

Grievance Redressal Mechanism

Name of Section/Desk :- CPGRAMS

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 and appeals shall be resolved promptly in maximum time period of 21 days and 30 days respectively.

The mandate of the CPGRAMS Section is to scrutinize the grievances received on the CPGRAMS portal of the Ministry at the initial stage and transfer the grievances to the Grievance Redressal Officers (GROs) of concerned under the Ministry for taking appropriate necessary action, giving suitable reply to the petitioner within stipulated time limit. The GROs of concerned Section/Division/Media Units issues, uploads the reply in the CPGRAM portal.

The Status of the grievance filed 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 GROs. 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. Further, grievances received on the online portal from Prime Minister Office (PMO), Department of Administrative Reforms and Public Grievances (DARPG) and Department of Pension & Pensioners' Welfare (DOPPW), PRESC are also forwarded to the concerned PG officers on daily basis.

Though it is the responsibility of the concerned GROs to dispose of 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 appeals.
