सत्यमेव जयते

CPGRAMS REFORMS

About CPGRAMS

Centralized Public Grievance Redress And Monitoring System (CPGRAMS) is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to Ministries/Departments/Organizations/State Governments who scrutinize and take action for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number.

CPGRAMS Reforms (CPGRAMS 7.0)

CPGRAMS has been reformed for Department of Posts on pilot basis and now the citizens have been empowered to select a service category through drop down lists to pinpoint a service for which grievance is lodged. By doing so, the lodged grievance would be directly addressed and forwarded by the system to the concerned redress office for its resolution. In case citizens are not sure of a service category t, they can select "Others/Miscellaneous".
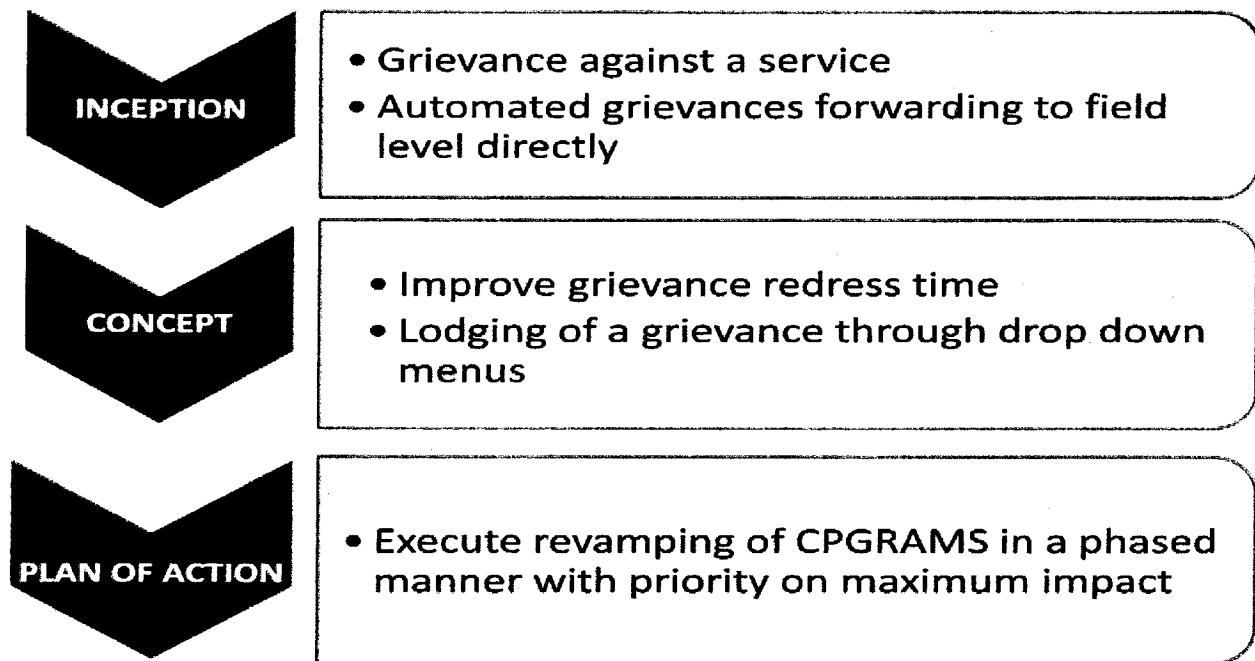
The Objectives

CPGRAMS reforms are three fold:

- Bottom up Approach - Departments to provide a comprehensive list of services against which citizens may raise their grievances and map their line / field offices with these services so that grievances are directly addressed to those offices where it is to be resolved.
- Minimizing the detailed description of grievance so that specific issue is highlighted and understood clearly.
- Seeking minimum required input parameters for a selected grievance type from citizens at the time of raising grievances so that grievance is objectively addressed quickly. (For example: PAN Number, PIN Code etc.)

CPGRAMS : Highlights

- 86 Ministries and Departments of GOI integrated
- 36 States /UTs on boarded
- 51000 subordinate offices created and linked
- Average disposal time reduced to 19 days from about 200 days
- Grievances raised to 18 Lakh / Annum shows confidence built in citizens in resolution mechanism
- Over 90% average disposal rate
- Able to have insight to improve the services

CPGRAMS Reforms 7.0

INCEPTION
- Grievance against a service
- Automated grievances forwarding to field level directly

CONCEPT
- Improve grievance redress time
- Lodging of a grievance through drop down menus

PLAN OF ACTION
- Execute revamping of CPGRAMS in a phased manner with priority on maximum impact

CPGRAMS Reforms 7.0: Benefits

Citizen friendly / Questionnaire guided registration process

Capturing of grievance precisely through drop-down menus.

EMERGING BENEFITS

The process re-engineering would enable both identification of gaps between policy and delivery and enable grievance analysis

- Automatic Escalation of grievance to next higher level in case not resolved by the field office
- Will enable supervision & monitoring by higher levels.

Reduction in redressal time because the grievance is mapped to the concerned redressal office/officer by circumventing the line offices/officers in the system thus restricting their role to that of an advisory/supervisory