



सत्यमेव जयते

DARPG D.O. F.No.K-11016/1/2015-PG(Policy)

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES,
SARDAR PATEL BHAVAN, SANSAD MARG
NEW DELHI-110001

Dated 30 December, 2015

DG, ICMR OFFICE

Diary No.: 248

Date: 20/1/2016

Dear Secretary,

The Department of Administrative Reforms and Public Grievances under the guidance of PMO has created a Mobile App for lodging of public grievances on the pg portal which can be installed on Android based Mobiles. The Mobile App was launched by the Hon'ble MOS(PP) on 21.10.2015.

I am forwarding to you 50 copies of the Brochure containing the salient features of the CPGRAMS and the Mobile App which has been got printed as a pamphlet.

I shall be grateful, if wide publicity is given to the launch of Mobile App by the Government of India for facilitating easy lodging of a grievance by an aggrieved citizen.

With regards,

Yours sincerely,

JS (RPM)

CG (A)
Circulate to all Ministries
20/1/16
Bhavendra Chaudhry

To

The Secretaries of all Ministries/Departments.

Copy to : 1. Secretary, Co-ordination, Cabinet Secretariat.
2. The Additional Secretary, PMO.

Secretary,
Department of Health Research
Ansari Nagar,
New Delhi-110029.

ADG (AX) / AO (CA-2)
27/1/16

Pl - circulate to all Institutes / Centres.

Kan. Shetty
27/1/16

28/1/16

29/1/16

Sr. DCC No. 290
Diary No. 290
Date 23/1/16





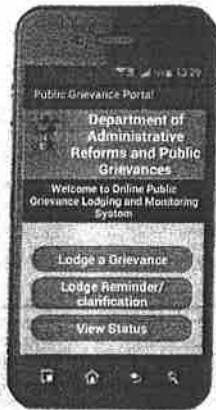
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CPGRAMS - Centralized Public Grievance Redress and Monitoring System Mobile App



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



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Government of India

Technology Partner



THE IT SUPPORT PROFESSIONALS

National Informatics Centre

Department of Electronics & Information Technology
Government of India

011-23367682 • E-mail : cpgrams-darpg@nic.in

Department of Administrative Reforms & Public Grievances
5th Floor, Sardar Patel Bhawan, New Delhi-110 001
011-23401468



CPGRAMS - Centralized Public Grievance Redress and Monitoring System

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>



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Department of Administrative Reforms & Public Grievances

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