



CPGRAMS - Centralized Public Grievance Redress and Monitoring System

Overview:

CPGRAMS is an online web-enabled application that facilitates/provides the following:

- Online lodging and status-tracking of grievances by citizens
- Lodging of Grievances received locally by post including the facility to electronically store the complaint as a scanned document.
- Online forwarding of Grievances to sub-ordinate offices
- Electronic (online) dispatch of Action Taken Reports (ATR's) by various ministries/departments
- Query on the Status of any of the Registered Grievances.
- Forwarding of Reminders/Clarifications for the grievances lodged earlier

Objective

The objective of CPGRAMS is to facilitate speedy redress through effective & efficient monitoring of grievances by various Ministries/Departments/Government Organizations, including the nodal agencies.

Features of CPGRAMS:

- An integrated application, enabling the Public Grievance Officers (PGO's) to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.
- Facilitates an automatic system generated **unique registration number** upon the online submission of a grievance by a citizen, which can be used for future reference.
- Can be accessed by all stakeholders through a PC using an internet connection and an internet browser.
- CPGRAMS provides information online to the PGO of the concerned Ministry/Department/Government Organization on all cases as and when they are forwarded to him/her.
- A feature to attach any electronic grievance details/related documents, which can be seen at all levels wherever the grievance is forwarded to.
- CPGRAMS helps generate need-based monitoring and query reports for effective monitoring of pending grievances at various levels.
- The system is flexible enough to be extended to multiple levels below as per the requirement of the concerned Ministry/Department/Government Organization for speedy forwarding and redress of grievance.
- SMS/E-mail alerts to citizens and PGOs are enabled at various stages.
- Senior Officers Dashboard has been made available

URL: <http://pgportal.gov.in>



Government of India

Department of Administrative Reforms & Public Grievances
5th Floor, Sardar Patel Bhawan, New Delhi-110 001

011-23401468

Technology Partner

NATIONAL
INFORMATICS
CENTRE

THE IT SUPPORT PROFESSIONALS

National Informatics Centre

Department of Electronics & Information Technology
Government of India

011-23367682 • E-mail : cpgrams-darpg@nic.in



CPGRAMS - Centralized Public Grievance Redress and Monitoring System Mobile App



Steps to install the mobile App

- Log on to <http://pgportal.gov.in>
- Capture the QR Code using the QR Code Reader
- Download the App through the captured link
- Install the app in your Android mobile
- Open the App after installation



The mobile App looks as shown

The citizen can select

- Lodge a Grievance
- Lodge Reminder/Clarification
- View Status

They may provide required information

The citizen can view the status any time - anywhere using the mobile App



Hon'ble MoS(PP), Dr Jitendra Singh with the senior officers of DARPG and DoPT



Hon'ble MoS(PP), Dr Jitendra Singh addressing the gathering



सत्यमेव जयते

Government of India

Department of Administrative Reforms & Public Grievances
5th Floor, Sardar Patel Bhawan, New Delhi-110 001
011-23401468

Technology Partner



National Informatics Centre

Department of Electronics & Information Technology
Government of India
011-23367682 • E-mail : cpgrams-darpg@nic.in