p><b>Step 3.</b> Citizen selects option 5 and will proceed for Feedback.</p> <p><b>Step 4:</b> IVRS system will give provision to provide Registered Mobile no./E-mail id followed by #.</p> <p><b>Step 5:</b> Once, citizen enters registered mobile no./e-mail id/login id then system will trigger OTP for validation.</p> <p><b>Step 6:</b> On successful validation of citizen user (To Retrieve/show available grievance details) OR Enter Grievance No. feedback will provision will be as per below.</p> <ul style="list-style-type: none"> <li>• <b>Based on Users ID:</b></li> </ul>



Component	Details	
		<ul style="list-style-type: none"> <li>○ Available grievances (pending for feedback) related to that citizen will be provided by system in reply for citizen feedback purpose only.</li> <li>○ In case, no grievance is available for feedback IVRS system will give response as: 'No grievance available for feedback'.</li> <li>● <b>Based on Grievance ID:</b> <ul style="list-style-type: none"> <li>○ Citizen provides valid Grievance Id to submit their feedback through Chatbot.</li> <li>○ In case, no grievance is available for feedback to citizen chatbot will revert message 'No grievance available for feedback'.</li> </ul> </li> </ul> <p><b>Step 7.</b> The system shall facilitate citizen to select option 'Press 1' for Satisfied and "Press 2" for Not Satisfied.</p> <p><b>Step 8.</b> On selection of appropriate feedback option IVRS will give option of "Remarks" to record citizen feedback. System will have max limit of 1000 Characters for database. Backend process of this feedback method will convert voice to text to maintain citizen remarks.</p> <p><b>Step 9:</b> IVRS system shall prompt the message to citizen about feedback successfully and will notify citizen via SMS/email.</p> <ul style="list-style-type: none"> <li>● AI tools analyze the feedback to understand the user's sentiment and assign it to appropriate categories.</li> <li>● The system sends an acknowledgment to the user after feedback submission.</li> <li>● AI/LM will facilitate for voice to text conversion based on IVRS feedback process.</li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li>• The feedback is used to generate various performance metrics such as user satisfaction rate, response time, and resolution quality.</li> <li>• AI can continuously analyze grievances and feedback to identify trends, informing policy changes, training needs, and process improvements.</li> <li>• AI can predict potential future grievances by patterns, allowing organizations to address issues proactively.</li> <li>• AI can generate real-time reports on the status of grievances, resolution timelines, and user satisfaction, providing transparency to all stakeholders.</li> <li>• AI can feed data into interactive dashboards, enabling management to monitor the grievance handling process effectively.</li> </ul> <p><b>f) <u>Feedback Via Call center:</u></b></p> <p><b>Step 1:</b> Citizen will receive call from call center executive within 5 days of grievance redressal.</p> <p><b>Step 2:</b> The call center executive will inform the complainant about the resolution provided by the GRO against the specific grievance.</p> <p><b>Step 3:</b> The call center executive will ask the complainant if they are satisfied with the resolution provided and will mark the same in the system.</p> <p><b>Step 4:</b> The citizen will be asked to provide feedback against the resolution provided which will be noted by the call center executive.</p> <p><b>Step 5:</b> The citizen will be given an option to raise appeal which the call center executive will record on behalf of citizen.</p>
<b>Exception conditions Processes</b>	<ul style="list-style-type: none"> <li>• System will enable users to apply for appeal in both type of feedback wither Satisfied OR Not Satisfied.</li> </ul>	

<b>Component</b>	<b>Details</b>
	<ul style="list-style-type: none"> <li>• IVRS feedback provision will require voice to text conversion (LLM model) process.</li> <li>• Applicable channels need to be developed for end-to-end user experience about feedback process.</li> </ul>
<b>Other Processes</b>	<ul style="list-style-type: none"> <li>• The system shall have the ability to integrate with IVRS of the call center for feedback.</li> <li>• The system shall facilitate refer with other modules like grievance management.</li> <li>• The system shall facilitate official user allotment through custom work-flow creation.</li> </ul>
<b>Process Output:</b>	<ul style="list-style-type: none"> <li>• Resolved Grievances will be available to capture citizen feedback based on Resolved timeline of 30 Days (Resolution date).</li> <li>• To cater to the citizen satisfaction and his trust in the system in providing efficient and effective resolutions.</li> </ul>

## 2.6 Appeal Management:

Software requirements related to the Appeal Management Module in NextGen CPGRAMS application with the fundamental actions which will take place in the portal in accepting and processing the inputs related to appeals and generating the outputs from portal for official/citizen users.

This module includes functionalities for lodging appeals, prioritizing based on feedback (Satisfied / Not Satisfied), Tracking of appeal status and facilitating the final resolution process. Appeal process will take place on submission of citizen feedback for Resolved Grievances within defined timeline i.e. 30 Days.

**Users:** The users of this module include citizens, Nodal Officers, Nodal Appellate Authority, GROs, Sub Nodal Appellate Authority and other designated personnel involved in the Appeal process.

Below are the major steps for Appeal Management in NextGen CPGRAMS portal:

- Lodging of Appeal
- Appeal Receipt
- Tracking of Appeal
- Final Resolution Process

2.6.1 Use Case Specification for Appeal Management

Component	Details		
<b>Name of Process</b>	Appeal Management		
<b>Process Owner</b>	DARPG		
<b>Date Created</b>	26/08/2024	<b>Last Revision Date</b>	NA
<b>Process Purpose</b>	<ul style="list-style-type: none"> <li>b) Citizens dissatisfied with the resolution provided by the central ministry regarding their grievance can submit an Appeal. This is a crucial initiative to ensure that citizens' voices are heard, and their concerns are addressed fairly.</li> <li>c) System will have provision for Citizen to raise Appeal on resolved grievances for satisfactory feedback.</li> <li>d) The Appeal Management Module will facilitate a centralized platform for citizens to lodge appeals and for authorities to manage and resolve them efficiently.</li> </ul>		
<b>Process Scope</b>	<ul style="list-style-type: none"> <li>a) This appeal process is designed exclusively to address grievances directed toward Central Ministries.</li> <li>b) This process does not correlate to grievances concerning State Governments and only applies to those associated with Central Ministries.</li> </ul>		
<b>Process Input:</b>	<ul style="list-style-type: none"> <li>c) The system shall facilitate the citizen user to submit Grievance number allotted for which feedback is already submitted (By Citizen).</li> <li>d) The system shall facilitate to auto allocate a unique appeal number against the relevant grievance number (Used for Lodge Appeal), for tracking of Appeal status and final resolution.</li> </ul>		

Component	Details	
Process Prerequisite	<p>c) The system shall facilitate the citizens to raise appeal within 30 days of the grievance being marked as closed/resolved post submission of required feedback.</p> <p>d) Citizen's will also be able to file for an appeal even on satisfactory feedback with the grievance resolution.</p>	
Process Flow and Associated steps with output results	S. No.	Requirement Description
	<b>LA: Lodging of Appeal</b>	
	<b>LA.06.001</b>	<p><b>Appeal Facility:</b> The system shall facilitate provision of Lodge Appeal, if the citizen has submitted feedback with respect to the resolved grievances only.</p> <p><b>Conditions related to Appeal Facility:</b></p> <ul style="list-style-type: none"> <li>Resolved grievances for which citizen has submitted feedback (within defined timeline – 30 Days) then Appeal window will remain open for next 30 Days (from feedback submission date).</li> </ul> <p>The system shall facilitate to Lodge Appeals on grievances for which feedback is submitted either satisfied or not satisfied with the grievance resolution.</p> <p>Below given are the applicable channels to apply for appeal:</p> <p><b>A) Appeal through Web portal / Mobile Application:</b></p> <p><b>Step 1:</b> The System should have provision to raise appeal on submitted feedback (Satisfied and Not satisfied feedback both cases).</p> <ul style="list-style-type: none"> <li>Channels to submit Appeal: Web Portal / Mobile Application / Umang App / Chat bot / WhatsApp / IVRS / Help Desk.</li> </ul>

Component	Details
	<p><b>Step 2:</b> The system will show an option where the citizen can choose 'Yes' or 'No' to confirm if they want to raise an appeal.</p> <p><b>2.1</b> If the citizen selects 'No' the appeal will not be raised, and the grievance will be closed with SMS / email notification.</p> <p><b>2.2</b> If the citizen selects 'Yes' option, the appeal will be raised, and the process will continue.</p> <p><b>Step 3:</b> On selection of 'Yes' option, system will show relevant information related to resolved Grievance (for which appeal is being raised).</p> <p><b>Details of Appeal Form:</b></p> <ul style="list-style-type: none"> <li>• Grievance ID</li> <li>• Grievance Details</li> <li>• Resolution Details</li> <li>• Name of Department</li> </ul> <p><b>Step 4:</b> During preview of appeal form, the citizen will have the option to add remarks or comments, with a limit of 5,000 characters before final submission.</p> <p><b>Step 5:</b> Further, Citizen will click on 'Submit' button and then appeal will be raised by system.</p> <p><b>Step 6:</b> Finally, system will generate Appeal ID which will show in popup message on screen. System will also notify raised appeal details over SMS /e-mail to citizen.</p>

Component	Details
	<p><b>B) Appeal through Chatbot:</b></p> <ul style="list-style-type: none"> <li>• The chatbot should be accessible through Web portal and Mobile App platforms.</li> <li>• The chatbot should support multiple language.</li> </ul> <p><b>Lodge Appeal:</b></p> <p><b>Step 1:</b> User/citizen starts the conversation with the chatbot. Chatbot ask the question to user/citizen – “Hello! How can I assist you today?” Options for selection: Citizen Registration / Lodge Grievance / Track Grievance / Lodge Appeal / Track Appeal.</p> <p><b>Step 2:</b> Users select the option “lodge appeal” in response to chatbot.</p> <p><b>Step 3:</b> Chatbot will facilitate the option to enter Grievance ID to proceed with the appeal.</p> <p><b>Step4:</b> Chatbot retrieves and displays details of the resolved grievance against which appeal is being raised.</p> <p><b>Step 5:</b> The system will have the ability to show message on screen for citizen “Your grievance [Grievance Id] was resolved on [Date] by [Name of Department/office]”.</p> <p><b>Step 6:</b> The chatbot ask the user to specify the reason for appeal Fields: Please specify the reason for your appeal. Citizen can select one of the following options:</p> <ul style="list-style-type: none"> <li>i. Resolution not implemented</li> </ul>



Component	Details	
		<ul style="list-style-type: none"> <li>ii. Resolution is incomplete</li> <li>iii. Disagreement with the decision</li> <li>iv. Other (Please specify)</li> </ul> <p><b>Step 7:</b> The chatbot ask for confirmation before submitting the appeal Fields which are show in preview:</p> <ul style="list-style-type: none"> <li>a) Grievance ID: [Grievance ID]</li> <li>b) Appeal Reason: [Display User's Input]</li> </ul> <p>Chatbot will show option to citizen for selection of option: Proceed / Edit Appeal Reason.</p> <p><b>Step 8:</b> on final submission chatbot will generate and acknowledge the unique appeal ID with max. resolution time.</p> <p><b>C) Appeal through WhatsApp:</b></p> <ul style="list-style-type: none"> <li>• The WhatsApp should be accessible through Web portal and Mobile App platforms.</li> <li>• The WhatsApp could support multiple language.</li> </ul> <p><b>Lodge Appeal:</b></p> <p><b>Step 1:</b> User/citizen starts the conversation with the WhatsApp assistant.</p> <ul style="list-style-type: none"> <li>• Citizen initiates the conversation as per the guidelines (Provided by DARPG).</li> <li>• WhatsApp system ask the question to user/citizen – “Hello! How can I assist you today?”</li> </ul>

Component	Details	
		<p>Options for selection: Citizen Registration / Lodge Grievance / Track Grievance / Lodge Appeal / Track Appeal.</p> <p><b>Step 2:</b> Users select the option “lodge appeal” in response to WhatsApp assistant.</p> <p><b>Step 3:</b> WhatsApp will facilitate the option to enter Grievance ID to proceed with the appeal.</p> <p><b>Step 4:</b> WhatsApp retrieves and displays details of the resolved grievance (Availability of Citizen feedback) against which appeal is being raised.</p> <p><b>Step 5:</b> The system will have ability to show message on screen for citizen “Your grievance [Grievance Id] was resolved on [Date] by [Name of Department/office]”.</p> <p><b>Step 6:</b> The WhatsApp ask the user to specify the reason for appeal  Fields: Please specify the reason for your appeal. Citizen can select one of the following options:</p> <ol style="list-style-type: none"> <li>1. Resolution not implemented</li> <li>2. Resolution is incomplete</li> <li>3. Disagreement with the decision</li> <li>4. Other (Please specify)</li> </ol> <p><b>Step 7:</b> The WhatsApp ask for confirmation before submitting the appeal  Fields which are show in preview:</p> <ol style="list-style-type: none"> <li>i. Grievance ID: [Grievance ID]</li> <li>ii. Appeal Reason: [Display User's Input]</li> </ol>

Component	Details
	<ul style="list-style-type: none"> <li>• WhatsApp will show option to citizen for selection of option: Proceed / Edit Appeal Reason.</li> </ul> <p><b>Step 8:</b> on final submission WhatsApp will generate and acknowledge the unique appeal ID with max. resolution time.</p> <p style="text-align: center;"><b>D) Appeal through IVRS/Helpdesk</b></p> <p><b>Step 1:</b> Citizen dials the IVRS number provided by DARPG.</p> <p><b>Step 2:</b> IVRS will have provision for citizen to raise appeal on Resolved grievances.</p> <p><b>IVRS message:</b> "Welcome to NextGen CPGRAMS. Please select an option from the following menu:</p> <p><b>Step 3:</b> Press 1 for Lodge Grievance\Press 2 for Track Grievance\Press 3 to Lodge Appeal\Press 4 to Track Appeal.</p> <p><b>Step 4:</b> Citizen selects option 3 and proceed to Lodge Appeal.</p> <p><b>Step 5:</b> IVRS system will ask citizen to enter Resolved Grievance ID. "Please enter your grievance ID followed by the pound/hash key (#)."</p> <p><b>Step 6:</b> IVRS inform to citizen \"Your grievance [Grievance ID] was resolved on [Date].</p> <p><b>Step 7:</b> IVRS ask to citizen "Please select the reason for your appeal from the following options:"</p> <p style="text-align: center;">Press 1 if the resolution was not implemented Press 2 if the resolution is incomplete</p>

Component	Details	
		<p>Press 3 if you disagree with the decision                      Press 4 for other reasons (IVRS ask to citizen "If you would like to provide any additional information or a detailed explanation, please record your message after the tone. Press the pound/hash key (#)).</p> <p><b>Step 8:</b> Citizen selects the appropriate option for appeal processing</p> <p><b>Step 9:</b> IVRS ask to citizen "You have selected Appeal Reason. If this is correct,</p> <ul style="list-style-type: none"> <li>▪ press 1 to submit your appeal</li> <li>▪ press 2 to re-select your reason.</li> </ul> <p><b>Step 10:</b> Citizen selects 'press 1' to submit the appeal.</p> <p><b>Step 11:</b> IVRS notify to citizen via SMS and email "Your appeal has been successfully submitted. Your appeal reference number is [Appeal ID].</p>
	<p><b>LA.06.003</b></p>	<p><b>Priority Based on Sentiment Analysis and Special cases (Corruptions / Any other case):</b> The system should prioritize appeals based on the sentiment and special cases (based on categorization) of the actual grievance.</p> <ul style="list-style-type: none"> <li>• <b>Step 1:</b> The system analyzes the sentiment of appeal details of the grievances based on AI/ML models (sentiment analysis etc.).</li> <li>• <b>Step 2:</b> The system shall prioritize appeal based on urgency and sentiment analysis of resolved grievances.</li> <li>• <b>Step 3:</b> The system shall facilitate the official department user to prioritize/Tag certain type of appeals based on the special flags for the department like Corruption related and any other relevant Tag that the department deems important.</li> </ul>
	<p><b>AR: Appeal Received</b></p>	

Component	Details
	<p><b>AR.06.001</b>      <b>Automated Allocation</b> The system shall facilitate assessing appeals automatically to allocate them to the relevant officers concerned.</p> <ul style="list-style-type: none"> <li>• <b>Step 1:</b> The system shall review the appeal details and categorize the appeal automatically to the mapped department of the grievance.</li> <li>• <b>Step 2:</b> The system shall auto assign the appeal to the appellate officer for respective department.</li> <li>• <b>Step 3:</b> The system shall provide notification to citizens on registered email id / mobile no. related to appeal progress (Based on Status Update).</li> <li>• <b>Step 4:</b> The system shall provide notification to appellate officer and higher authorities (of respective department) on registered email id / mobile no. for receiving of appeal for resolution.</li> </ul>
	<p><b>AR.06.002</b>      <b>Track Appeal Status:</b> System will allow citizen users to track the status of lodged appeal through various channels as per below-</p> <p><b>1) Track Appeal through Home page of CPGRAMS portal without Login:</b></p> <ul style="list-style-type: none"> <li>• System will facilitate citizens to track Appeal from home page of NextGen CPGRAMS portal and developed Mobile Application.</li> </ul> <p><b>Step 1:</b> Citizen will be able to enter their unique Appeal Id in given filed for tracking.</p> <p><b>Step 2:</b> In the next field system will have provision to enter Registered email id or registered Mobile number or Login id from which appeal (being tracked) is raised.</p> <p><b>Step 3:</b> System will generate OTP, over registered Mobile number / email</p>

Component	Details						
	<p>id once user click on 'Get OTP' option available on screen.</p> <p><b>Step 4:</b> Citizen will click on 'Confirm'. Once, OTP is validated by system citizen will be able to get basic tracking details related to searched Appeal.</p> <table border="1" data-bbox="1084 408 2033 485"> <thead> <tr> <th data-bbox="1084 408 1205 448">Sr. No.</th> <th data-bbox="1205 408 1357 448">Appeal Id</th> <th data-bbox="1357 408 1509 485">Name of Applicant</th> <th data-bbox="1509 408 1774 448">Location / Address</th> <th data-bbox="1774 408 1921 448">Category</th> <th data-bbox="1921 408 2033 448">Status</th> </tr> </thead> </table> <p><b>Step 5:</b> The system shall have provision to display Appeal status for tracked appeal.  <b>Status:</b> Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved.</p> <p><b>Step 6:</b> The system shall have provision to select 'Appeal Id' in display appeal process grievance status and provision to view overall workflow journey of appeal.</p> <p><b>Step 7:</b> The system shall have provision to download grievance status details in various formats such as PDF, Word with print option.</p> <p style="text-align: center;"><b>2) Track Appeal through Web portal / Mobile App post Login:</b></p> <p><b>Step 1:</b> Citizen enters login credentials for Login on NextGen CPGRAMS portal for track appeal activity.</p> <p><b>Step 2:</b> The system shall have provision for Citizen to track appeal by selecting "Track Appeal" on Next-Gen CPGRAMS citizen landing page.</p> <p><b>Step 3:</b> The system will allow citizen to track appeal status from following steps:</p>	Sr. No.	Appeal Id	Name of Applicant	Location / Address	Category	Status
Sr. No.	Appeal Id	Name of Applicant	Location / Address	Category	Status		

Component	Details
	<p><b><u>Track Appeal Option:</u></b></p> <ol style="list-style-type: none"> <li>1. The citizen will click on “Track Appeal” section on NextGen CPGRAMS portal, post login.</li> <li>2. The system will allow citizen to enter appeal id for tracking appeal status. User will click on option ‘Click to Confirm’.</li> <li>3. The System shall have provision to display appeal status (Appeal workflow history) on citizen portal screen with details and history details.</li> <li>4. The system shall have provision to download grievance status details in various formats such as PDF, Word with print option.</li> </ol> <p><b>Advance Search:</b></p> <ol style="list-style-type: none"> <li>a) The system will have provision for citizen to search their specific appeal by advance search entering the appeal id or filter option based on Department/Ministry, Date range (From Date – To Date), Category wise and status (Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved).</li> <li>b) The system shall have provision for citizen to view all available appeal list in citizen portal with raised by citizen.</li> <li>c) The system will have provision to allowed citizen for selection of specific appeal from list to view detailed information, including the status.</li> <li>d) The system shall have provision to display detail history of grievance workflow of selected appeals from appeals list based on search result.</li> </ol> <p><b>3) Track Appeal through Chatbot:</b></p>

Component	Details
	<p><b>Step 1:</b> User/citizen starts the conversation with the chatbot.</p> <ul style="list-style-type: none"> <li>• Chatbot ask the question to user/citizen – “Hello! How can I assist you today?”</li> </ul> <p><b>Options for selection:</b> Citizen Registration / Lodge Grievance / Track Grievance / Lodge Appeal / Track Appeal.</p> <p><b>Step 2:</b> Users select the option “Track appeal” in response to chatbot.</p> <p><b>Step 3:</b> Chatbot will show field to enter Appeal Id. Option press 1 to confirm, press 2 to ‘Enter the Appeal Id again’.</p> <p><b>Step 4:</b> Once, citizen press ‘1’, then chatbot provides Realtime updates on the status of appeal (‘Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved’) to citizen. For more information, please visit ‘NextGen CPGRAMS login page URL’.</p> <ul style="list-style-type: none"> <li>• <b>Condition:</b> In case entered Appeal Id is not matched with portal database then system will then system will prompt reply as per below:                      ‘Entered Appeal Id is not valid’ Press 1 to ‘Enter Appeal Id’ Press 2 ‘For exit’.</li> </ul> <p><b>4) Track Appeal through WhatsApp:</b></p> <p><b>Step 1:</b> User/citizen starts the conversation with the WhatsApp.</p> <ul style="list-style-type: none"> <li>• WhatsApp will prompt the message to citizen for options to select – “Hello! How can I assist you today?”</li> </ul>



Component	Details	
		<p>Options for selection: Citizen Registration / Lodge Grievance / Track Grievance / Lodge Appeal / Track Appeal.</p> <p><b>Step 2:</b> Users select the option “Track appeal” in response to WhatsApp.</p> <p><b>Step 3:</b> WhatsApp will show field to enter Appeal Id. Citizen will enter Appeal ID in given field in response.</p> <p><b>Step 4:</b> WhatsApp through integration with NextGen CPGRAMS will provide Realtime updates on the status of appeal to citizen, in case appeal id is matched with NextGen CPGRAMS database with same mobile number registered on portal.</p> <p>In response, IVRS system will respond to citizen with appeal status update as ‘Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved’. For more information, please visit ‘NextGen CPGRAMS login page URL’.</p> <ul style="list-style-type: none"> <li>• Condition: In case entered Appeal Id is not matched with portal database then system will then system will prompt reply as per below:</li> </ul> <p>‘Entered Appeal Id is not valid’</p> <p>Press 1 to ‘Enter Appeal Id’ Press 2 ‘For exit’</p> <p><b>5) Track Appeal through IVRS:</b></p> <p><b>Step 1.</b> Citizen dials the IVRS number provided by DARPG.</p>

Component	Details
	<p><b>Step 2.</b> IVRS will have provision for citizen to Track appeal Status</p> <p><b>Step 3.</b> IVRS message: "Welcome to NextGen CPGRAMS. Please select an option from the following menu:</p> <p style="padding-left: 40px;">Press 1 for Lodge Grievance Press 2 for Track Grievance Press 3 to Lodge Appeal Press 4 to Track Appeal.</p> <p><b>Step 4.</b> Citizen selects option 4 and proceed to Track Appeal.</p> <p><b>Step 5.</b> IVRS will allow citizen to enter unique Appeal ID to fetch details.</p> <p><b>Step 6.</b> In response, IVRS system will respond to citizen with appeal status update as 'Submitted / In process / Forwarded to Citizen / Forwarded to Officer (For Clarification) / Resolved'.</p> <ul style="list-style-type: none"> <li>• In case, entered Appeal Id is not matched with system databased then IVRS system will prompt reply as per below:                  'Entered Appeal Id is not valid'                  Press 1 to 'Enter Appeal Id' Press 2 'For exit'</li> </ul>
<b>AR.06.003</b>	The system shall facilitate the citizen users and official user to view appeal status for easy understanding of appeal progress.
<b>AR.06.004</b>	<p><b>Citizen Appeal Dashboard:</b></p> <p><b>Step 1:</b> The system shall facilitate to the citizen to track appeal status, on citizen dashboard with following information Total Appeal Lodged, Number of appeals pending, Number of appeals closed.</p> <p><b>Step 2:</b> The system shall facilitate to citizen to view and download appeal list from citizen dashboard in various format pdf, Excel, Word.</p>

Component	Details	
	AR.06.005	<ol style="list-style-type: none"> <li>1. The system shall facilitate appeal list that contains fields: Sr. No, Appeal id, Appeal lodge date, and Appeal Status.</li> <li>2. The system will tag the Appeal ID with respective Grievance ID.</li> <li>3. The system will have facility for view history details of appeal with respect to grievance id.</li> </ol>
	AR.06.006	<p><b>Appellate Officer Dashboard:</b></p> <p><b>Step 1:</b> Provision of summary for officer about new appeal (s) and resolved appeal (s) on officer dashboard as per below:</p> <ul style="list-style-type: none"> <li>○ New Appeal (Count), Pending Appeal (Count), In-Process Appeals (Count) and Closed Appeal (Count), Transfer Appeal (To Citizen/GRO for clarification).</li> <li>○ Core application shall have provision for such facility.</li> </ul> <p><b>Step 2:</b> Appellate Authority will have facility of appeal(s) list as per below fields:</p> <ul style="list-style-type: none"> <li>○ Sr. No, Appeal Id, Appeal Description (From Citizen), Appeal lodge date, Mapped Grievance Id and Status.</li> </ul> <p><b>Step 3:</b> The system will tag Appeal ID with respective Grievance ID to maintain history details. Officer will click on Grievance Id to track history details (related to Appeal/Grievance).</p> <p><b>Step 4:</b> Provision to view history details of appeal (s) with respect to Grievance Id, Grievance Description (Raised by Citizen), Resolution Details (Provided by GRO), Grievance Lodge Date, Grievance resolution Date.</p>
	<b>FR: Final Resolution Process</b>	

Component	Details	
	<p><b>FR.06.001</b></p>	<p><b>Resolution Process:</b> The system should facilitate the final resolution of appeals.</p> <p><b>Step 1:</b> The system shall facilitate the appellate officer to reviews the appeal, refer and share with the GRO and other subordinates based on requirement.</p> <p><b>Step 2:</b> The system shall facilitate the appellate officer to take action to respond to the appeal and share or forwarded to sub-appellate for action.</p> <ul style="list-style-type: none"> <li>• <b>Action (s) related to appeal status update:</b> <ul style="list-style-type: none"> <li>○ Submitted</li> <li>○ In-Process</li> <li>○ Forwarded to Citizen</li> <li>○ Forwarded to GRO</li> <li>○ Forwarded to Nodal Officer</li> <li>○ Disposed off</li> </ul> </li> </ul> <p><b>Step 3:</b> The system shall facilitate the last mile official users to record, edit and submit citation documents in the final resolution being provided against the appeal and update the appeal status in real time to resolution provided.</p> <p><b>Final Resolution Form:</b> The final resolution form to be filled by the appellate authority along with the comments section.</p> <ul style="list-style-type: none"> <li>• The system shall have the ability to show analysis of appeals final resolutions in color code for easy identification and refer to appeals</li> </ul>

Component	Details	
		<p>based on the resolution being provided in favor of the citizen or the department.</p> <ul style="list-style-type: none"> <li>• The system shall send auto notification through e-mail and SMS to the citizen on his registered mobile number regarding the final accepted resolution for his appeal.</li> <li>• The system shall facilitate the Nodal Appellate Officer to pull back any appeal from a particular sub appellate authority and can even assign it to some other Sub Appellate authority official in the hierarchy.</li> </ul> <p><b>Step 1:</b> Appellate officer will be able to view below details related to appeal(s):</p> <ul style="list-style-type: none"> <li>○ Citizen Details [Name / Contact No. / Address (Related to Grievance / Appeal)]</li> <li>○ Grievance Id (Against which Appeal is raised)</li> <li>○ Grievance feedback (Submitted by Citizen)</li> <li>○ Feedback comments (Submitted by Citizen during feedback process)</li> <li>○ Appeal Description (Provided by Citizen)</li> <li>○ View uploaded documents by Citizen</li> <li>○ View uploaded documents by GRO</li> <li>○ History Details (Related to Appeal/Grievance)</li> </ul> <p><b>Step 2:</b> Appellate Officer Remarks: For 'Disposed off' status update officer</p>

Component	Details
	<p>will be facilitated to add Final Resolution Remarks (<b>1noda 000 words</b>) related to resolution of appeal.</p> <p><b>Step 3:</b> Provision for Nodal Officer / Higher official users to view the resolutions details about appeal.</p> <p><b>Step 4:</b> The system will have ability to analyse the appeals with final resolutions based on colour code for easy of identification 'In favour of the citizen' / 'In favour to the department'.</p> <p><b>Step 5:</b> Provision of system-based notification (e-mail and SMS) to the citizen / Appellate officer / Nodal officer on registered mobile number regarding the final resolution on appeal.</p> <p><b>Step 6:</b> The system will also maintain log management for referred appeals and visible to higher officer user dashboard for proper allocation and insights (if any).</p> <ul style="list-style-type: none"> <li>• <b>Pull Back facility:</b> Nodal Appellate Officer will have facility to pull back the Appeal (s) from Appellate/ Sub Nodal Appellate Authority and can even assign it to other officer as per the hierarchy (if required)</li> </ul>
<p><b>Exception conditions Processes</b></p>	<ul style="list-style-type: none"> <li>• <b>Condition Related to Appeal (Maintained by System):</b> <ul style="list-style-type: none"> <li>○ Resolved grievances for which citizen has submitted feedback (within defined timeline – 30 Days) then Appeal window will remain open for next 30 Days (from feedback submission date).</li> </ul> </li> </ul>

<b>Component</b>	<b>Details</b>
	<ul style="list-style-type: none"> <li>• The system shall not permit the citizen user to submit an invalid grievance number, the system should prompt invalid grievance number and facilitate the user to again submit the correct Grievance number allotted by the system, previously.</li> <li>• The system shall not accept blank documents.</li> </ul>
<b>Other Processes</b>	<ul style="list-style-type: none"> <li>• <b>Document Type:</b> System should accept all document type mentioned in the requirements wiz, PDF/Word/Picture Formats etc.</li> <li>• Integration approach with different available channels for appeal resolution process.</li> </ul>
<b>Process Output:</b>	<ul style="list-style-type: none"> <li>• Grievance Resolutions provided to the citizen for Grievance, refer the feedback approach with both type of response 'Satisfied' and 'Not Satisfied' with the Resolution feedback of a particular grievance.</li> <li>• This Appeal process allows Ministry/Department to revisit the provided resolution against 'Grievance resolution process' and submit the final decision either in favor to citizen user or not. This will be final Resolution for citizen and file will be closed with Appellate officer resolution.</li> </ul>

2.6.2 Process Flow diagram for Appeal Management Module

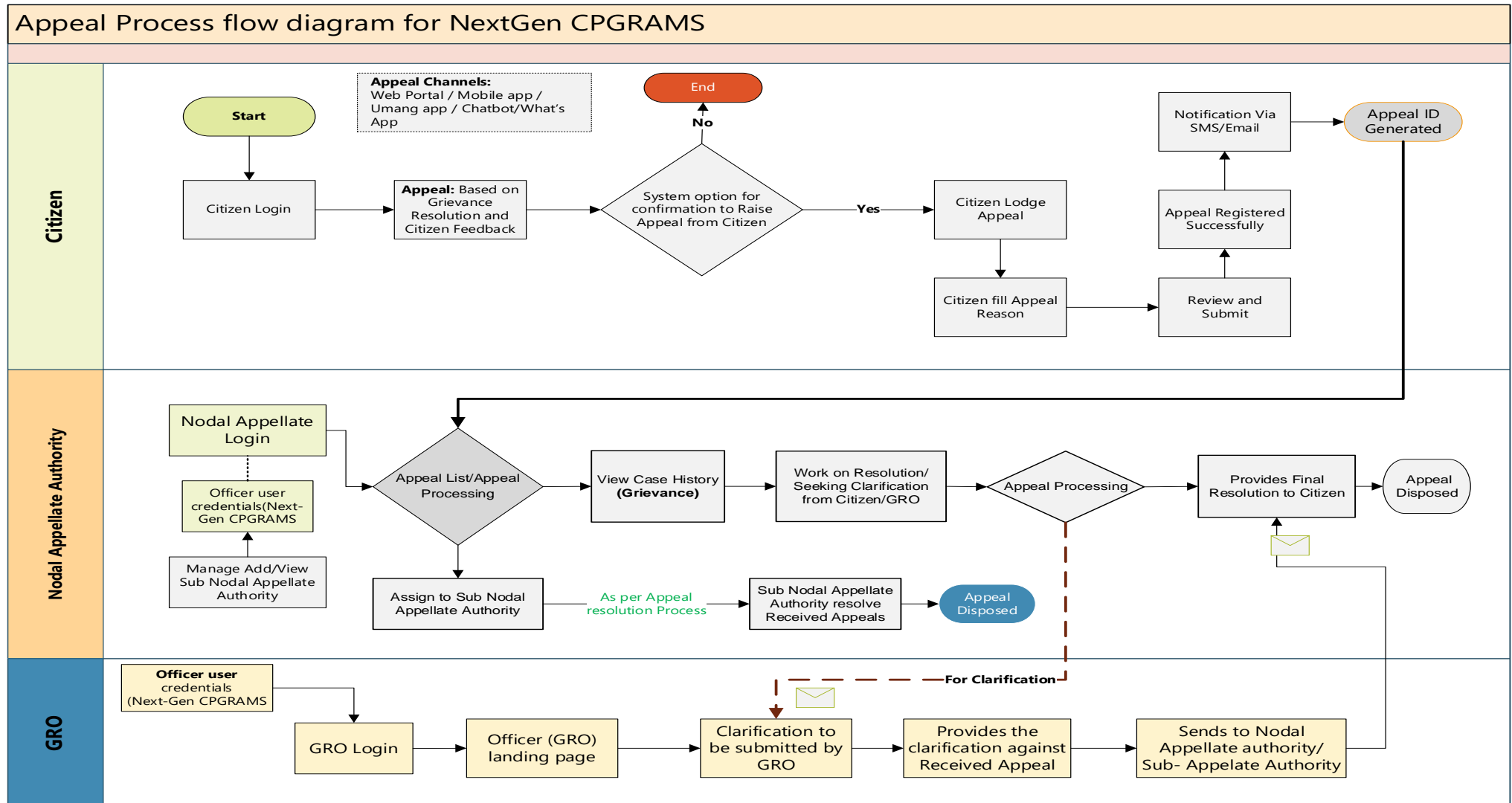


Figure 13: Process Flow diagram for Appeal Management Module



## 2.7 Document Management

Software requirements related to the Document Management System in NextGen CPGRAMS application with the fundamental actions which will take place in the portal in accepting and processing the inputs and generating the outputs from portal.

Document Management module covers Data Management with respect to relevant documents for NextGen CPGRAMS portal along with Search & Retrieval, Access Control and Archival processes.

### 2.7.1 Use Case Specification for Document Management

Components	Details		
<b>Name of Process</b>	Process flow to be developed and designed for Document Management System on NextGen CPGRAMS portal.		
<b>Process Owner</b>	Department of Administrative Reforms and Public Grievances		
<b>Date Created</b>	04/07/2024	<b>Last Revision Date</b>	NA
<b>Process Purpose</b>	<ul style="list-style-type: none"> <li>• The process entails the facility of Document Management on NextGen CPGRAMS portal.</li> <li>• The documents uploaded on NextGen CPGRAMS portal will be stored and analyzed for multi-lingual text to understand Grievances syntax on Portal.</li> <li>• The documents created through the system (ATR and reports) will also be managed through the system.</li> <li>• The purpose is to lay out the step-by-step process flow for Document Management pertaining to a grievance lifecycle through NextGen CPGRAMS portal</li> </ul>		
<b>Process Scope</b>	The scope of this process pertains to Manage the documents being uploaded and generated by the system as per the User rights to access and manage those documents. Actor (Registered User) i.e., Citizen and official user logins.		
<b>Process Input:</b>	<ul style="list-style-type: none"> <li>• The documents being uploaded by the registered users (Citizens) while filling a grievance as per the defined process.</li> <li>• Other documents related to circulars and policies.</li> </ul>		

Components	Details																							
<p><b>Process Prerequisite</b></p>	<ul style="list-style-type: none"> <li>• The system shall have the ability to scan the uploaded Paper documents, photos, and any other document and convert it in required document type.</li> <li>• The system shall have ability to keep the documents in indexed/Catalogue structure from Documents in electronic soft form (pdf, text, xls, doc, ppt, picture files, TIFF, JPEG, GIF, even Zip Files).</li> <li>• The system should be able to convert text from the documents being uploaded and resolutions being provided in all regional languages.</li> <li>• The system should be able to extract the text from the uploaded documents through OCR/NLP and any other relevant models for classification and categorization.</li> <li>• The system shall have the ability to store all correspondences with different stakeholders such as approval letters, emails, grievance transfers, ATRs, ETRs etc.</li> <li>• The system shall have the ability to record, convert audio files to text and maintain in the DMS</li> </ul>																							
<p><b>Process Flow and Associated steps with output results</b></p>	<table border="1"> <thead> <tr> <th data-bbox="687 758 920 794">SN</th> <th data-bbox="920 758 2123 794">Requirement Description</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="687 794 2123 831"><b>UL: User Login</b></td> </tr> <tr> <td data-bbox="687 831 920 911">UL.07.001</td> <td data-bbox="920 831 2123 911">User Authentication: To facilitate the user related to document management system, the system shall allow users to login with secure authentication method.</td> </tr> <tr> <td data-bbox="687 911 920 948">UL.07.001</td> <td data-bbox="920 911 2123 948">System should allow user to login through Multi factor authentication for enhance security.</td> </tr> <tr> <td colspan="2" data-bbox="687 948 2123 984"><b>GS: Grievance Submission</b></td> </tr> <tr> <td data-bbox="687 984 920 1021">GS.07.003</td> <td data-bbox="920 984 2123 1021">The system should allow user to submit the grievance.</td> </tr> <tr> <td data-bbox="687 1021 920 1099">GS.07.004</td> <td data-bbox="920 1021 2123 1099"><b>Step 1.</b> The system should allow user to attach a relevant document while submitting the grievance (word/pdf file) (multiple upload option to be provided)</td> </tr> <tr> <td data-bbox="687 1099 920 1177">GS.07.005</td> <td data-bbox="920 1099 2123 1177"><b>Step 2.</b> The system should have functionality to convert scanned doc to editable text(converter) using OCR or any other relevant ML model</td> </tr> <tr> <td data-bbox="687 1177 920 1256">GS.07.006</td> <td data-bbox="920 1177 2123 1256">After submitting the grievance, the system should generate a unique ID for every grievance submitted</td> </tr> <tr> <td colspan="2" data-bbox="687 1256 2123 1292"><b>DM: Data Management</b></td> </tr> <tr> <td data-bbox="687 1292 920 1318">DM.07.007</td> <td data-bbox="920 1292 2123 1318"><b>Step 3:</b> The system should add metadata to grievance documents (grievance type,</td> </tr> </tbody> </table>		SN	Requirement Description	<b>UL: User Login</b>		UL.07.001	User Authentication: To facilitate the user related to document management system, the system shall allow users to login with secure authentication method.	UL.07.001	System should allow user to login through Multi factor authentication for enhance security.	<b>GS: Grievance Submission</b>		GS.07.003	The system should allow user to submit the grievance.	GS.07.004	<b>Step 1.</b> The system should allow user to attach a relevant document while submitting the grievance (word/pdf file) (multiple upload option to be provided)	GS.07.005	<b>Step 2.</b> The system should have functionality to convert scanned doc to editable text(converter) using OCR or any other relevant ML model	GS.07.006	After submitting the grievance, the system should generate a unique ID for every grievance submitted	<b>DM: Data Management</b>		DM.07.007	<b>Step 3:</b> The system should add metadata to grievance documents (grievance type,
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<b>DM: Data Management</b>																								
DM.07.007	<b>Step 3:</b> The system should add metadata to grievance documents (grievance type,																							

Components	Details	
		submission date) time stamp <b>Step 4:</b> System should have functionality for zooming, scrolling, and navigation of documents in DMS <b>Step 5:</b> The system shall facilitate the functionality to edit/resubmit the document and to maintain its versioning controls
	<b>DM.07.008</b>	The system should have functionality to search the details from the given metadata
	<b>DM.07.009</b>	The system should have functionality to preview the documents uploaded against the grievance
	<b>DM.07.010</b>	<b>Step 6:</b> Categorization of documents System shall facilitate the automatic categorization of documents related to a grievance wise/ministry wise/department wise <b>Step 7:</b> The system should have the functionality to share grievance documents with the concerned user internally
	<b>DM.07.011</b>	<b>Step 8:</b> GRO/Nodal Officer, shall have the ability to update the ETR based on the time required to resolve the specific grievance. This updated ETR will be communicated to the complainant via SMS/email.  <b>Step 9:</b> The system should have the functionality to share the relevant document with the users/citizen
	<b>DM.07.012</b>	The system should have functionality to tag different grievance type to the concerned user automatically
<b>SR: Search and Retrieval</b>		
	<b>SR.07.013</b>	<b>Step 10:</b> The system should have functionality to advance search the document data with filters like date range, grievance type, status etc.
	<b>SR.07.014</b>	The system should have functionality to quick access to recently viewed and frequently accessed grievance documents
	<b>SR.07.015</b>	The system should have functionality to flag the grievance (bookmark) which is in high importance
<b>DR: Document Rendition</b>		

Components	Details	
	<b>DR.07.016</b>	The system shall have the ability to view roll-ups of actions by grievance id with drill down facility
	<b>DR.07.017</b>	The system shall have the ability to perform full text search which allows users to search for text within the document
	<b>DR.07.018</b>	The system shall have the ability to store cache memories files
	<b>DR.07.019</b>	The system shall have the ability to create Ministry and department performance dashboards that includes monitor grievance status, monitor department/ministry activity, analyze KPIs, evaluate sub-ordinate departments performance
	<b>DR.07.020</b>	The system shall have the ability to access the data in the central repository via Mobile application
	<b>AC: Access Control and Security Management</b>	
	<b>AC.07.021</b>	The system should have functionality to maintain audit logs to track user activity and document access
	<b>AC.07.022</b>	The system shall have the ability to define security/permission roles in the system and visualize the document visibility and actions based on the roles mapping of the organization
	<b>NA: Notifications and Alerts</b>	
	<b>NA.07.023</b>	The system should have functionality to email, SMS notifications in real time for new grievances, status updates, and document actions.
	<b>NA.07.024</b>	The system should have functionality to set up alerts for grievance review deadlines, follow-up dates, and compliance checks.
	<b>AR: Archival</b>	
	<b>AR.07.025</b>	The system shall facilitate archival of data for data types mentioned in the requirements
	<b>AR.07.026</b>	The system shall maintain logs of data archival in the central repository for easy reference and export from the system
	<b>RA: Reporting and Analytics</b>	
	<b>RA.07.027</b>	The system shall have the ability to have a configurable reporting module and provide a simple user interface
	<b>RA.07.028</b>	The system should have functionality to generate reports on grievance submissions,

Components	Details																
	<table border="1"> <tr> <td data-bbox="687 233 920 276"></td> <td data-bbox="920 233 2123 276">pendency's, resolutions, appeals, and document access.</td> </tr> <tr> <td data-bbox="687 276 920 352"><b>RA.07.029</b></td> <td data-bbox="920 276 2123 352">The system shall have the ability that reports shall be able to be shared by/to multiple users as per the permissions granted by the authorized person.</td> </tr> <tr> <td data-bbox="687 352 920 430"><b>RA.07.030</b></td> <td data-bbox="920 352 2123 430">The system shall have the ability that reports shall be able to be saved for reuse by a user with a unique report id and with date and time of report generation.</td> </tr> <tr> <td data-bbox="687 430 920 509"><b>RA.07.031</b></td> <td data-bbox="920 430 2123 509">The system should have functionality to visualize grievance management metrics (number of grievances, resolution time, user activity).</td> </tr> <tr> <td data-bbox="687 509 920 587"><b>RA.07.032</b></td> <td data-bbox="920 509 2123 587">The system shall have the ability to support the report output formats in Excel/CSV/pdf/word etc.</td> </tr> <tr> <td data-bbox="687 587 920 665"><b>RA.07.033</b></td> <td data-bbox="920 587 2123 665">The system shall have the ability to integrate with third party reporting tools wherever required</td> </tr> <tr> <td data-bbox="687 665 920 775"><b>RA.07.034</b></td> <td data-bbox="920 665 2123 775"><b>Scheme Master:</b> The system shall have the ability to create a Scheme Master maintained by the Nodal Officer for all Ministries. Scheme Name and sectors needs to be mapped with the GRO.</td> </tr> <tr> <td data-bbox="687 775 920 842"><b>RA.07.035</b></td> <td data-bbox="920 775 2123 842">The system shall have the ability to create different custom ATR's scheme-wise for a particular scheme.</td> </tr> </table>		pendency's, resolutions, appeals, and document access.	<b>RA.07.029</b>	The system shall have the ability that reports shall be able to be shared by/to multiple users as per the permissions granted by the authorized person.	<b>RA.07.030</b>	The system shall have the ability that reports shall be able to be saved for reuse by a user with a unique report id and with date and time of report generation.	<b>RA.07.031</b>	The system should have functionality to visualize grievance management metrics (number of grievances, resolution time, user activity).	<b>RA.07.032</b>	The system shall have the ability to support the report output formats in Excel/CSV/pdf/word etc.	<b>RA.07.033</b>	The system shall have the ability to integrate with third party reporting tools wherever required	<b>RA.07.034</b>	<b>Scheme Master:</b> The system shall have the ability to create a Scheme Master maintained by the Nodal Officer for all Ministries. Scheme Name and sectors needs to be mapped with the GRO.	<b>RA.07.035</b>	The system shall have the ability to create different custom ATR's scheme-wise for a particular scheme.
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<b>Exception conditions Processes</b>	<ul style="list-style-type: none"> <li>• <b>Document Type:</b> System should accept all document type mentioned in the requirements wiz, PDF/Word/Picture Formats etc.</li> <li>• <b>Document Sizing</b> The system shall facilitate maximum 5 MB files size.</li> <li>• <b>Blank Pages:</b> System shall not accept and segregate the blank pages.</li> <li>• <b>Document Acceptance:</b> All allowed document types should be accepted by the system based on the requirements being mentioned.</li> </ul>																
<b>Other Processes</b>	<ul style="list-style-type: none"> <li>• API integration with 3<sup>rd</sup> party platforms.</li> <li>• Functionalities related to DMS shall be available in mobile applications.</li> <li>• Standard archival policy related to DMS should be adhered.</li> </ul>																
<b>Process Output:</b>	The system shall facilitate the requirements related to DMS explained in the process of DMS for Next-Gen CPGRAMS																

## 2.8 Reports & Dashboard

### 2.8.1 Objective related to Reports and Dashboard

Dashboard and analytics for Nextgen CPGRAMS encompass real-time monitoring of grievance metrics, visualizing data trends, assessing grievance resolution performance, facilitating data-driven decision-making, and ensuring transparency and accountability for stakeholders.

It consists of Main Dashboard related to Citizen and Office Users based on KPI definition, Trend Assessment, Distribution segment, performance and citizen feedback.

### 2.8.2 Use Case Specification for Reports & Dashboard

Component	Details	
<b>Name of Process</b>	Process flow design for dashboard & analytics module of Nextgen CPGRAMS	
<b>Process Owner</b>	Department of Administrative Reforms and Public Grievances (DARPG)	
<b>Date Created</b>		<b>Last Revision Date</b> NA
<b>Process Purpose</b>	<ul style="list-style-type: none"> <li>a) The purpose of the dashboard and analytics for Nextgen CPGRAMS is to offer real-time insights and visual representations of grievance data.</li> <li>b) This helps officials monitor trends, assess performance, and make informed decisions for efficient grievance resolution and management.</li> </ul>	
<b>Process Scope</b>	<ul style="list-style-type: none"> <li>a) The scope of the dashboard and analytics for Nextgen CPGRAMS encompass real-time monitoring of grievance metrics, visualizing data trends, assessing grievance resolution performance, facilitating data-driven decision-making, and ensuring transparency and accountability for stakeholders.</li> </ul>	
<b>Process Input:</b>	<ul style="list-style-type: none"> <li>a) Modules of NextGen CPGRAMS</li> <li>b) Grievance raised by Citizen</li> </ul>	

Component	Details	
	c) Grievance processing at Department/Ministry level officers	
<b>Process Prerequisite</b>	a) System will allow specified users to apply the applicable filter option for Dashboard management and MIS reports. b) Based on applicable rights and user type customized dashboard on landing page will be visible.	
<b>Process Flow and Associated steps with output results</b>	SN	Requirement Description
	<b>CD: Citizen Dashboard:</b>	
	The system shall have been able to citizen shall be able to view two type Dashboard: a) Grievance wise status. b) Appeal wise status.	
	<b>CD.2.9.2.1</b>	<b>Grievance wise status:</b> The Citizen shall have been able to view the following status pertaining to Grievances: a) The system shall have been ability to display total number of grievances lodged and their details. b) The system shall have been ability to display total number of grievances in draft their details. c) The system shall have been ability to display total number of grievances pending and their details. d) The system shall have been ability to display total number of grievances closed and their details.
	<b>CD.2.9.2.2</b>	<b>Appeal wise status:</b> The Citizen shall be able view the following status pertaining to appeal: a) The system shall have been ability to display total number of appeals lodged and their details. b) The system shall have been ability to display total number of appeals pending and their details. c) The system shall have been ability to display total number of appeals closed and their details

Component	Details
	<p><b>GRO: Grievance Redressal Officer</b></p>
	<p>GRO shall be able to view the dashboard designed for GRO</p>
	<p><b>GR.2.9.2.1 Quick Access:</b> Provide quick access to frequently used features, such as:</p> <ul style="list-style-type: none"> <li><b>a) Search functionalities.</b></li> <li><b>b) Notifications and Recent Activities:</b> Alerts and notifications related to grievance status updates, report generation, and system messages.</li> <li><b>c) Help &amp; Support:</b> Access to help documentation, FAQs, and support contact information.</li> <li><b>d) User Profile:</b> Show the logged-in user's username, dropdown menu for profile settings, password changes, and logout options.</li> <li><b>e) Language/Theme Settings:</b> Options to change the language or theme of the dashboard for better user experience.</li> </ul>
	<p><b>GR.2.9.2.2 Dashboard Components:</b> The Operational Dashboard for the GRO shall comprise of following components:</p> <p><b>A. Grievance Redressal Process:</b></p> <ul style="list-style-type: none"> <li><b>a)</b> The system shall have ability to display new registered grievances.</li> <li><b>b)</b> The system shall have ability to display grievances under process.</li> <li><b>c)</b> The system shall have ability to display special grievances (corruption related).</li> <li><b>d)</b> The system shall have ability to display closed grievances.</li> <li><b>e)</b> The system shall have ability to display VIP cases.</li> <li><b>f)</b> The system shall have ability to display the priority grievances.</li> <li><b>g)</b> The system shall have ability to display the spam grievances.</li> </ul> <p><b>B. Appeal Redressal Process:</b></p> <ul style="list-style-type: none"> <li><b>a)</b> The system shall have ability to display the received appeals.</li> <li><b>b)</b> The system shall have ability to display the disposed appeals.</li> <li><b>c)</b> The system shall have ability to display the pending appeals.</li> </ul>
<p><b>GR.2.9.2.3 Customized Analysis:</b></p>	



Component	Details	
		<p>The system shall have ability to user can generate the following reports by providing certain parameters –</p> <ul style="list-style-type: none"> <li>a) Query Based Report</li> <li>b) Age-wise Pendency Report</li> <li>c) Subordinate-Age Wise Pendency Report</li> <li>d) Progress Report</li> <li>e) Subordinate Wise Feedback Report</li> <li>f) Category Wise Report</li> <li>g) State Wise Received Report</li> <li>h) Subordinate Wise Summary Report</li> <li>i) VIP Reference Cases Report</li> <li>j) Grievance Feedback</li> <li>k) Closed Grievance List</li> <li>l) Disposal Type Report</li> <li>m) Reforms Category Report</li> <li>n) Monitoring Category Wise Report</li> <li>o) Call Center Feedback</li> <li>p) Age-wise Appeal Pendency Report</li> <li>q) GRO Performance Report</li> <li>r) Grievance Redressal Performance Report</li> <li>s) Grievance History Report</li> <li>t) Summarized Analytical Report on Grievance, Feedback, Appeal, Resolution</li> <li>u) Periodic Progress Report on Grievance Redressal.</li> <li>v) Resolution Time Analysis Report</li> </ul>
	<p><b>GR.2.9.2.4</b></p>	<p><b>Report Generation:</b></p> <ul style="list-style-type: none"> <li>a) The GRO shall be able to export Images, Graphs, Graphs format, Image format.</li> <li>b) The GRO shall be able to perform filtering actions by manually selection of items during analysis.</li> </ul>

Component	Details
	<p data-bbox="770 236 1962 304">c) The GRO shall be able to download/generate report in PDF and Excel format as per the requirement.</p> <p data-bbox="591 312 909 344"><b>AA: Appellate Authority</b></p> <p data-bbox="591 352 1536 384"><b>Appeal View:</b> User will be able to view the list of the appeals that are closed</p> <p data-bbox="591 392 734 424"><b>AA 2.9.2.1</b></p> <p data-bbox="770 392 1003 424"><b>Progress Report:</b></p> <p data-bbox="770 427 1962 496">Sub Appellate Authority shall be able to view and generate the report by providing certain parameters like-</p> <ul style="list-style-type: none"> <li data-bbox="824 504 1077 536">a) Progress Report.</li> <li data-bbox="824 544 1294 576">b) PG officer Wise Pendency Report.</li> <li data-bbox="824 584 1603 616">c) SAA (Sub Appellate Authority) Age Wise Pendency Report.</li> <li data-bbox="824 624 1480 655">d) Subordinate Organization Wise appeals received.</li> <li data-bbox="824 663 1402 695">e) Grievance category wise appeals received.</li> </ul> <p data-bbox="591 695 734 727"><b>AA 2.9.2.2</b></p> <p data-bbox="770 695 1178 727"><b>Trend &amp; Periodic Assessment:</b></p> <ul style="list-style-type: none"> <li data-bbox="824 735 1962 804">a) Appellate Authority shall be able to visualize the status of each appeal raised, perform trend analysis and periodic performance report.</li> <li data-bbox="824 812 1962 880">b) Appellate Authority shall be able to create, customize various appeal related cases base on need.</li> <li data-bbox="824 888 1962 957">c) Appellate Authority shall be able to manage and created sub-appellate authority accounts.</li> <li data-bbox="824 965 1805 997">d) Sub Appellate Authority shall be able to check the list of the appeals closed.</li> <li data-bbox="824 1005 1962 1074">e) Appellate Authority shall be to download/generate report in PDF and Excel format as per the requirement.</li> <li data-bbox="824 1082 1671 1246">f) The Sub Appellate authority shall be able to view and generate – <ul style="list-style-type: none"> <li data-bbox="920 1106 1384 1137">a. PG officer Wise Pendency Report</li> <li data-bbox="920 1145 1375 1177">b. SAA Age Wise Pendency Report</li> <li data-bbox="920 1185 1563 1217">c. Subordinate organization wise appeals received.</li> <li data-bbox="920 1225 1496 1257">d. Grievance category wise appeals received.</li> </ul> </li> <li data-bbox="824 1254 1962 1286">g) Appellate Authority shall be able should have access to the ready-made monthly reports.</li> <li data-bbox="824 1294 1771 1326">h) The Appellate Authority shall be able to view report on GRAI parameters.</li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li>i) The system shall have ability to do data analytics and generate graphs, dashboard for Appellate authority user based on the access rights provided to them.</li> <li>j) The system shall have ability to export Images, graphs, graphs format, Image format &amp; so on.</li> <li>k) The system shall have ability to handle variable components like text data, graphics, images, charts, graphs etc. as applicable.</li> <li>l) The system should have ability to perform filtering actions by manually selecting the items during analysis.</li> <li>m) The system shall have ability to input the variables for predictive analysis, evaluation and save the results.</li> <li>n) The system shall have provision for user friendly reporting and query tool that can extract data and produce reports in various formats.</li> </ul>
	<b>AU: Admin User</b>	
	Admin/Super user for NextGen CPGRAMS portal will manage all the ministries/ departments at central level to manage overall aspects of office users	
<b>AU 2.9.2.1</b>	<b>Scheme Based Analysis:</b>	<ul style="list-style-type: none"> <li>a) Categorize/ recategorize the Ministries/ Departments as per the SDG Parameters (Goals)</li> <li>b) Define the SDG Goals on defined parameters and NITI Ayog Indices</li> <li>c) Root Cause Analysis of Scheme based Grievances.</li> <li>d) Trend Analysis of Ministries and Departments based on Scheme wise Grievances</li> </ul>
<b>AU 2.9.2.2</b>	<b>Customized Analysis:</b>	<ul style="list-style-type: none"> <li>a) Emerging Trends analysis in Grievances with Ministries</li> <li>b) Voice based Query based on Keywords.</li> <li>c) Age wise, Subordinate Age wise, Ministry wise, Category wise, scheme wise, priority wise summarized Analysis</li> <li>d) Ministry wise, Category wise, scheme wise, priority wise Detailed Analysis</li> <li>e) Corruption related Grievances</li> <li>f) Automated Tracking of Top Categories based on feedback related data.</li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li><b>g)</b> AI based Comparative Assessment</li> <li><b>h)</b> The system shall have ability to do data analytics and generate graphs, dashboard for all user based on the access rights provided to them.</li> <li><b>i)</b> The system shall have ability to export Images, graphs, graphs format, Image format &amp; so on.</li> <li><b>j)</b> The system shall have ability to handle variable components like text data, graphics, images, charts, graphs etc. as applicable.</li> <li><b>k)</b> The system should have ability to perform filtering actions by manually selecting the items during analysis.</li> <li><b>l)</b> The system shall have ability to input the variables for predictive analysis, evaluation and save the results.</li> <li><b>m)</b> The system shall have provision for user friendly reporting and query tool that can extract data and produce reports in various formats.</li> </ul>
	<b>AU 2.9.2.3</b>	<p><b>Root Cause Assessment &amp; Descriptive Report Generation:</b></p> <ul style="list-style-type: none"> <li><b>a)</b> Root Cause Analysis for low performing parameters</li> <li><b>b)</b> Root Cause Analysis on Ministry and State Performance</li> <li><b>c)</b> Collaborative Tracking for Root Cause Analysis</li> <li><b>d)</b> Tracking &amp; Analysis of GRO wise Performance</li> <li><b>e)</b> Qualitative Analysis on identified parameters pertaining to Grievance Redressal.</li> <li><b>f)</b> Generation of Success Stories based on Key words and success parameters</li> </ul>
	<b>AU 2.9.2.4</b>	<p><b>Dashboard components:</b></p> <p><b>Geo Mapping:</b></p> <ul style="list-style-type: none"> <li><b>a)</b> The system shall have the provision for showing location of grievances geographically in visual formats (Integrate geocoding APIs, geo coordinates etc.).</li> </ul> <p><b>Grievances:</b></p> <ul style="list-style-type: none"> <li><b>a)</b> Total grievances received, forwarded, resolved, and pending.</li> <li><b>b)</b> Average resolution rate.</li> <li><b>c)</b> User satisfaction ratings for grievances.</li> </ul>

Component	Details
	<ul style="list-style-type: none"> <li><b>d)</b> User satisfaction rate for grievances.</li> <li><b>e)</b> Track grievance volumes and statuses over different time periods, monitor average resolution times per DARPG guidelines, evaluate departmental performance, and analyze regional submission trends.</li> <li><b>f)</b> The system shall have been availability to display all possible KPIs related to the grievance process—pending, registered, and disposed grievances in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</li> <li><b>g)</b> Top/Bottom analysis (stakeholders wise) based on grievance, Appeal, and feedback wise.</li> <li><b>h)</b> Track and calculate grievances based on whether they were lodged via CSC (Common Service Centers) or non-CSC sources.</li> <li><b>i)</b> Calculate the average number of grievances resolved and the average time taken to resolve them within a specific period.</li> <li><b>j)</b> Ratio of grievances which are <b>duplicate</b> or not.</li> <li><b>k)</b> Ratio of grievances closed by system (PMOPG/DARPG)</li> <li><b>l)</b> All possible KPI's related to Top/Bottom analysis based on grievance process, appeal process, feedback process through department and organization wises such as top 10 departments performance based on disposed cases etc.</li> <li><b>m)</b> All possible KPI's related to Top/Bottom analysis based on grievance process, appeal process, feedback process through department and organization wises such as top 10 departments performance based on disposed cases etc.</li> <li><b>n)</b> Top/Bottom analysis (stakeholders wise) based on grievance, Appeal, and feedback wise.</li> <li><b>o)</b> Top/Bottom 10 performing GROs and their department wise.</li> <li><b>p)</b> Top/Bottom analysis of grievance (Registered, disposed, pending), Appeal wise, feedback wise.</li> <li><b>q)</b> Analysis of grievances redressal process, appeal process and feedback process.</li> </ul>

Component	Details
	<p><b>Appeals:</b></p> <ul style="list-style-type: none"> <li>a) Total appeals registered.</li> <li>b) Appeal pendency.</li> <li>c) Appeal disposed.</li> <li>d) Call centre calls converted to appeals.</li> <li>e) The system shall have been availability to display all possible KPIs related to the appeal process—pending, registered, and disposed appeal in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</li> </ul> <p><b>Complaint Summarization:</b></p> <ul style="list-style-type: none"> <li>a) Insignificant complaints summary</li> <li>b) Spam complaints.</li> <li>c) Grievance related Repeaters.</li> </ul> <p><b>Feedback:</b></p> <ul style="list-style-type: none"> <li>a) Collect feedback from IVRS/call centers and categorize.</li> <li>b) Track and categorize feedback cases based on the sources &amp; channels they were received through.</li> <li>c) Track the availability and quality of audio recordings for call centre interactions.</li> <li>d) Feedback transfer to appeal</li> <li>e) Survey report based on BSNL Feedback categories.</li> <li>f) Survey cases based on feedback channels.</li> <li>g) Audio availability in call center status.</li> <li>h) Grievances lodge by csc and non csc</li> <li>i) Average resolution rate</li> <li>j) Average resolution time rate</li> <li>k) User satisfaction rate.</li> </ul>

Component	Details	
		<p>f) Track user satisfaction ratings and feedback trends.</p> <p>g) The system shall have been availability to display all possible KPIs related to the feedback process in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</p> <p><b>Features of Dashboard:</b></p> <p>a) AI Categorization</p> <p>b) Develop a module for generating various Management Information System (MIS) reports as per the requirements.</p> <p>c) Major and required MIS report section and should be able to integrate the required MIS reports with related graphs.</p> <p>d) MIS reports are available in one individual section.</p> <p>e) Collect and maintain detailed information on nodal officers and Grievance Redressal Officers (GROs), including name, designation,</p> <p>f) email ID, phone number, and department name.</p> <p>g) Admin shall have ability to see all suggestion list and details which are provided by citizen</p>
		<p><b>Customized Analysis:</b></p> <p>The system shall have ability to user can generate the following reports by providing certain parameters –</p> <p>a) Query Based Report</p> <p>b) Age-wise Pendency Report</p> <p>c) Subordinate-Age Wise Pendency Report</p> <p>d) Progress Report</p> <p>e) Subordinate Wise Feedback Report</p> <p>f) Category Wise Report</p> <p>g) State Wise Received Report</p>

Component	Details	
		<ul style="list-style-type: none"> <li><b>h)</b> Subordinate Wise Summary Report</li> <li><b>i)</b> VIP Reference Cases Report</li> <li><b>j)</b> Grievance Feedback</li> <li><b>k)</b> Closed Grievance List</li> <li><b>l)</b> Disposal Type Report</li> <li><b>m)</b> Reforms Category Report</li> <li><b>n)</b> Monitoring Category Wise Report</li> <li><b>o)</b> Call Center Feedback</li> <li><b>p)</b> Age-wise Appeal Pendency Report</li> <li><b>q)</b> GRO Performance Report</li> <li><b>r)</b> Grievance Redressal Performance Report</li> <li><b>s)</b> Grievance History Report</li> <li><b>t)</b> Summarized Analytical Report on Grievance, Feedback, Appeal, Resolution</li> <li><b>u)</b> Periodic Progress Report on Grievance Redressal.</li> <li><b>v)</b> Resolution Time Analysis Report</li> </ul>
	<b>All Official Users: Nodal/GRO/PGO/Appellate and Sub-Appellate (System Functionalities)</b>	
	<b>AU 2.9.2.1</b>	<p><b>Reports and Analytics:</b></p> <ul style="list-style-type: none"> <li><b>a)</b> The system shall have the ability to have a configurable reporting module and provide a simple user interface.</li> <li><b>b)</b> The system should have functionality to generate reports on grievance submissions, pendency's, resolutions, appeals, and document access.</li> <li><b>c)</b> The system shall have the ability that reports shall be able to be shared by/to multiple users as per the permissions granted by the authorized person.</li> <li><b>d)</b> The system shall have the ability that reports shall be able to be saved for reuse by a user with a unique report id and with date and time of report generation.</li> <li><b>e)</b> The system shall have the ability to support the report output formats in Excel/CSV/pdf/word etc.</li> </ul>



Component	Details
	<p><b>f)</b> The system shall have the ability to integrate with third party reporting tools wherever required</p>
	<p><b>NO: Nodal Officer</b></p>
	<p>Nodal officer of department for NextGen CPGRAMS portal will manage concern ministries/ departments at central level to manage overall aspects of office users</p>
	<p><b>NO 2.9.2.1</b>     <b>Scheme Based Analysis</b></p> <ul style="list-style-type: none"> <li><b>a)</b> Categorize/ recategorize the Ministry/ Department as per the SDG Goals</li> <li><b>b)</b> Define the SDG Goals on defined parameters and NITI Ayog Indices</li> <li><b>c)</b> Schemes Dashboard</li> <li><b>d)</b> Trend Analysis of Ministry and Department based on Scheme wise Grievances</li> <li><b>e)</b> Root Cause Analysis of Scheme based Grievances</li> </ul>
	<p><b>NO 2.9.2.2</b>     <b>Customized Analysis</b></p> <ul style="list-style-type: none"> <li><b>a)</b> Nodal shall be able to analyze all possible parameter on visualization dashboard based on available data.</li> <li><b>b)</b> Voice based Query based on Keywords.</li> <li><b>c)</b> Nodal shall be able to analyze based on Category wise, scheme wise, priority wise summarized Analysis.</li> <li><b>d)</b> Nodal shall be able to analyze based on Category wise, scheme wise, priority wise Detailed Analysis</li> <li><b>e)</b> Nodal shall be able to analyze based on Corruption related Grievances.</li> <li><b>f)</b> Nodal shall be able to analyze based on Automated Tracking of Top Categories</li> <li><b>g)</b> Nodal shall be able to analyze based on AI based Comparative Assessment on defined parameters</li> </ul>
<p><b>NO 2.9.2.3</b>     <b>Root Cause Assessment &amp; Descriptive Report Generation</b></p> <ul style="list-style-type: none"> <li><b>a)</b> Root Cause Analysis for low performing parameters</li> <li><b>b)</b> Root Cause Analysis on Ministry and State Performance</li> <li><b>c)</b> Collaborative Tracking for Root Cause Analysis</li> <li><b>d)</b> Tracking &amp; Analysis of GRO wise Performance</li> </ul>	

Component	Details	
		<ul style="list-style-type: none"> <li>e) Qualitative Analysis on identified parameters pertaining to Grievance Redressal</li> <li>f) Generation of Success Stories based on Key words and success parameters</li> </ul>
	<p><b>NO 2.9.2.4</b></p>	<p><b>Dashboard components:</b></p> <p><b>Geo Mapping:</b></p> <ul style="list-style-type: none"> <li>a) The system shall have the provision for showing location of grievances geographically in visual formats (Integrate geocoding APIs, geo coordinates etc.).</li> </ul> <p><b>Grievances:</b></p> <ul style="list-style-type: none"> <li>a) Total grievances received, forwarded, resolved, and pending.</li> <li>b) Average resolution rate.</li> <li>c) User satisfaction ratings for grievances.</li> <li>d) User satisfaction rate for grievances.</li> <li>e) Track grievance volumes and statuses over different time periods, monitor average resolution times per DARPG guidelines, evaluate departmental performance, and analyze regional submission trends.</li> <li>f) The system shall have been availability to display all possible KPIs related to the grievance process—pending, registered, and disposed grievances in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</li> <li>g) Top/Bottom analysis (stakeholders wise) based on grievance, Appeal, and feedback wise.</li> <li>h) Track and calculate grievances based on whether they were lodged via CSC (Common Service Centers) or non-CSC sources.</li> <li>a) Calculate the average number of grievances resolved and the average time taken to resolve them within a specific period.</li> <li>b) Ratio of grievances which are <b>duplicate</b> or not.</li> <li>c) Ratio of grievances closed by system (PMOPG/DARPG)</li> </ul>

Component	Details
	<p>d) All possible KPI's related to Top/Bottom analysis based on grievance process, appeal process, feedback process through department and organization wise such as top 10 departments performance based on disposed cases etc.</p> <p>e) All possible KPI's related to Top/Bottom analysis based on grievance process, appeal process, feedback process through department and organization wise such as top 10 departments performance based on disposed cases etc.</p> <p>f) Top/Bottom analysis (stakeholders wise) based on grievance, Appeal, and feedback wise.</p> <p>g) Top/Bottom 10 performing GROs and their department wise.</p> <p>h) Top/Bottom analysis of grievance (Registered, disposed, pending), Appeal wise, feedback wise.</p> <p>i) Analysis of grievances redressal process, appeal process and feedback process.</p> <p><b>Appeals:</b></p> <p>a) Total appeals registered.</p> <p>b) Appeal pendency.</p> <p>c) Appeal disposed.</p> <p>d) Call centre calls converted to appeals.</p> <p>e) The system shall have been availability to display all possible KPIs related to the appeal process—pending, registered, and disposed appeal in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</p> <p><b>Complaint Summarization:</b></p> <p>a) Insignificant complaints summary</p> <p>b) Spam complaints.</p> <p>c) Grievance related Repeaters.</p>

Component	Details
	<p><b>Feedback:</b></p> <ul style="list-style-type: none"> <li>a) Collect feedback from IVRS/call centers and categorize.</li> <li>b) Track and categorize feedback cases based on the sources &amp; channels they were received through.</li> <li>c) Track the availability and quality of audio recordings for call centre interactions.</li> <li>d) Feedback transfer to appeal</li> <li>e) Survey report based on BSNL feedback categories.</li> <li>f) Survey cases based on feedback channels.</li> <li>g) Audio availability in call center status.</li> <li>h) Grievances lodge by csc and non csc</li> <li>i) Average resolution rate</li> <li>j) Average resolution time rate</li> <li>k) User satisfaction rate.</li> <li>l) Track user satisfaction ratings and feedback trends.</li> <li>m) The system shall have been availability to display all possible KPIs related to the feedback process in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</li> </ul> <p><b>Features of Dashboard:</b></p> <ul style="list-style-type: none"> <li>a) AI Categorization</li> <li>b) Develop a module for generating various Management Information System (MIS) reports as per the requirements.</li> <li>c) Major and required MIS report section and should be able to integrate the required MIS reports with related graphs.</li> <li>d) MIS reports are available in one individual section.</li> <li>e) Collect and maintain detailed information on nodal officers and Grievance Redressal Officers (GROs), including name, designation,</li> <li>f) email ID, phone number, and department name.</li> </ul>

Component	Details	
		g) Nodal shall have ability to see the suggestion which are provided by citizen on relevant department
	<b>NO 2.9.2.5</b>	<p><b>Dashboard Filter Option:</b> The system shall have the ability to perform drill down Analysis based on various filters like:</p> <ul style="list-style-type: none"> <li>- Age Wise</li> <li>- Subordinate wise</li> <li>- Date slicer wise,</li> <li>- State wise,</li> <li>- Organizational name wise</li> <li>- GRO wise,</li> <li>- Source and Channel wise,</li> <li>- Grievance categories,</li> <li>- Scheme wise.</li> <li>- Daily, weekly, monthly, quarterly, yearly etc.</li> </ul>
	<b>Departmental HOD</b>	
	The Head of Department (HOD) plays a crucial role in managing the department's operations and ensuring its smooth functioning. and report downloading.	
	<b>DH 2.9.2.1</b>	<p><b>Scheme Based Analysis</b></p> <ul style="list-style-type: none"> <li>a) Categorize/ recategorize the Ministry/ Department as per the SDG Goals</li> <li>b) Define the SDG Goals on defined parameters and NITI Ayog Indices</li> <li>c) Schemes Dashboard</li> <li>d) Trend Analysis of Ministry and Department based on Scheme wise Grievances</li> <li>e) Root Cause Analysis of Scheme based Grievances</li> </ul>

Component	Details	
	<p><b>DH 2.9.2.2</b></p>	<p><b>Customized Analysis</b></p> <ul style="list-style-type: none"> <li>a) HOD shall be able to analyze all possible parameter on visualization dashboard based on available data.</li> <li>b) Voice based Query based on Keywords.</li> <li>c) HOD shall be able to analyze based on Category wise, scheme wise, priority wise summarized Analysis.</li> <li>d) HOD shall be able to analyze based on Category wise, scheme wise, priority wise Detailed Analysis</li> <li>e) HOD shall be able to analyze based on Corruption related Grievances.</li> <li>f) HOD shall be able to analyze based on Automated Tracking of Top Categories</li> <li>g) HOD shall be able to analyze based on AI based Comparative Assessment on defined parameters</li> </ul>
	<p><b>DH 2.9.2.3</b></p>	<p><b>Root Cause Assessment &amp; Descriptive Report Generation</b></p> <ul style="list-style-type: none"> <li>a) Root Cause Analysis for low performing parameters</li> <li>b) Root Cause Analysis on Ministry and State Performance</li> <li>c) Collaborative Tracking for Root Cause Analysis</li> <li>d) Tracking &amp; Analysis of GRO wise Performance</li> <li>e) Qualitative Analysis on identified parameters pertaining to Grievance Redressal</li> </ul> <p>Generation of Success Stories based on Key words and success parameters</p>
	<p><b>DH 2.9.2.4</b></p>	<p><b>Dashboard components:</b></p> <p><b>Geo Mapping:</b></p> <ul style="list-style-type: none"> <li>a) The system shall have the provision for showing location of grievances geographically in visual formats (Integrate geocoding APIs, geo coordinates etc.).</li> </ul> <p><b>Grievances:</b></p> <ul style="list-style-type: none"> <li>a) Total grievances received, forwarded, resolved, and pending.</li> <li>b) Average resolution rate.</li> <li>c) User satisfaction ratings for grievances.</li> <li>d) User satisfaction rate for grievances.</li> </ul>

Component	Details	
		<ul style="list-style-type: none"> <li>e) Track grievance volumes and statuses over different time periods, monitor average resolution times per DARPG guidelines, evaluate departmental performance, and analyze regional submission trends.</li> <li>f) The system shall have been availability to display all possible KPIs related to the grievance process—pending, registered, and disposed grievances in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</li> <li>g) Top/Bottom analysis (stakeholders wise) based on grievance, Appeal, and feedback wise.</li> <li>h) Track and calculate grievances based on whether they were lodged via CSC (Common Service Centers) or non-CSC sources.</li> <li>i) Calculate the average number of grievances resolved and the average time taken to resolve them within a specific period.</li> <li>j) Ratio of grievances which are <b>duplicate</b> or not.</li> <li>k) Ratio of grievances closed by system (PMOPG/DARPG)</li> <li>l) All possible KPI's related to Top/Bottom analysis based on grievance process, appeal process, feedback process through department and organization wises such as top 10 departments performance based on disposed cases etc.</li> <li>m) All possible KPI's related to Top/Bottom analysis based on grievance process, appeal process, feedback process through department and organization wises such as top 10 departments performance based on disposed cases etc.</li> <li>n) Top/Bottom analysis (stakeholders wise) based on grievance, Appeal, and feedback wise.</li> <li>o) Top/Bottom 10 performing GROs and their department wise.</li> <li>p) Top/Bottom analysis of grievance (Registered, disposed, pending), Appeal wise, feedback wise.</li> <li>q) Analysis of grievances redressal process, appeal process and feedback process.</li> </ul>

Component	Details
	<p><b>Appeals:</b></p> <ul style="list-style-type: none"> <li>a) Total appeals registered.</li> <li>b) Appeal pendency.</li> <li>c) Appeal disposed.</li> <li>d) Call centre calls converted to appeals.</li> <li>e) The system shall have been availability to display all possible KPIs related to the appeal process—pending, registered, and disposed appeal in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</li> </ul> <p><b>Complaint Summarization:</b></p> <ul style="list-style-type: none"> <li>a) Insignificant complaints summary</li> <li>b) Spam complaints.</li> <li>c) Grievance related Repeaters.</li> </ul> <p><b>Feedback:</b></p> <ul style="list-style-type: none"> <li>a) Collect feedback from IVRS/call centers and categorize.</li> <li>b) Track and categorize feedback cases based on the sources &amp; channels they were received through.</li> <li>c) Track the availability and quality of audio recordings for call center interactions.</li> <li>d) Feedback transfer to appeal</li> <li>e) Survey report based on BSNL feedback categories.</li> <li>f) Survey cases based on feedback channels.</li> <li>g) Audio availability in call center status.</li> <li>h) Grievances lodge by csc and non csc</li> <li>i) Average resolution rate</li> <li>j) Average resolution time rate</li> <li>k) User satisfaction rate.</li> </ul>



Component	Details
	<p>l) Track user satisfaction ratings and feedback trends.                      m) The system shall have been availability to display all possible KPIs related to the feedback process in graphs, and perform comparison analysis, trend analysis, and all relevant analyses to display them graphically in dashboard.</p> <p><b>Features of Dashboard and Reports:</b></p> <p>a) AI Categorization                      b) Develop a module for generating various Management Information System (MIS) reports as per the requirements.                      c) Major and required MIS report section and should be able to integrate the required MIS reports with related graphs.                      d) MIS reports are available in one individual section.                      e) Collect and maintain detailed information on nodal officers and Grievance Redressal Officers (GROs), including name, designation, email ID, phone number, and department name.                      f) HOD shall have ability to see the suggestion which are provided by citizen on relevant department</p>
<b>Exception conditions Processes</b>	<ul style="list-style-type: none"> <li>• Filter based dashboard management.</li> <li>• Internal interface approach for dashboard management approach for Nextgen CPGRAMS.</li> <li>• Real time dashboard basis on system-based scheduling approach.</li> </ul>
<b>Other Processes</b>	<ul style="list-style-type: none"> <li>• API integration with 3<sup>rd</sup> party platforms related to Geo tagging.</li> </ul>
<b>Process Output:</b>	<p>Dashboard &amp; Analytics module developed for stakeholders to Provide single platform for insight-based decision making.</p>

### 3. Annexure – I: Envisaged Process Flow Screens of NextGen CPGRAMS

#### 3.1 Home Screen of CPGRAM

The above screen is the home page of NEXTGEN CPGRAMS.

The top bar menu of the screen has following options:

- i. **Home:** It navigates to the homepage of the CPGRAMS website.
- ii. **About Us:** Provides information about the department of Administrative Reforms & Public Grievances and the CPGRAMS platform.
- iii. **Redressal Process:** Details the process for grievance redressal through CPGRAMS.
- iv. **Officers List:** Displays a list of officers responsible for grievance redressal.
- v. **FAQs/Help:** Offers help and answers to frequently asked questions regarding the use of CPGRAMS.
- vi. **Citizen Login:** A button for citizens to sign in, sign up and to access the services provided by the portal.
- vii. **Officers Login:** A button for officers to log in and manage grievances.

The main menu of the screen has following options:

- i. **Lodge Grievance:** A button that allows citizens to lodge a new grievance.
- ii. **Track Grievances / Appeal:** A button for citizens to check the status of their submitted grievances/ appeal.
- iii. **Feedback:** A button for citizens to provide feedback related to their grievances.

The middle section of the screen has following options:

**What's New:** This section displays all the latest updates of Next Gen CPGRAMs portal.

**Success stories of NEXTGEN CPGRAMS:**

**The metrics section displays-**

- i. **Total Registered Citizens:** The total number of citizens registered on the CPGRAMS platform.
- ii. **Total Grievances Lodged:** The total number of grievances that have been lodged by citizens.
- iii. **Total Grievances Resolved:** Indicates the total number of grievances that have been successfully resolved.
- iv. **Total Number of Appeals Raised:** The total number of appeals raised by citizens.
- v. **Total Number of Appeals Closed:** The total number of appeals closed by appellate officer.

The Footer section includes following information:

- i. Acknowledges that this platform is an initiative by the Department of Administrative Reforms & Public Grievances (DARPG).
- ii. Provides links to the Disclaimer, Website Policies, and Web Information Manager.
- iii. Mentions the website's version, last updated date, and total visitor count since January 19, 2024.

**Note:** This footer will be on every page of portal.

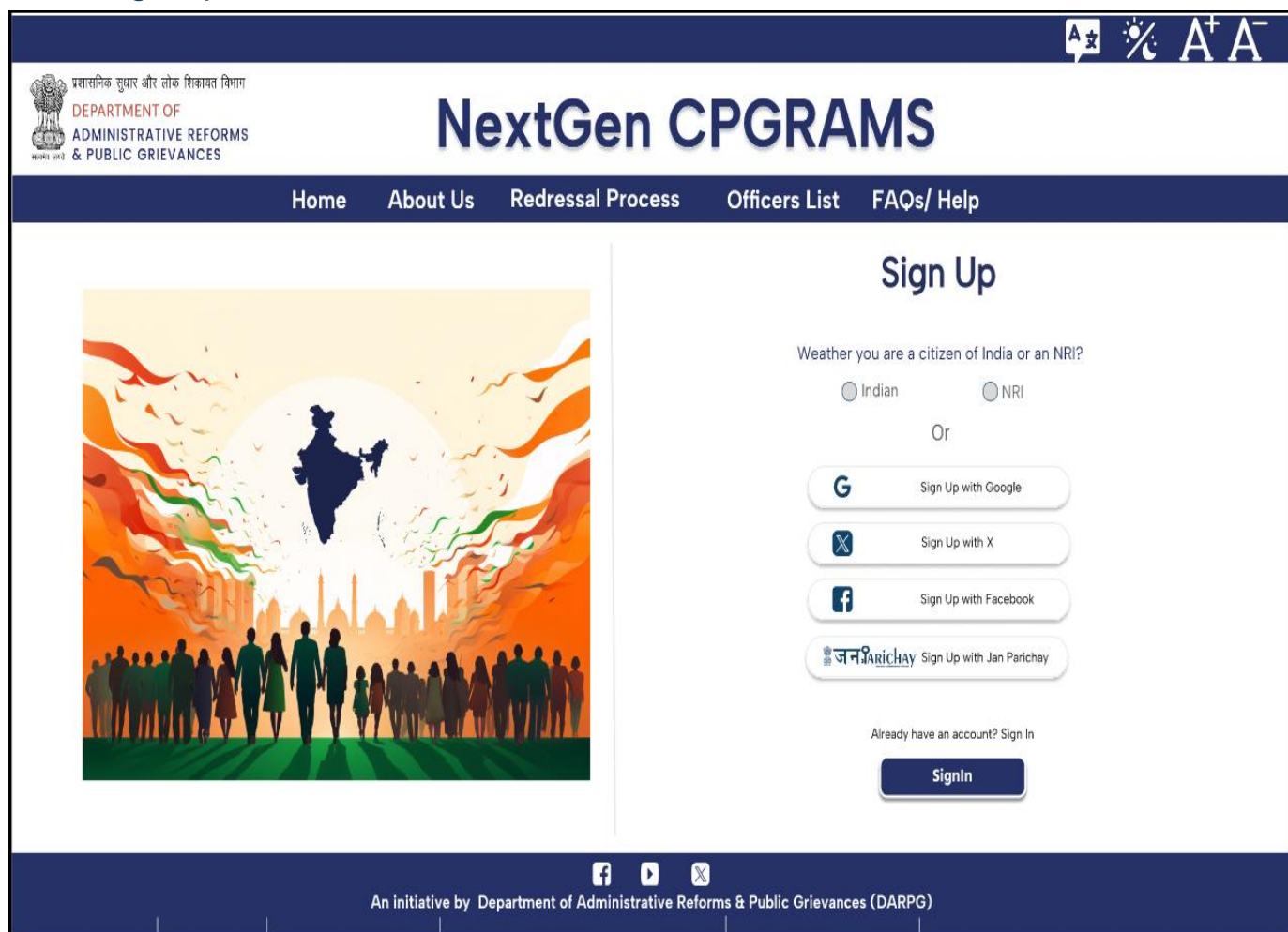
### 3.2 Citizen Login



The above screen displays following options:

- i. **Sign-In Form:**
  - a. Citizens can sign in by entering their citizen ID/ e-mail ID/ mobile number.
  - b. Then citizens must enter password or One-Time Password (OTP) received.
  - c. Get OTP: A button to receive a One-Time Password on the registered mobile number or email.
  - d. Enter Security Code: A CAPTCHA field where citizens enter a code to verify, they are not a bot.
  - e. Submit: Button to sign in after entering the required details.
- ii. **Sign Up:** Link for new citizens to create an account on the platform.
- iii. **Recover Account:** Link to recover a forgotten or inaccessible account.
- iv. **Sign In Options:** Additional options to sign in using Google, Facebook, Twitter (X) or "Jan Parichay" (a government authentication service).

### 3.2.1 Sign Up




- i. **Citizen Type Selection:** The citizen have to first select the citizen type by answering following question “Weather you are a citizen of India or an NRI?”
- ii. **Indian:** If option for Indian citizens to sign up is selected. The page will lead to verification.
  - a. The citizen will enter mobile number & OTP.
  - b. After submitting the OTP, registration form will be opened.
  - c. In registration form, the citizen must enter name, pin code (geo-tagged), district (drop down), state (automatically).
  - d. Citizen will create citizen id & password through which they can sign in again.
  - e. Enter security code & clicks on submit.

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

# NextGen CPGRAMS

Home About Us Redressal Process Officers List FAQs/ Help



## Verification

Enter Mobile Number


Enter OTP

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DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

# NextGen CPGRAMS

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## Registration Form

Enter Name

Enter Pin code

District  State

Enter User ID  Password

Enter Security Code

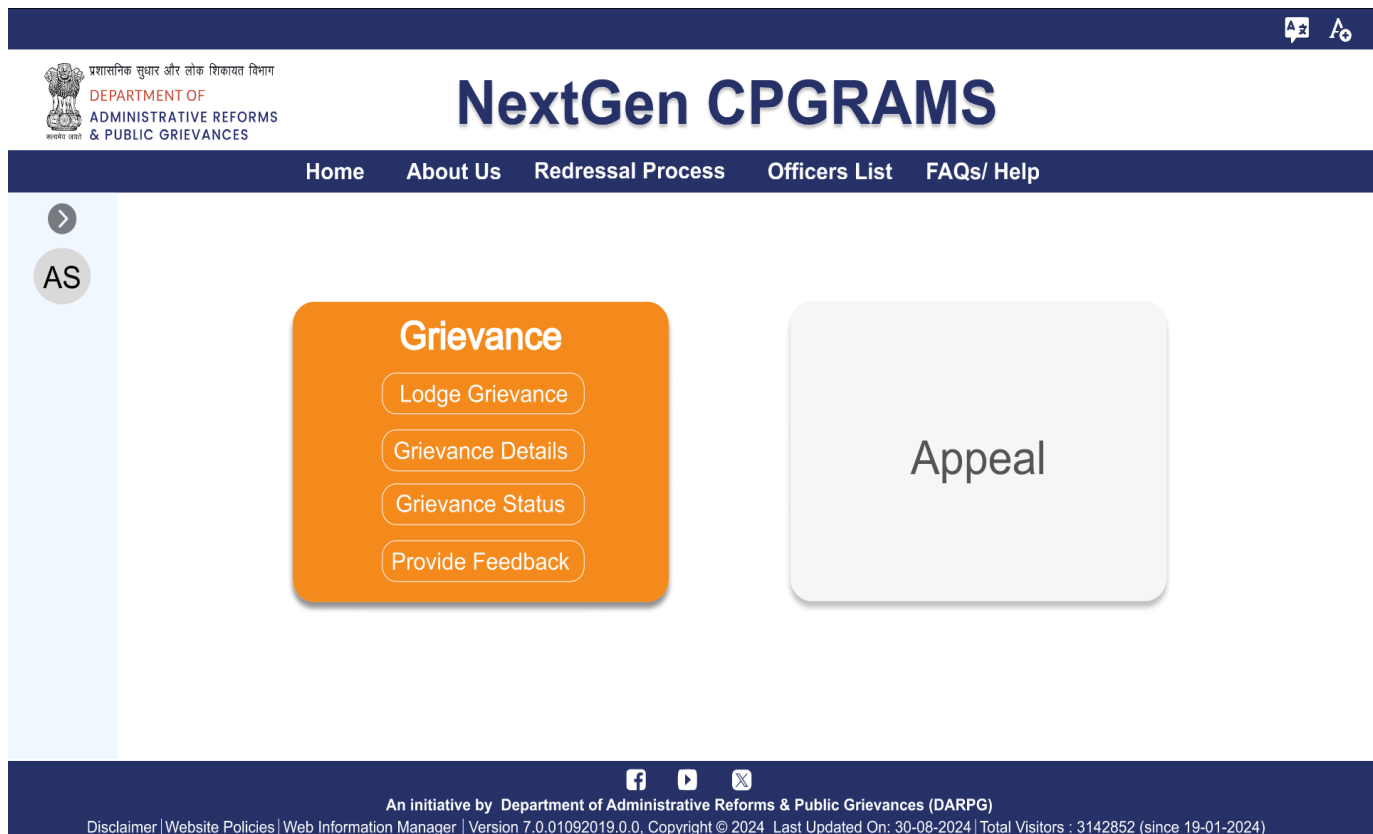
An Initiative by Department of Administrative Reforms & Public Grievances (DARPG)  
Disclaimer | Website Policies | Web Information Manager | Version 7.0.01092019.0.0, Copyright © 2024. Last Updated On: 30-08-2024. Total Visitors : 3142852 (since 19-01-2024)

- iii. **NRI:** If option for Non-Resident Indians to sign up is selected. It will lead to next page where citizen will enter following details.
  - a. Name, Email id & OTP (received on email id).
  - b. The citizen will then enter security code & clicks on submit.

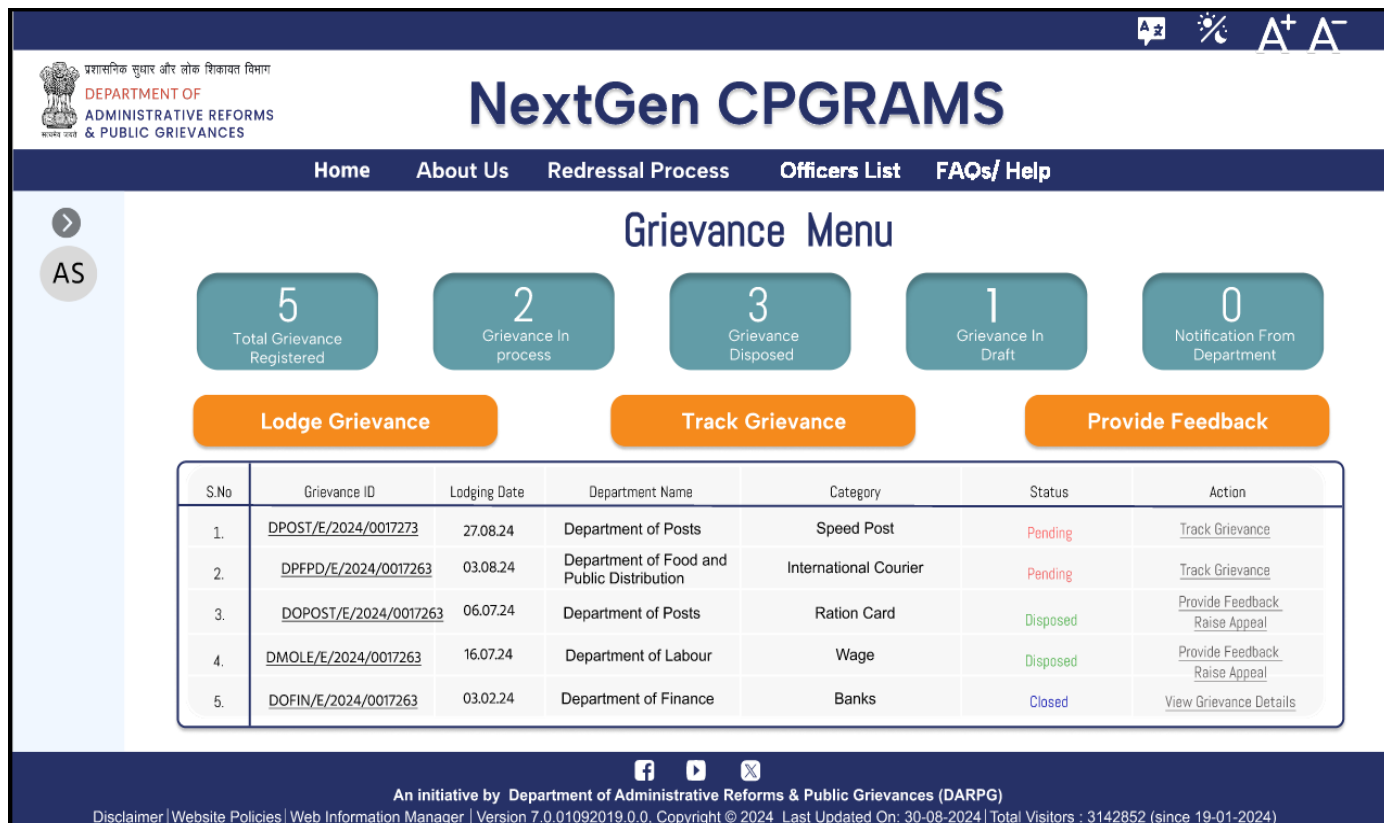


- iv. **Sign In Options:** Additional options to sign in using Google, Twitter, Facebook, or "Jan Parichay" (a government authentication service).
- v. **Sign In (for existing citizens):** A link at the bottom allowing citizens who already have an account to sign in instead of creating a new one.

### 3.2.2 Grievance Menu



After logging in, the above screen will display grievance, appeal & their sub options.





The above screen will display following information:

- i. **Citizen Information:** The citizen's initials are displayed on the left side of the screen, indicating the logged in citizen.
- ii. **Grievance Statistics:** This statistic is specific to the logged in citizen.
  - a. Total grievance registered: Shows the total number of grievances registered by the citizen.
  - b. Grievance in process: Displays the number of grievances currently being processed.
  - c. Grievance disposed: Indicates the number of grievances that have been resolved.
  - d. Grievance in draft: Reflects the number of grievances saved as drafts but not yet submitted.
  - e. Notification from department: Number of notifications received from the department regarding grievances
- iii. **Lodge Grievance:** It allows citizens to lodge a new grievance.
- iv. **Track Grievance:** It enables citizens to track the status of their grievances.
- v. **Provide Feedback:** It provides an option for citizens to give feedback on the grievance redressal process.
- vi. **Grievance List Table:**
  - a. **S. No:** Serial number of the grievance.
  - b. **Grievance ID:** Unique ID for each grievance, it is clickable for more details.
  - c. **Lodging Date:** The date on which the grievance was lodged.
  - d. **Department Name:** The department to which the grievance pertains (e.g., Department of Posts, Department of Labour).
  - e. **Category:** The category of grievance (e.g., Speed Post, Ration Card, Banks).
  - f. **Status:** Status of the grievance (e.g., Pending, Disposed, Closed).
  - g. **Action: Citizen can take following actions on the grievance**
    - i. Track Grievance: Clickable link to track the status of a pending grievance.
    - ii. Provide Feedback: Link to give feedback on resolved grievances.
    - iii. Raise Appeal: Option to raise an appeal if the citizen is dissatisfied with the grievance resolution.
    - iv. View Grievance Details: Link to view detailed information about the closed grievance.

### 3.2.3.Lodge Grievance through Chatbot

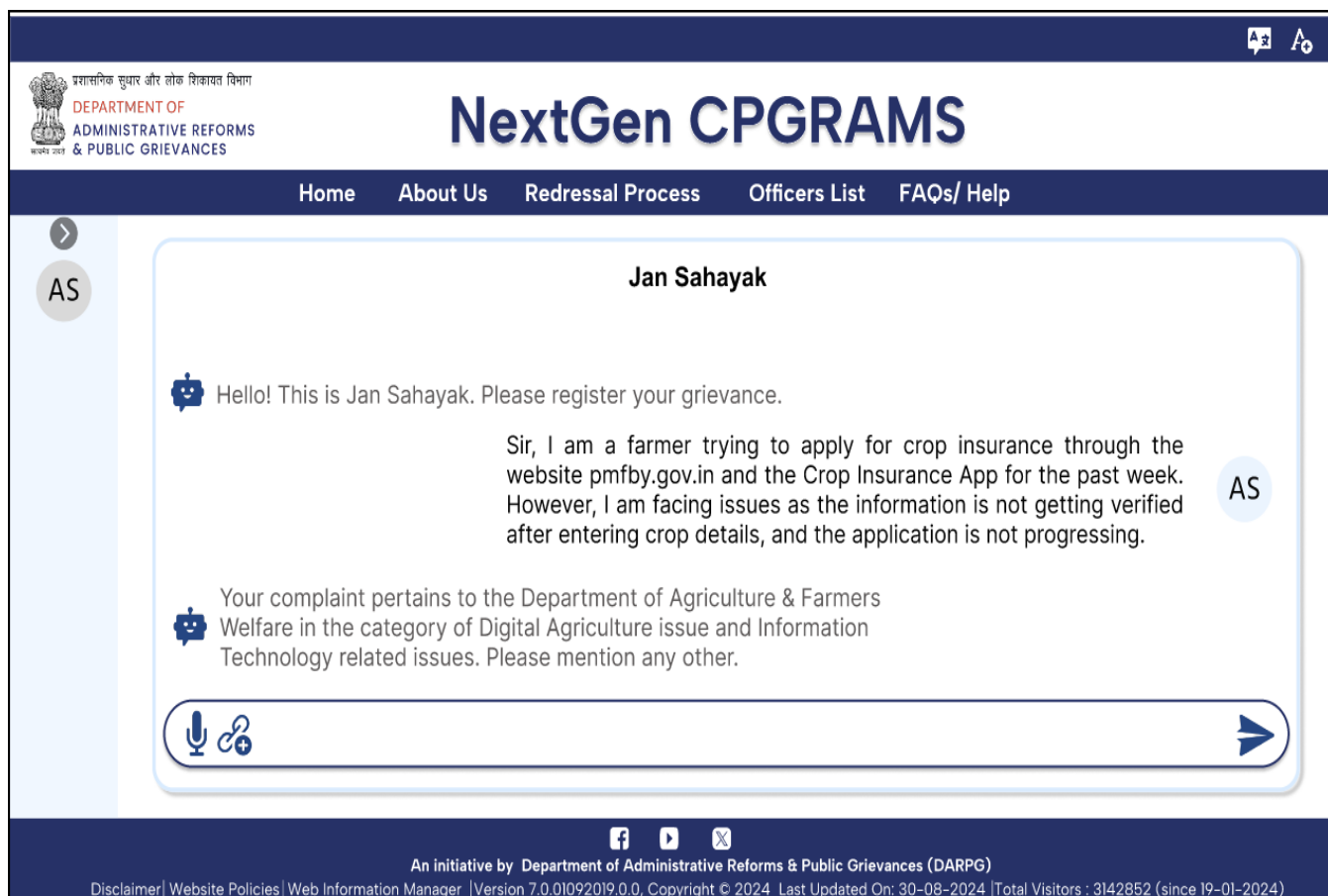
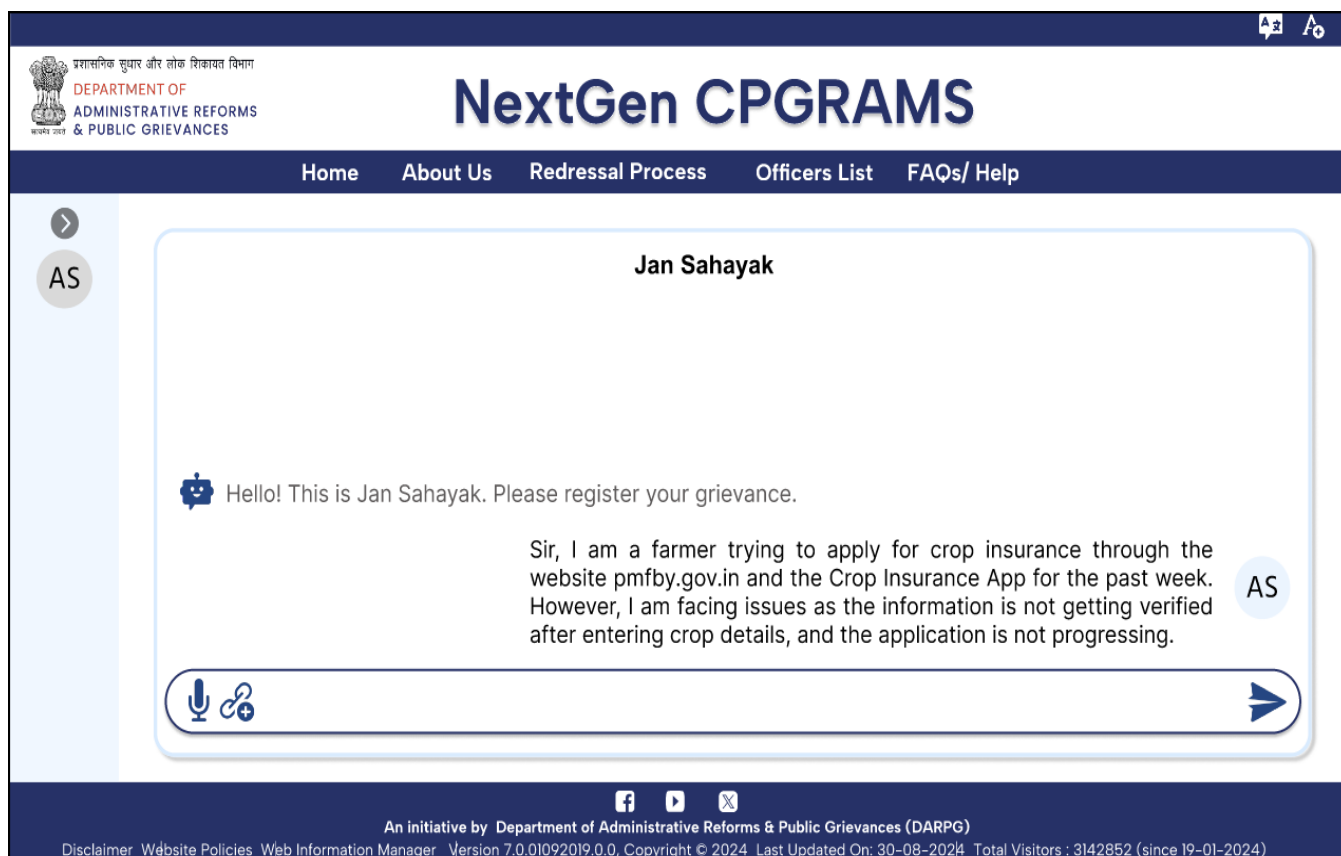


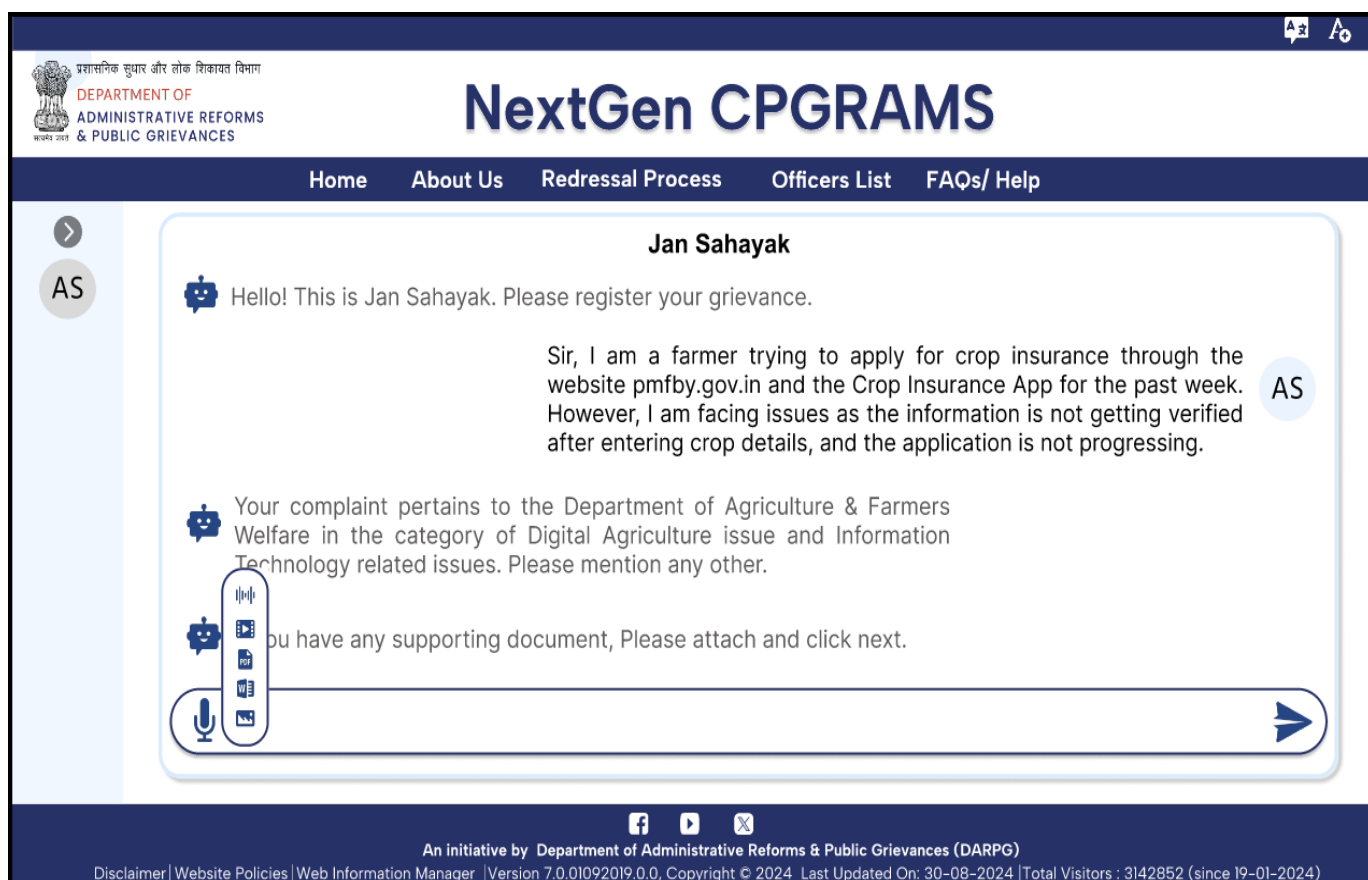
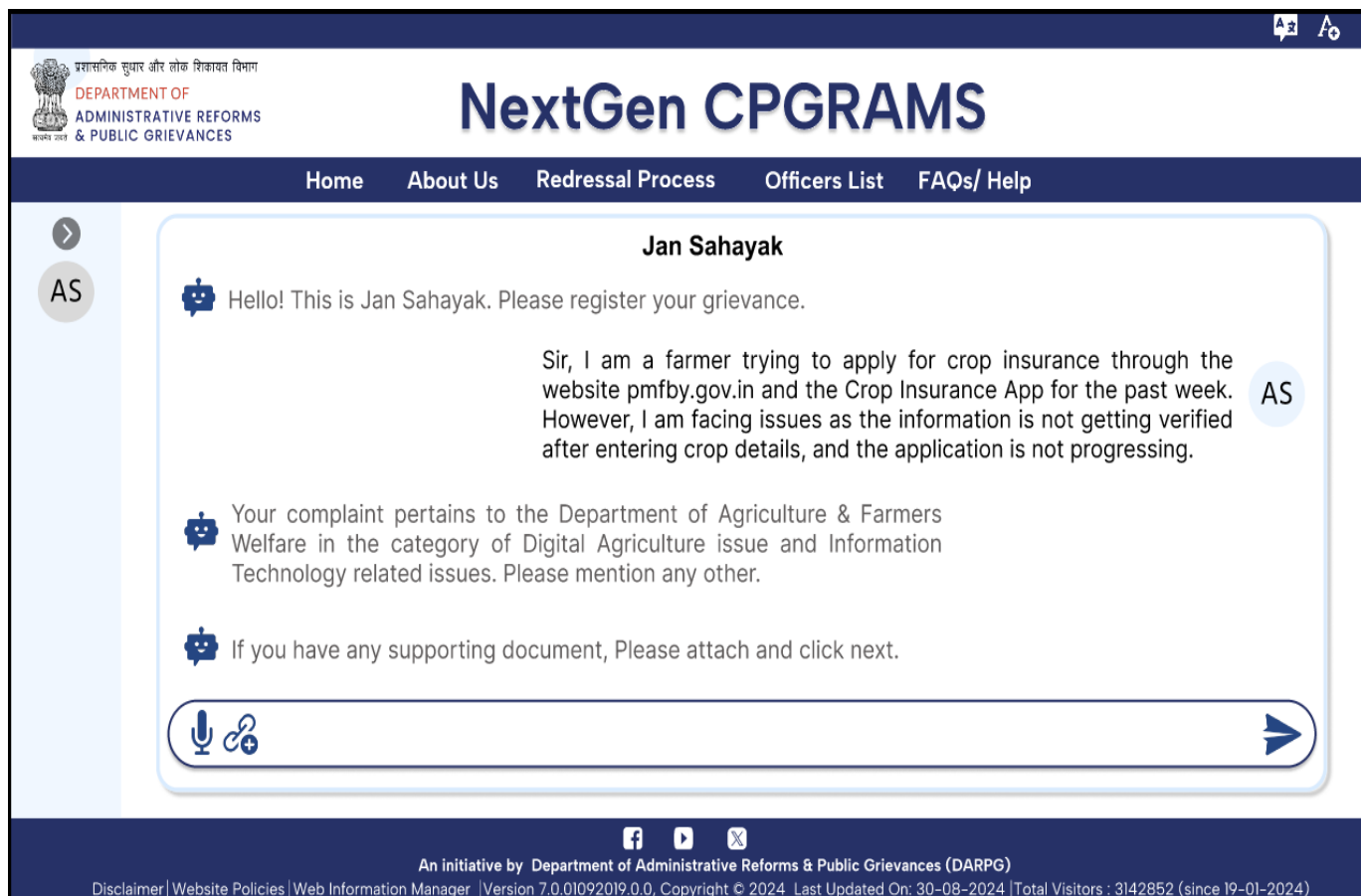
The below screens display the list of subjects/topics which cannot be treated as grievance. Citizen cannot raise grievance if their complaint persists to

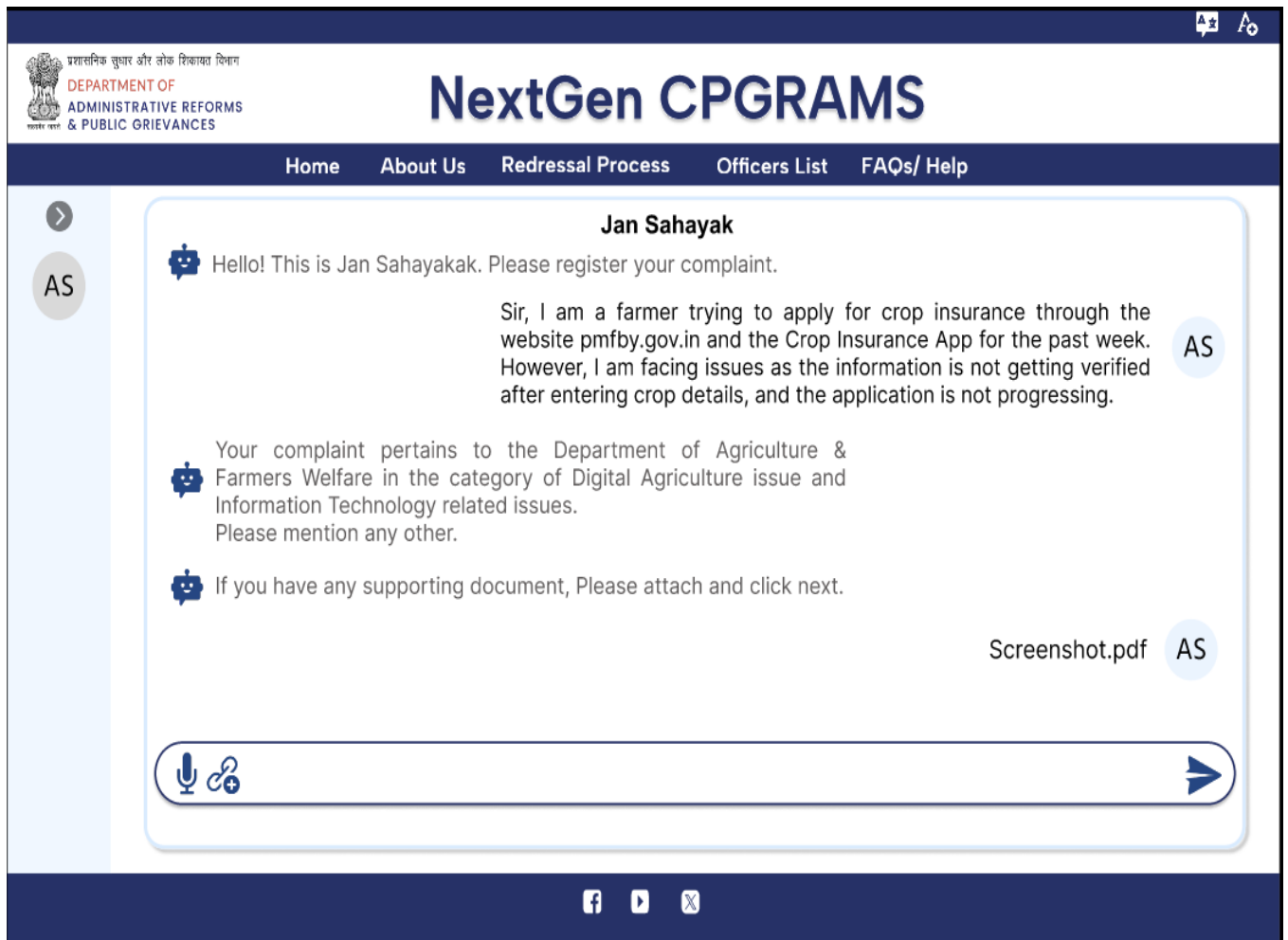
- RTI matters, court related/ subjudice matters,
- religious matters,
- suggestions,
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the [DoPT OM No. 11013/08/2013-Estt.\(A-III\) dated 31.08.2015](#).

The screenshot shows the top portion of the NextGen CPGRAMS website. At the top left is the logo of the Department of Administrative Reforms & Public Grievances (DARPG) with the text 'DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES'. The main header 'NextGen CPGRAMS' is centered in a large, bold, blue font. Below the header is a navigation menu with links: 'Home', 'About Us', 'Redressal Process', 'Officers List', and 'FAQs/ Help'. On the left side, there is a vertical sidebar with a circular icon containing 'AS'. The main content area features a chat window with a title 'Jan Sahayak'. Inside the chat window, there is a message from the assistant: 'Hello! This is Jan Sahayak. Please register your grievance.' Below the message is a text input field with a microphone icon and a plus sign, containing the placeholder text 'Please start describing your grievance.' and a blue arrow button on the right. At the bottom of the page, there is a footer with social media icons for Facebook, YouTube, and X, followed by the text: 'An initiative by Department of Administrative Reforms & Public Grievances (DARPG)'. Below this is a disclaimer: 'Disclaimer | Website Policies | Web Information Manager | Version 7.0.01092019.0.0, Copyright © 2024 | Last Updated On: 30-08-2024 | Total Visitors : 3142852 (since 19-01-2024)'.

This screenshot is identical to the one above, showing the same website interface. It displays the header, navigation menu, sidebar, chat window with the 'Jan Sahayak' assistant, and the footer with social media icons and disclaimer text.



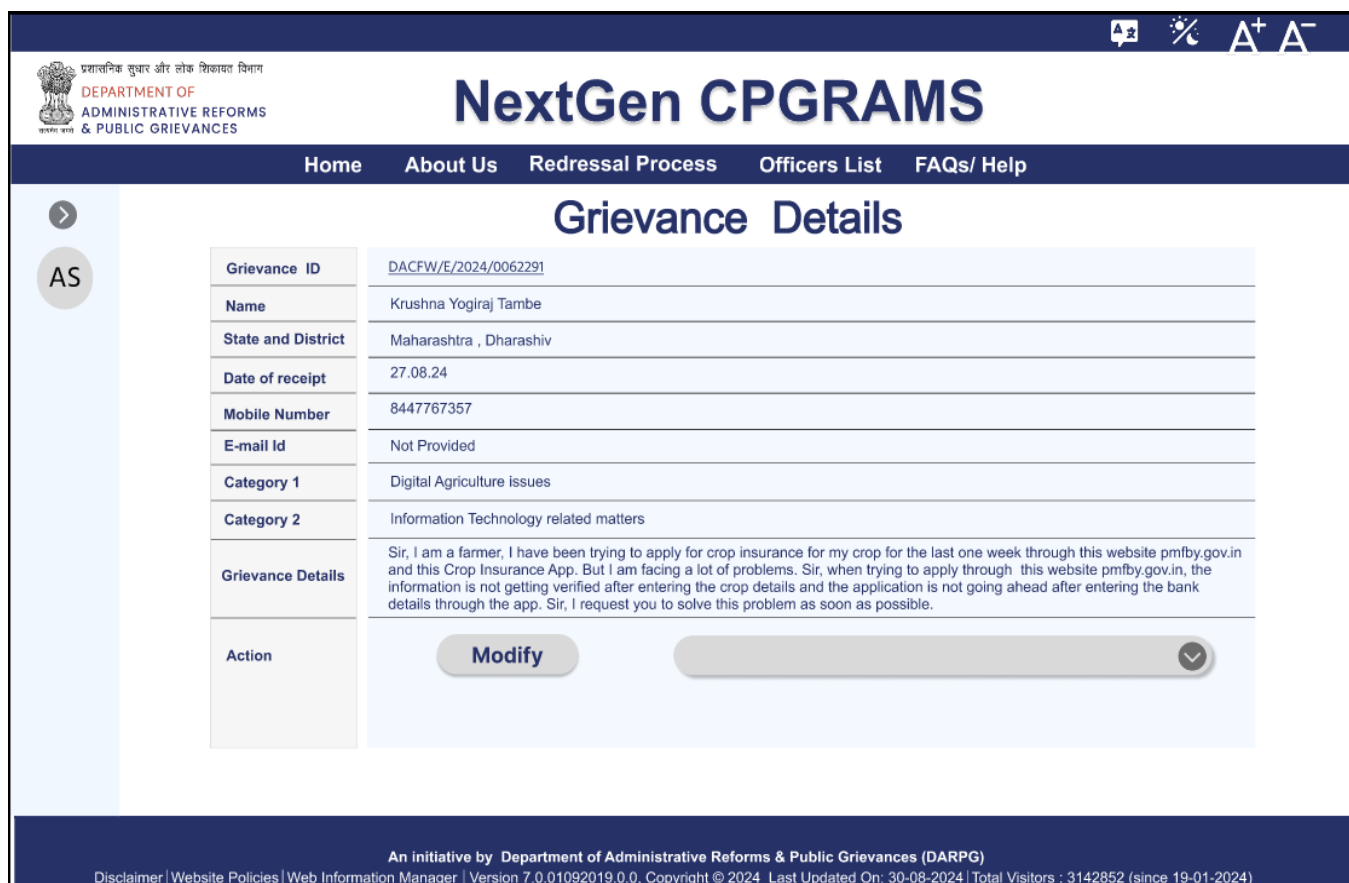




The above screens display the interaction between the citizen and the Bot regarding the grievance.

- i. **Text Entry Area:** The citizen types their grievance related to a crop insurance.
- ii. **Bot Questions:** The chatbot guides the citizen through the process by asking relevant questions to gather the necessary details about the grievance.
- iii. **Citizen Responses:** The citizen selects or provides answers to the chatbot's questions. These are shown on the right side of the interface.
- iv. **File Attachment Button:** Allows the citizen to upload supporting documents (PDF, image, audio, video, word document) like the acknowledgement slip, to substantiate the grievance.
- v. **Next:** The "Next" is a navigation button which allows the citizen to proceed to the next step in the grievance filing process after answering the bot's questions.
- vi. **Start Typing Your Grievances Here:** This is a placeholder text indicating where the citizen can type additional grievances if needed.

Based on the interaction with the Bot, the grievance form will be shown including all details. Citizen will get option to **submit, save as draft & modify the grievance.**



The screenshot shows the 'Grievance Details' page on the NextGen CPGRAMS website. The header includes the department logo and name: 'DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES'. The navigation menu contains 'Home', 'About Us', 'Redressal Process', 'Officers List', and 'FAQs/ Help'. The main content area displays the following details:

Grievance ID	DACFW/E/2024/0062291
Name	Krushna Yogiraj Tambe
State and District	Maharashtra , Dharashiv
Date of receipt	27.08.24
Mobile Number	8447767357
E-mail Id	Not Provided
Category 1	Digital Agriculture issues
Category 2	Information Technology related matters
Grievance Details	Sir, I am a farmer, I have been trying to apply for crop insurance for my crop for the last one week through this website pmfby.gov.in and this Crop Insurance App. But I am facing a lot of problems. Sir, when trying to apply through this website pmfby.gov.in, the information is not getting verified after entering the crop details and the application is not going ahead after entering the bank details through the app. Sir, I request you to solve this problem as soon as possible.
Action	<input type="button" value="Modify"/> <input type="button" value="Dropdown Arrow"/>

At the bottom, a footer states: 'An initiative by Department of Administrative Reforms & Public Grievances (DARPG)'. A disclaimer at the very bottom reads: 'Disclaimer | Website Policies | Web Information Manager | Version 7.0.01092019.0.0, Copyright © 2024 Last Updated On: 30-08-2024 | Total Visitors : 3142852 (since 19-01-2024)'.



The screenshot shows the 'Grievance Form' page on the NextGen CPGRAMS website. A modal window is displayed in the center with the following text:

**Grievance Submitted Successfully**

**Grievance ID:** DPOST/E/2024/0017273

**Maximum Time Of Resolution:** 30 Days

The background shows the form fields for Name, Date of receipt, State and District, Mobile Number, E-mail Id, and Grievance Details. At the bottom, there are three buttons: 'Modify', 'Save As Draft', and 'Submit'. The footer is identical to the previous screenshot, including the department name and the disclaimer: 'Disclaimer | Website Policies | Web Information Manager | Version 7.0.01092019.0.0, Copyright © 2024 Last Updated On: 30-08-2024 | Total Visitors : 3142852 (since 19-01-2024)'.

The above screens display the unique id assigned to your grievance & maximum time of resolution i.e. 30 days.

### 3.2.4 Grievance/Appeal Tracking through Chatbot



- i. To track the grievance, citizen will select track grievance/appeal option on home screen.
- ii. Chatbot will ask citizen to choose
  - a. Track grievance
  - b. Track appeal
- iii. Citizen will select track grievance & list of lodged grievances will be displayed.
- iv. Citizen will select grievance he/she wants to track.
- v. Grievance description along with status will be shown to citizen.

The screen shows the "Grievance Tracking" page on the NextGen CPGRAMS portal. It lists two grievances lodged with the Department of Posts, showing their Grievance ID, Date of Lodging, Category, Status, and Action.

- i. **S. No:** This column displays the serial number of the grievances listed in the table.
- ii. **Grievance ID:** This column shows the unique identification number assigned to each grievance. It can be used to track the status of the grievance.
- iii. **Date of Lodging:** This column shows the date when the grievance was lodged in the system.



- iv. **Department Name:** This column indicates the department against which the grievance has been filed—in this case, the Department of Posts.
- v. **Category:** This column lists the category of the grievance, such as "Speed Post" and "International Courier."
- vi. **Status:** This column displays the status of the grievance (e.g., "Pending").
- vii. **Action (Track Grievance):** Clicking the "Track Grievance" button allows the citizen to view more detailed information regarding the status and processing history of the specific grievance as shown in the below screen.

The screenshot displays the NextGenCPGRAMS web interface. At the top, the header includes the Department of Administrative Reforms & Public Grievances logo and the text "DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES". The main title "NextGenCPGRAMS" is prominently displayed. Below the title, a navigation menu contains links for "Home", "About Us", "Redressal Process", "Officers List", and "FAQs/Help". The main content area is titled "Jan Sahayak" and features a chatbot interface. The chatbot message reads: "Hi! This is CPGRAMS Bot I will help you in tracking your Grievance or Appeal." Below this message are two radio buttons: "Track Appeal" (unselected) and "Track Grievance" (selected). A prompt follows: "Please select the grievance you wish to track from the list below -". Three grievance IDs are listed with radio buttons: "DPOST/E/2024/0017273", "DPFPD/E/2024/0017263", and "DOPOST/E/2024/001726". At the bottom of the chat area, there is a microphone icon, a plus sign, and a right-pointing arrow. The footer contains the text: "An initiative by Department of Administrative Reforms & Public Grievances (DARPG)", "Disclaimer | Website Policies | Web Information Manager | Version 7.0.01092019.0.0. Copyright © 2024 | Last Updated On: 30-08-2024 | Total Visitors : 3142852 (since 19-01-2024)".

**NextGen CPGRAMS**

Home About Us Redressal Process Officers List FAQs/ Help

**Jan Sahayakak**

Hi! This is CPGRAMS Bot I will help you in tracking your Grievance or Appeal.

- Track Appeal
- Track Grievance

Please select the grievance you wish to track from the list below -

- [DPOST/E/2024/0017273](#)
- [DPFPD/E/2024/0017263](#)
- [DOPOST/E/2024/001726](#)

**Grievance Description**  
 Post sent via speed post on 03.05.24 not yet received at the other end. Reference No. 985T7836. Pin Code 201303  
 Receivers Address - L-192 B Sector - 12 Punjab  
 Senders Contact Number - 8447754321

S.No	Date of Action	Action	From	To	Officer Name	Status
1.	27.08.24	Grievance Received	You	Credit Division	Mr.VikramRao	
2.	30.08.24	Disposed off	Credit Division	You	Mr.SoorajDhanpal	Closed

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### 3.2.5 Provide Feedback through Chatbot:

**NextGen CPGRAMS**

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**Jan Sahayakak**

Hi! This is CPGRAMS Bot I will help you in tracking your Grievance or Appeal.

- Track Appeal
- Track Grievance

Please select the grievance you wish to track from the list below -

- [DPOST/E/2024/0017273](#)
- [DPFPD/E/2024/0017263](#)
- [DOPOST/E/2024/001726](#)


**Grievance Description**  
 Post sent via speed post on 03.05.24 not yet received at the other end. Reference No. 985T7836. Pin Code 201303  
 Receivers Address - L-192 B Sector - 12 Punjab  
 Senders Contact Number - 8447754321

S.No	Date of Action	Action	From	To	Officer Name	Status
1.	27.08.24	Grievance Received	You	Credit Division	Mr.VikramRao	
2.	30.08.24	Disposed off	Credit Division	You	Mr.SoorajDhanpal	Closed

Please select below if you wish to provide feedback or raise appeal


- Provide Feedback
- Raise Appeal

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DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

# NextGen CPGRAMS



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AS

**Jan Sahayakak**

Hi! This is CPGRAMS Bot I will help you in tracking your Grievance or Appeal.

- Track Appeal
- Track Grievance

Please select the grievance you wish to track from the list below -

- [DPOST/E/2024/0017273](#)
- [DPFPD/E/2024/0017263](#)
- [DOPOST/E/2024/001726](#)

**Grievance Description**

Post sent via speed post on 03.05.24 not yet received at the other end. Reference No. 98517836. Pin Code 201303

Receivers Address - L-192 B Sector - 12 Punjab

Senders Contact Number - 8447754321




S.No	Date of Action	Action	From	To	Officer Name	Status
1.	27.08.24	Grievance Received	You	Credit Division	Mr.VikramRao	
2.	30.08.24	Disposed off	Credit Division	You	Mr.SoorajDhanpal	Closed

Please select below if you wish to provide feedback or raise appeal

- Provide Feedback
- Raise Appeal


Please provide your feedback -

- Satisfied
- Not Satisfied


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DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

# NextGen CPGRAMS



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AS

**Jan Sahayakak**

Hi! This is CPGRAMS Bot I will help you in tracking your Grievance or Appeal.

- Track Appeal
- Track Grievance

Please select the grievance you wish to track from the list below -

- [DPOST/E/2024/0017273](#)
- [DPFPD/E/2024/0017263](#)
- [DOPOST/E/2024/001726](#)

**Grievance Description**

Post sent via speed post on 03.05.24 not yet received at the other end. Reference No. 98517836. Pin Code 201303

Receivers Address - L-192 B Sector - 12 Punjab

Senders Contact Number - 8447754321

S.No	Date of Action	Action	From	To	Officer Name	Status
1.	27.08.24	Grievance Received	You	Credit Division	Mr.VikramRao	
2.	30.08.24	Disposed off	Credit Division	You	Mr.SoorajDhanpal	Closed

Please select below if you wish to provide feedback or raise appeal

- Provide Feedback
- Track another Grievance
- Lodge Grievance

Please provide your feedback -




- Satisfied
- Not Satisfied

Your feedback is recorded.

Do you wish to raise an Appeal ?

- Raise Appeal
- No

Delay in grievance closure AS

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The above screens display how citizen can provide through Chatbot (in continuation to track grievance)

- i. The chatbot will ask citizen “Do you wish to provide feedback?”.
- ii. Citizen will select “provide feedback” option.
- iii. Chatbot will provide two options “Satisfied” or “Not Satisfied”.
- iv. Citizen will choose either one of the options & can submit the remarks or attach the supporting document against the feedback.
- v. Chatbot will confirm feedback is recorded.

### 3.2.6 Raise Appeal through Chatbot

**NextGen CPGRAMS**

Home About Us Redressal Process Officers List FAQs/ Help

**Jan Sahayakak**

Hi! This is CPGRAMS Bot I will help you in tracking your Grievance or Appeal.

- Track Appeal
- Track Grievance

Please select the grievance you wish to track from the list below -

- DPOST/E/2024/0017273
- DPFPE/E/2024/0017283
- DPOST/E/2024/001728

S.No	Date of Action	Action	From	To	Officer Name	Status
1.	27.08.24	Grievance Received	You	Credit Division	Mr.VikramRao	
2.	30.08.24	Disposed off	Credit Division	You	Mr.SoorajDhanpal	Closed

Please select below if you wish to provide feedback or raise appeal

- Provide Feedback
- Track another Grievance
- Lodge Grievance

Please provide your feedback -

- Satisfied
- Not Satisfied

Delay in grievance closure **AS**

Your feedback is recorded.  
Do you wish to raise an Appeale ?

- Raise Appelle
- No

Sir, as suggested I have tried verifying my details in portal again after 7 days but still unable to do. Kindly help me. **AS**

Appelle Raised.  
Is there anything else I can help you with?

Footer: An initiative by Department of Administrative Reforms & Public Grievances (DARPG) | Version 7.0.01092019.0.0. Copyright © 2024. Last Updated On: 30-08-2024 | Total Visitors : 3142852 (since 19-01-2024)

The above screens display how citizen can raise appeal through Chatbot (in continuation to feedback)

- vi. The chatbot will ask citizen “Do you wish to raise appeal?”.
- vii. Citizen will select Raise Appeal option & can submit the remarks or attach the supporting document against the appeal.
- viii. Chatbot will confirm appeal is raised.

### 3.2.7 Raise Appeal through Home screen

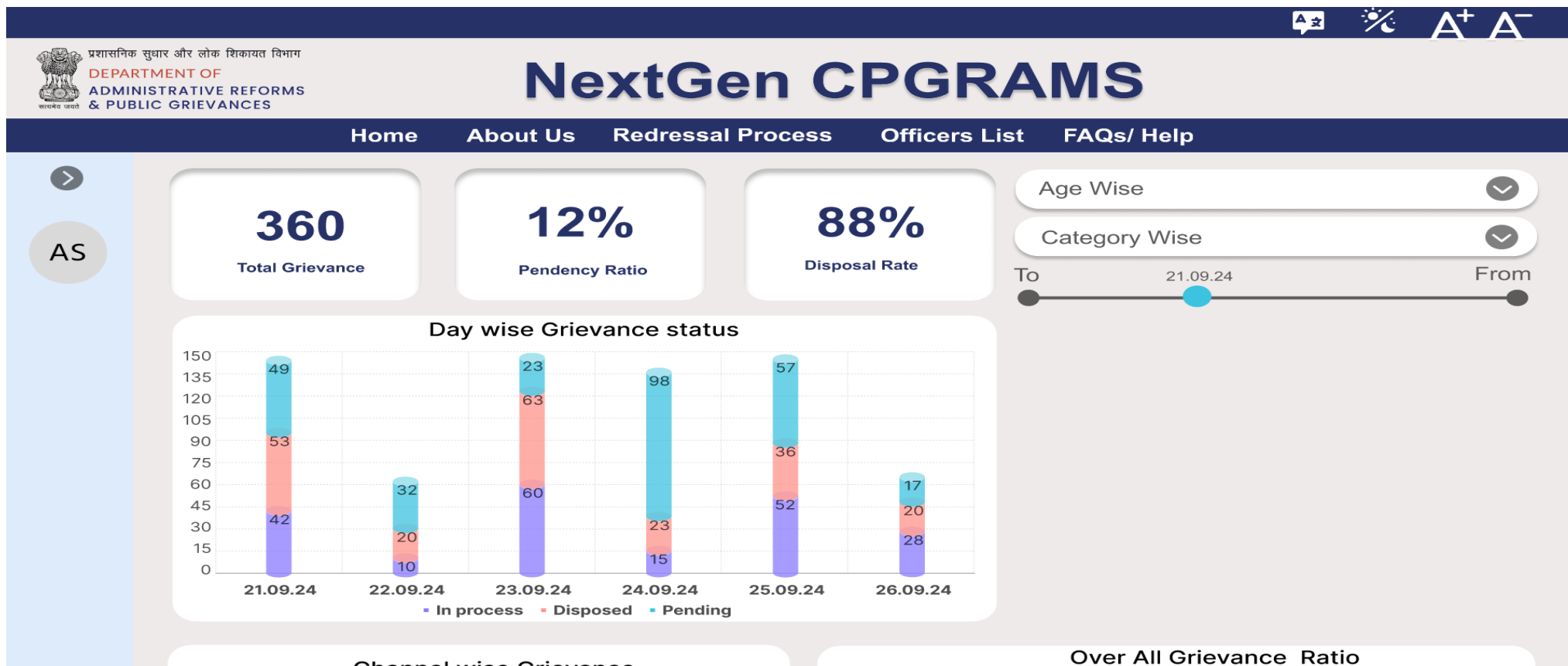


If the citizen wants to raise the appeal (directly from home screen)

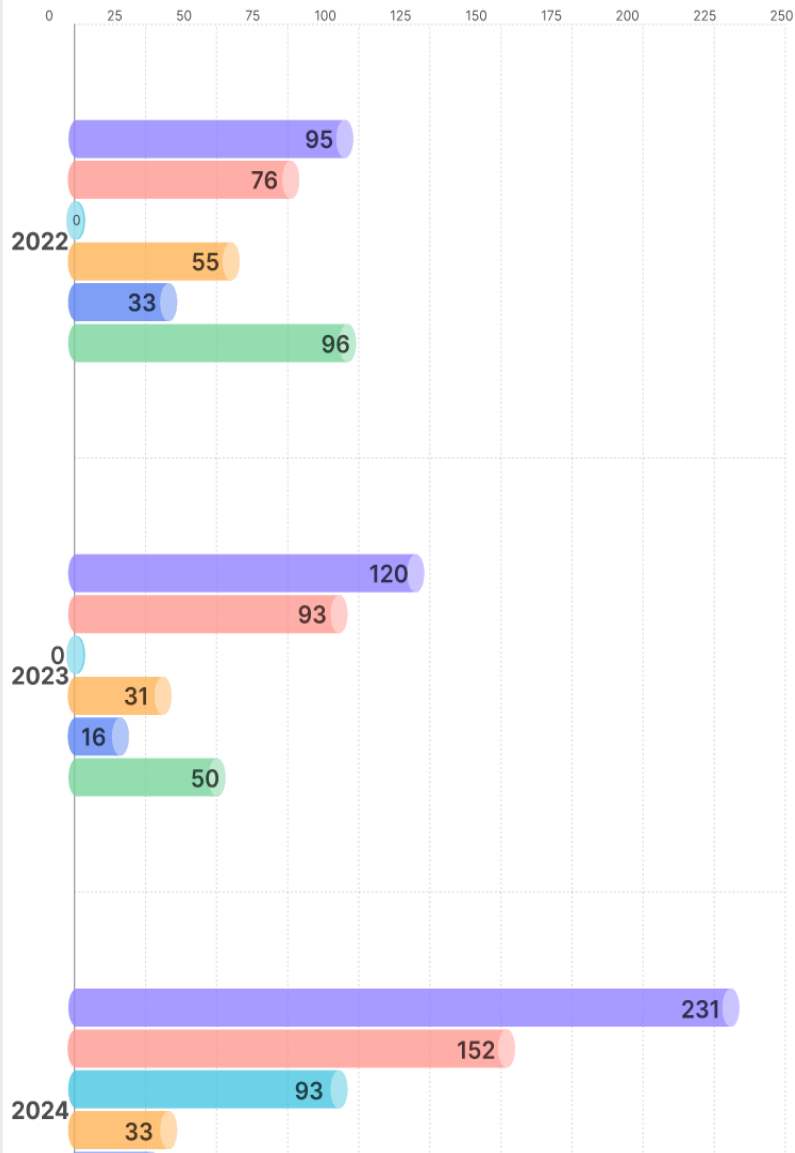
- i. The citizen will login into the portal through credentials.
- ii. On citizen dashboard under appeal, “lodge appeal” option will be provided.
- iii. Citizen will select the “lodge appeal” option.
- iv. Chatbot window will get opened.
- v. Chatbot will display list of eligible grievance id for appeal.
- vi. Citizen will select grievance id & may submit the remarks or attach the supporting document for the appeal.
- vii. Chatbot will confirm appeal is raised.

### 3.2.8 Grievance redressal officer dashboard

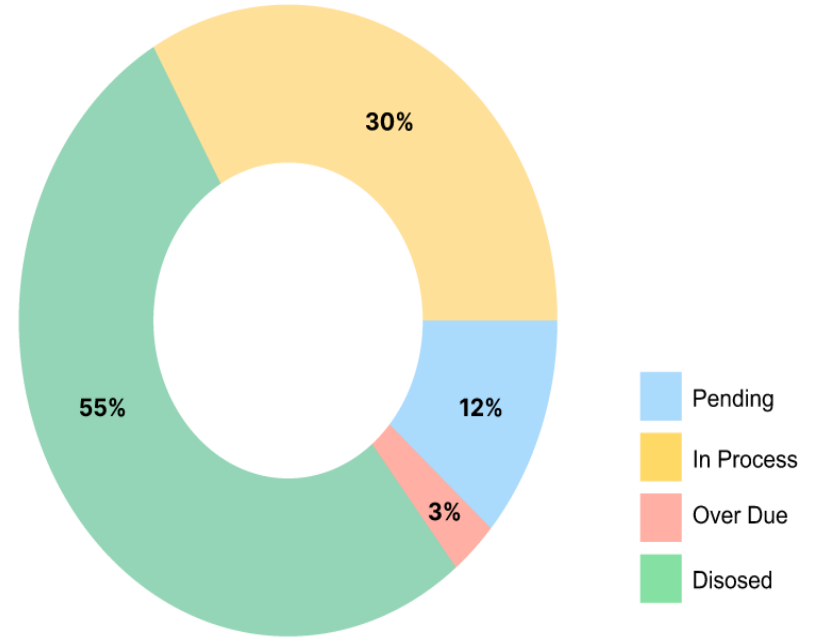
- a. Filter: Age wise, category, time
  - i. Day wise grievance status
  - ii. Channel wise grievance
  - iii. Overall grievance ratio
  - iv. Citizen satisfaction ratio
  - v. Grievance trend analysis



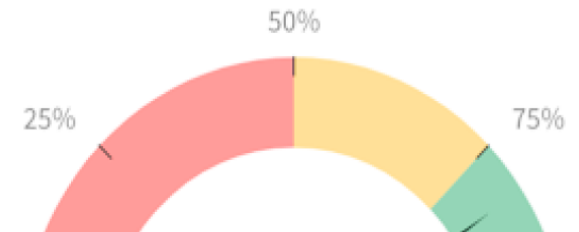
### Channel wise Grievance

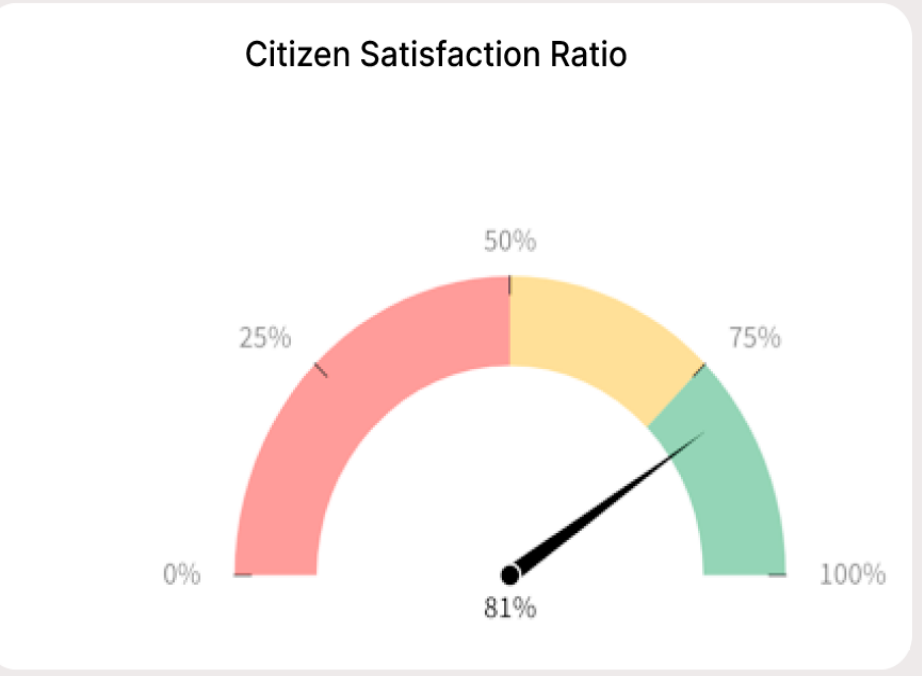
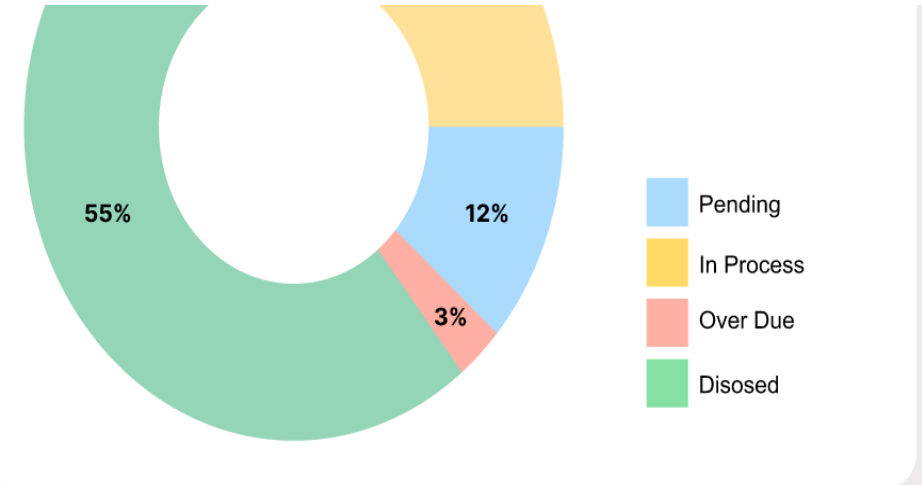
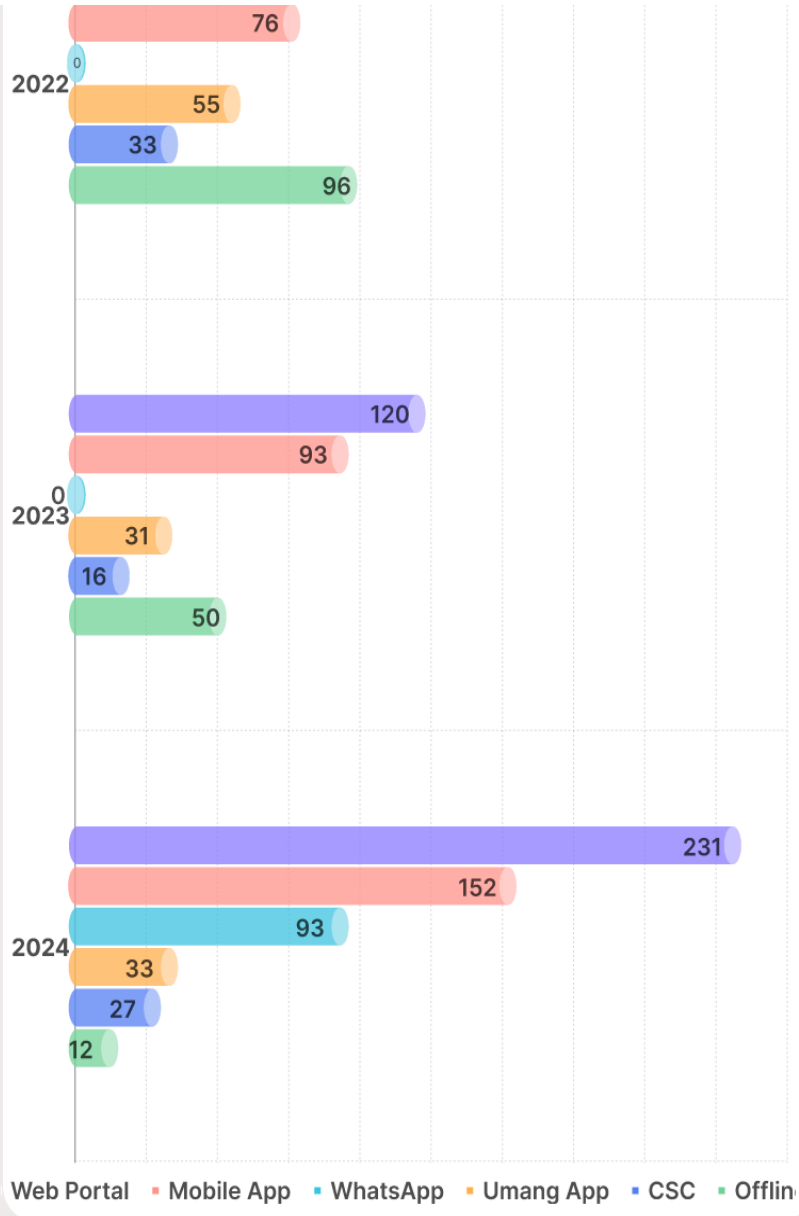


### Over All Grievance Ratio

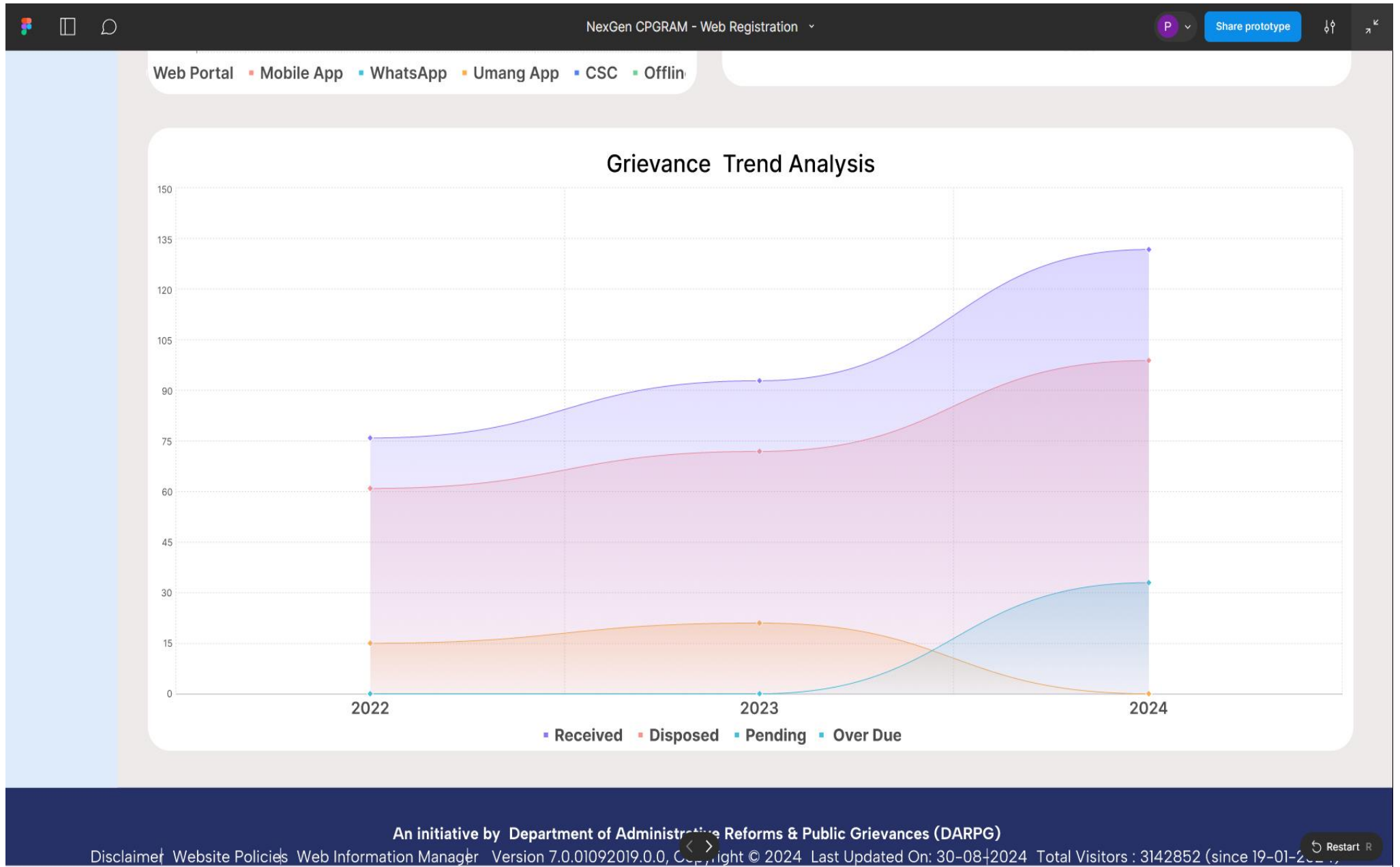


### Citizen Satisfaction Ratio









An initiative by Department of Administrative Reforms & Public Grievances (DARPG)

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### 3.2.9 Grievance redressal officer reports section

- i. Summary Report-when a specific date filter is applied, the summary will display age-wise information for pending reports. It will show how long grievances have been pending, categorized by time periods
- ii. When a Grievance Redressal Officer (GRO) selects any value from a column in the summary table, a detailed report will open. This report will provide an in-depth view of the selected value, offering granular data relevant to the specific grievance or set of grievances related to that column.
- iii. The Grievance Redressal Officer (GRO) has a feature where, upon clicking a grievance ID in the detailed report, they can directly view the Action Taken Report (ATR) for that specific grievance.

#### Age Wise Pendency Report


**Step 1:** Summary Report-when a specific date filter is applied, the summary will display age-wise information for pending reports. It will show how long grievances have been pending, categorized by time periods

Total Grievance	New Grievance (Date Filter)	Grievance Disposed	Total Pending Cases	Pending <=30 Days	Pending >30 Days	Pending 0-15 Days	Pending 15-30 Days
11165	882	700	182	64	18	50	14

**Step 2:** When a Grievance Redressal Officer (GRO) selects any value from a column in the summary table, a detailed report will open. This report will provide an in-depth view of the selected value, offering granular data relevant to the specific grievance or set of grievances related to that column.

SN.	Registration Number	Name	Register Date	Organisation Receiving Date	Organisation Closing Date	Pending Days / Redress Time	Pending Grievances by Department/Organisation
1	<a href="#">ARNPG/I/2024/0004342</a>	MANOJ KUMAR	24/09/2024	24/09/2024		2	1. Department of Administrative Reforms and Public Grievances - PG Division
2	<a href="#">ARNPG/I/2024/0004343</a>	LATEEF	25/09/2024	25/09/2024		1	1. Department of Administrative Reforms and Public Grievances - PG Division

**Step 3:** The Grievance Redressal Officer (GRO) has a feature where, upon clicking a grievance ID in the detailed report, they can directly view the Action Taken Report (ATR) for that specific grievance.



Action Take Report-ATR