



# Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

✓ G2G

G2C

✓ G2B

G2E

## Introduction

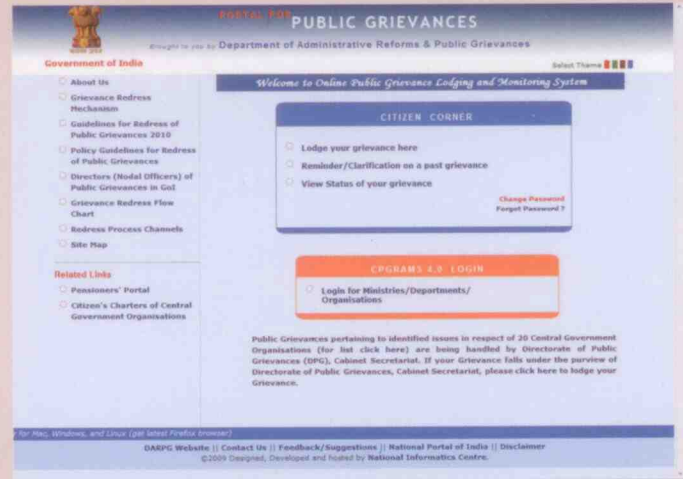
The objective of CPGRAMS is to enable speedy redress through effective & efficient monitoring of grievances by various Ministries/Departments/Government Organizations, including the nodal agencies.

CPGRAMS is web-enabled, providing online access, to facilitate 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

## Features of CPGRAMS

- An integrated application, enabling the Public Grievance Officers (PGO's) to register and monitor the grievances received by Post/Hand or from the nodal agency/higher authority online.
- Each of the grievances, registered online, is identified by an automatic system generated unique registration number which can be used for future reference.
- Can be accessed by all stake holders through a PC using an internet connection and an internet browser.



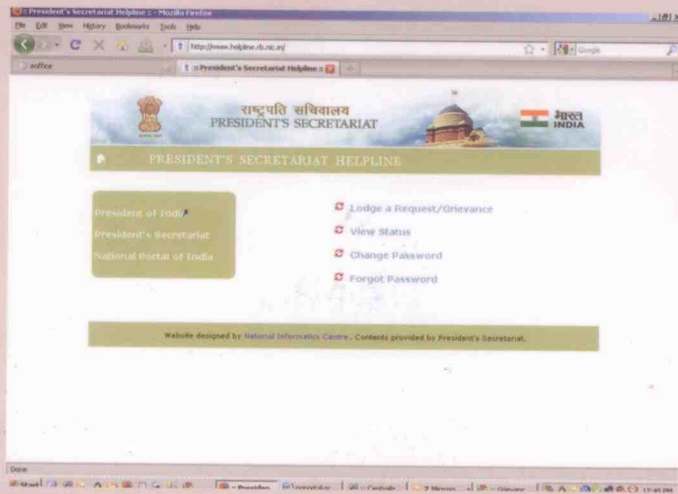
- CPGRAMS provides information online to the concerned PGO on all cases as and when they are forwarded to him/her.
- Includes a provision to scan and attach the grievance details/related documents (locally received), which can be seen at all levels wherever the grievance is forwarded to.
- CPGRAMS helps generate need-based monitoring and query reports for effective monitoring of pending grievances at various levels.
- Flexibility of extension to multiple levels below as per the requirement of the concerned Ministry/ Department/ Government Organization for speedy forwarding and redress of grievance.

## The Rashtrapati Bhavan Helpline (<http://helpline.rb.nic.in>)

The President's Secretariat receives grievances and requests from citizens. The Rashtrapati Bhavan Helpline enables the general public to forward their grievances or requests electronically to Rashtrapati Bhavan. The Portal serves as an efficient interface between the citizens and the President's Secretariat not only in

lodging/receipt of the grievances and requests by/from the citizens, but also in enabling the tracking of the same by all concerned.

The grievances received in the President's Secretariat are scrutinized and sent to the concerned ministry/department/state government for appropriate action. These grievances are integrated with CPGRAMS and then the action is taken by the concerned ministry/department as a part of CPGRAMS. The citizens can view the status from time to time.



## Features:

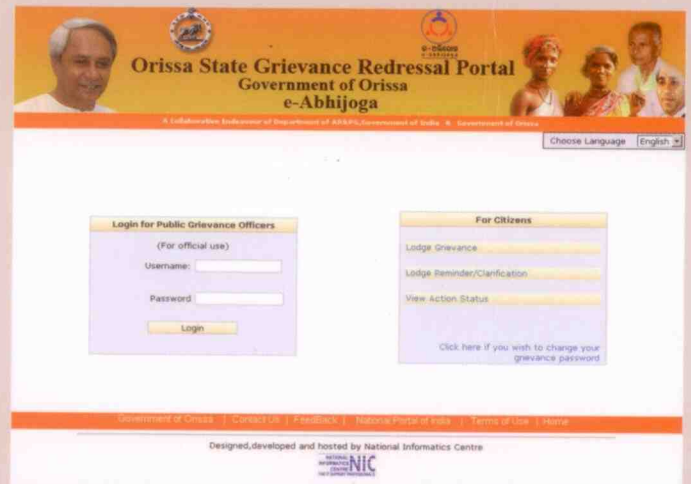
- Electronic submission of the grievance to Rashtrapati Bhavan
- Online forwarding/transmission of the grievance to the PGO of the concerned Ministry/Department for redress
- Facility for forwarding of the grievances to their sub-ordinates by the PGO's of the Ministries/Departments
- Grievances locally received can also be entered and

forwarded online

- The complainant gets a Unique Registration Number to track the status.

## State CPGRAMS for Haryana & Orissa

State CPGRAMS has been developed and implemented in the pilot states of Haryana and Orissa. The state CPGRAMS has privileges for state secretariat as well as for district administration. The system provides for online registration of grievances by the citizens and online Grievance Management System for the Public Grievance Officers(PGO's)



The objective is to enable the citizen to lodge a grievance with various state government departments and district administration and monitor the status of those grievances. Also, the system enables the various departments/districts to forward the grievances to their subordinate offices/authorities online towards a speedy and effective redress

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