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

Technology Partner

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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