

Grievance Redressal Mechanism

Name of Section/Desk :- CPGRAM/EW

The Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) provides citizens a platform to lodge their grievances from anywhere and anytime (24x7) to public authorities in Central Ministries/Departments/State Govts/UTs. As per DARPG guidelines grievances shall be resolved promptly as soon as they are received and in maximum time period of 30 days.

The mandate of the CPGRAMS Unit is to scrutinize the grievances received on the CPGRAMS portal of the Ministry at the initial stage and transfer the grievances to the concerned Section/Division/Media Unit under the Ministry for taking appropriate necessary action. The concerned Section/Division/Media Units send suitable reply to the petitioner within stipulated time limit, and they upload the reply given to the petitioner in the CPGRAM portal.

The Status of the grievance filled in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. After closure of grievance, if the complainant is not satisfied with the resolution, he/she can provide feedback. If the rating is 'Poor', the option to file an appeal is enabled. The status of the Appeal can also be tracked by the petitioner with the grievance registration number. Such Appeal also needs to be disposed off within 30 days. Secretary DARPG regularly monitors pendency of grievances through Video Conferencing meetings. This section also attends those meetings, on behalf of this Ministry. Further grievances received on the online portal from PMO, DARPG, DOPPW, PRESC and MOIAB are also forwarded to the concerned PG officers on daily basis.

Though it is the responsibility of the concerned branch/officer to dispose off the grievances in a given time bound manner, still CPGRAM Section also sends weekly/fortnightly/monthly reminders to the concerned Officers/Wings on pending grievances and prepares various reports as per directions received from senior officers. CPGRAM Section also coordinates compilation of inputs/suggestions received from various sections as required by DARPG for any changes/updation/launch of new version of the CPGRAMS Portal.