

सत्यमेव जयते

CPGRAMS REFORMS

Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances and Pensions
Government of India



National Informatics Centre
Ministry of Electronics & Information Technology
Government of India

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 screenshot displays the CPGRAMS website interface. At the top, the header includes the Government of India logo and the Ministry of Personnel, Public Grievances & Pensions. The main navigation menu contains links for Home, Contact Us, About Us, and FAQs/Help. The central banner features the CPGRAMS logo with a 'New' tag and the text 'Centralized Public Grievance Redress And Monitoring System'. Below the banner, a navigation bar includes 'View Status', 'Guidelines', 'Nodal PG Officers', 'Redress Process', and 'Grievance'. The main content area is dominated by a large blue banner with the text: 'Bottom-Up Redress Mechanism', 'Grievance Against A Service', 'Automated Routing', and 'Direct Redress by Concerned Authority'. Below this banner, there are icons for 'Pilot Basis' and service categories: Post, DCT, Banking, and Insurance. At the bottom, there are three prominent boxes: a green box for 'CPGRAMS On Mobile', a red box for 'Receipts' showing 13,41,639 as on 20-09-2019 00:00:07, and an orange box for 'Disposal' showing 11,80,954 as on 20-09-2019 00:00:07.

The Objectives

CPGRAMS reforms are three fold:

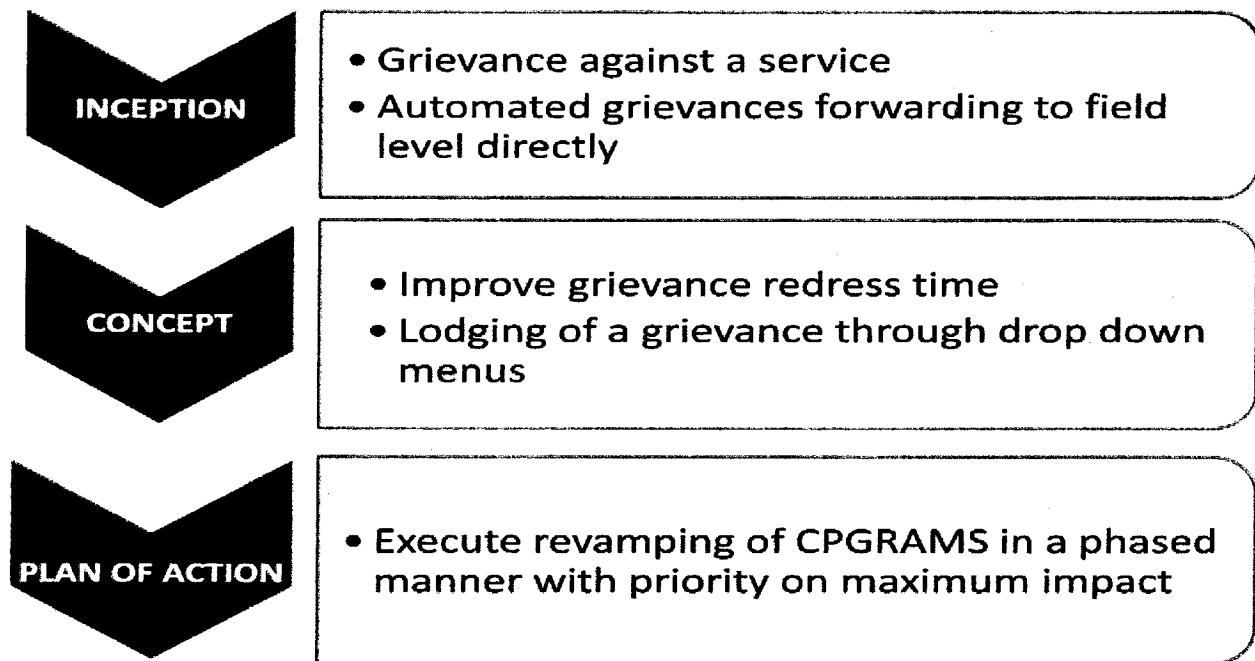
- Bottom up Approach - Departments to provide a comprehensive list of services against which citizens may raise their grievances and map their line / field offices with these services so that grievances are directly addressed to those offices where it is to be resolved.
- Minimizing the detailed description 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.)

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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



CPGRAMS Reforms 7.0: Benefits

