



CPGRAMS

Centralized Public Grievance Redress and Monitoring System

Government of Assam • Department of ARTPPG



Part 1: Effective Grievance Redressal through CPGRAMS

Agenda

- CPGRAMS overview and key objectives
- Roles and User levels (SNO, PG Officers, Subordinates)
- CPGRAMS Workflow
- Grievance Handling
- Monitoring of Grievances



CPGRAMS Overview

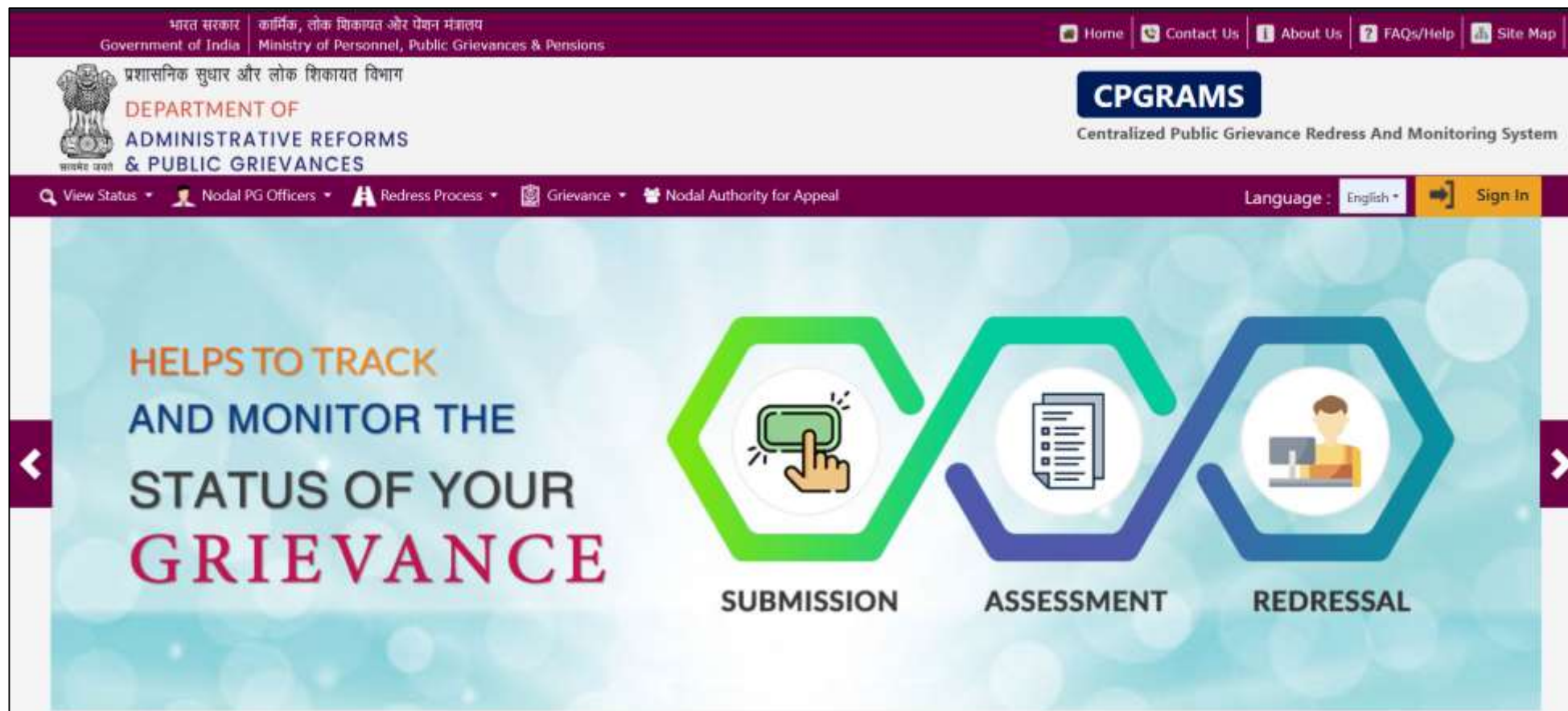
CPGRAMS (Centralized Public Grievance Redress and Monitoring System) is an online platform by the Government of India that provides citizens a single-window to lodge grievances, ensures timely redressal through concerned departments, and improves transparency, accountability, and trust in governance.

Public Interface: Web Application that aims at providing the Citizens with a Platform for redress of their grievances.

Office Interface: A single window application for various Ministries/Deptt./Org. of Government of India/State Government to receive the grievances from various channels and process them for their redress within stipulated timelines.



Public Interface (Citizen Login):





Office Interface (GRO Login):

GOVERNMENT OF INDIA
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

CPGRAMS
Centralized Public Grievance Redress And Monitoring System

**SINGLE WINDOW INTERFACE FOR
GRIEVANCE REDRESSAL OFFICERS AND
APPELLATE AUTHORITIES**

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DESIGN, DEVELOPED, HOSTED & MAINTAINED BY **NIC** National Informatics Centre

OFFICE LOGIN

Enter Username

Enter Password

Forgot Password?

EESAcH Not readable? click here

Enter Security Code

Login

Please update your Email-ID and Mobile Number after LOGIN.

LOGIN with **PARICHAY**

For any technical issue related to CPGRAMS portal, please write to us at: cpgrams-darpg[at]nic[dot]in



Sources of Grievances

- President's Secretariat
- PMO
- CMO Assam (Prefix: *CMASM*)
- DPG
- DARPG
- DOPPW
- Governor Office, Assam (Prefix: *GVRAS*)
- Questions raised in the elected bodies
- Public Interest Litigation petition
- Letters to the editor of newspapers
- Citizens through CPGRAMS interface



Grievance Terms and Conditions

List of subject/topics which cannot be treated as Grievance:

- RTI Matters
- Court related / Subjudice matters
- Religious matters
- Only grievance may be registered and not suggestions
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015



User Levels in CPGRAMS

Level 1

(E.g. State Govt.)

State Nodal Officer
(SNO)

Level 2

(E.g. Departments)

PG Officer
(PG1)

PG Officer
(PG2)

PG Officer
(PG3)

PG Officer
(PG4)

Level 3

(E.g. Divisions)

Subordinate
(OA1)

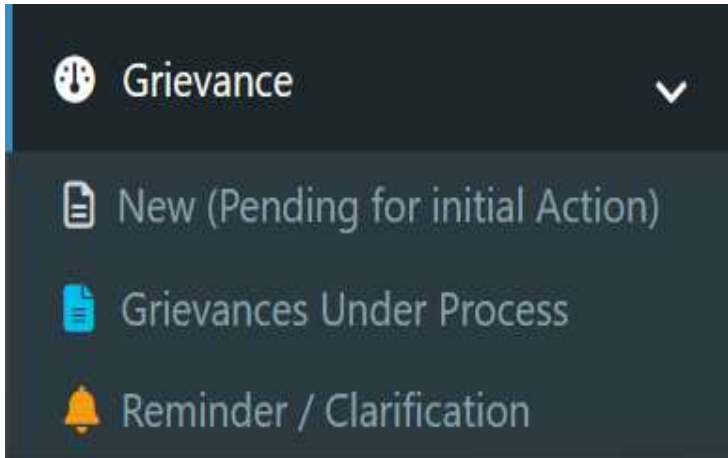
Subordinate
(OA2)

Subordinate
(OA3)

(maximum **10** levels)



Grievance Lifecycle



❑ New (Fresh Grievances)

Grievances with the status of 'Pending for Initial Action' received from various sources

❑ Grievances under Process

'Pending' or 'Returned' grievances examined at current level or subordinate level.

❑ Reminders to Subordinates

Reminders about pending grievances sent to subordinate level users from the upper levels.



Core Actions on New Grievances

Examine at our level – This action to be taken if the grievance is to be redressed within your office and need not be forwarded to any subordinate unit/office.

No action required – This action would be available when you are the owner/original recipient of the grievance.

Take up with subordinate organization – Action to be taken only in case where grievance is to be redressed by your subordinate org./office(s). At a time one or maximum 5 org. can be selected where the grievance is to be forwarded.

Case dispose of – This action would be available for those grievances where the closing rights are assigned to you or you are the owner of the grievance. This action initiates the final closure of the grievance. The 'Remarks' Column should contain the details of the action taken in providing the resolution of the Grievance. It may be noted that the contents provided in 'Remarks' column are shown to the citizen as the final reply of the Grievance Officer.

Not pertaining to our organization – This action is to be taken only if the grievance is forwarded by apex office/Parent Office/Nodal Agency and is not at all related to your organization or your any subordinate organization.



Part 2: Report Generation & Analytics

Agenda

- Utilities for effective resolution
- Monitoring Desk and Reports
- Report Generation & Analytics
- Best practices & Standard Response formats
- Questions & Discussion



Lodge Local Grievance



Lodge Local Grievance

Using this option it is possible to lodge a locally received grievance (by post/email etc.) into the system

Edit Grievances



Edit Grievances

Here Officer can edit locally lodge grievance and also attached scanned PDF document (if required).

Multiple Forwarding



Multiple Forwarding

This option is used by the officer to forward multiple similar grievances at once.



Bulk Closure



Using this option an officer can dispose multiple grievances at once.

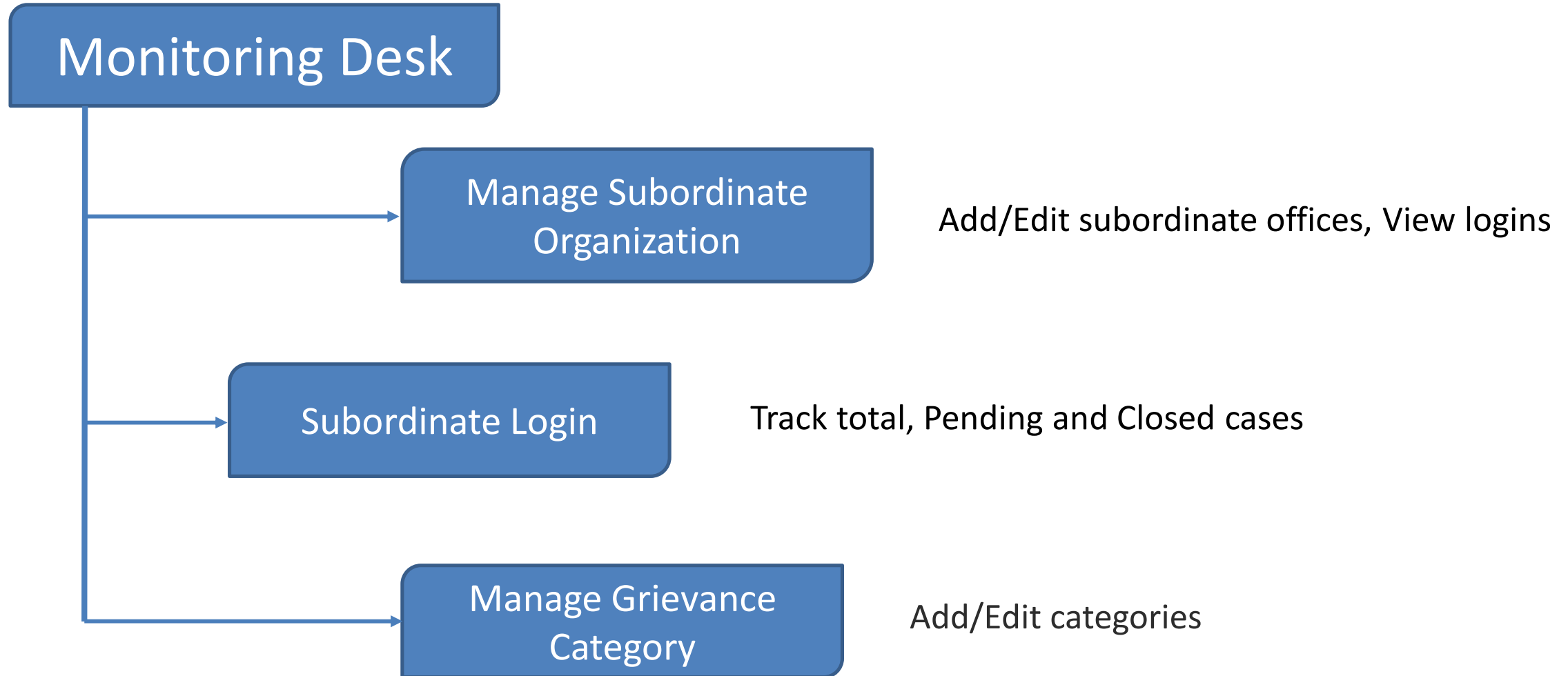
Update Final Reply



Disposed grievance can be modifying by this link disposed document and remark can be modified.



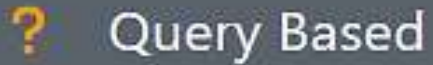
Monitoring Desk





Reports

Query Based Report



This report can be customized by user as per requirement. These reports can be filtered by Date / Grievance Category / VIP Reference / State of Complaint etc.

Age-wise Pendency Report



The Age-wise Pendency Report shows all pending grievance by pending days

Subordinate Age-Wise Pendency Report



This report shows pending grievance with your subordinate organization.



Reports

Progress Report



This report shows progress of grievance by various grievance source

Progress Report

[Home](#) [Reports](#) [Progress Report](#)

From Date

01/01/2022

To Date

31/10/2022

Submit

Progress Report

Print

Copy

Excel

PDF

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Case Disposed During Period	Closing Balance	Yet to Assess	At Our Office	With Subordinate
DARPG	884	206	1090	617	473	3	71	399
Local/Internet	6785	14449	21234	12353	8881	5	1097	7776
President Secretariat	371	97	468	172	296	4	87	205
Pension	0	37	37	37	0	0	0	0
PMO	26081	1671	27752	11435	16317	2866	5657	7793
Total	34121	16460	50581	24614	25967	2878	6912	16173



Standard Response Formats (Scenarios)

Seek Clarification/Supplementary Information from Complainant

Kindly revert with specific information pertaining to your case. Information thus furnished shall be utilized to locate your case for further processing of your grievance petition and subsequently for provision of necessary redress

Seek Reminder/Clarification from Subordinate Organization

Kindly revert with a status on the action taken.

Case Dispose Of

Your petition have been examined (Give the case disposal remarks).Hence disposed.

Interim Reply to Complainant

Your grievance petition is currently being processed for needful resolution and disposal.

Not Pertaining To Our Organization

The matter/issue/grievance raised by the petitioner does not pertain to this organization and therefore cannot be redressed by this office. This may kindly be raised with.....Department (as applicable).



Standard Response Formats (Scenarios)

Duplicate/Similar Cases

The petitioner is hereby informed that multiple/similar natured cases have been lodge including the one vide PMOPG/E/....., (as applicable) reply to which has already been given. As such, the petitioner is advised to follow the remarks already given. The present case is disposed of accordingly.

Seeking Employment/Job

The petitioner is advised to follow career websites/portals posting jobs, register his name in the Employment Exchange at..... (as applicable) and post his application for employment when a vacancy/recruitment advertisement is published.

Grievances not clear

The description of grievance in this petition is unclear and sketchy, therefore no action is possible with available information. Hence disposed as resolved.

Seeking Assistance in the form of employment – poor family background

Depending on eligibility requirements, the petitioner may enroll into self-employment/wage employment schemes with financial assistance as scheme component.



Standard Response Formats (Scenarios)

Policy Related / Suggestions

The matter cited in this grievance application pertains to policy making/suggestions. The content in the petition is noted for consideration as deemed appropriate by respective department. No further communication is required. Thank you.

Legal Matter/ Subjudice matter

The matter is subjudice. Therefore, petitioner is advised to wait for the judicial verdict.

Corruption Related

The petitioner is hereby informed that the Government adopts a zero-tolerance policy on corruption. We are thankful to you for bringing such corrupt practices to its notice. The matter is forwarded to Home Department for needful action

Power related/Water supply related

Electricity/Water are utility services handled by APDCL/ PHE and respective Municipalities/Municipal Boards/Gaon Panchayats etc. the grievances may be raised at their authorized centers.



CPGRAMS – Possible Scenarios:

1. Grievance Falls under exempted category

Suggested Remarks-The Grievance filed by you pertains to a subject as contained in exempted categories for Public Grievance complaints. The same is being closed

2. Too many PGs have been received from the same person on the same issue.

Suggested Remarks-The Grievance filed by you pertain to common subject viz. _____ and as such are being closed. Use Bulk Closure facility also.

3. The matter is secret/confidential

Suggested Remarks-The response sought by you in your Grievance involves sensitive/secret documents which cannot be shared with you. Such a disclosure can led to _____ (Section 8 of RTI Act, 2005 can be used here).

4. No specific issue has been raised in The Grievance /Too confusing

Suggested Remarks-The Grievance complaint filed by you is not clear. No specific issue has been raised in the Grievance against which response can be provided. You are requested to clarify the complaint specifying more details, to enable us to ascertain the subject matter and deal accordingly

5. Grievance related to various departments

Suggested Remarks - (INTERIM REPLY) The information sought by you is scattered in various Departments / Organizations and is being collected from them. The same may take some time. As soon as, all the material is available, the same will be provided to you. The delay is regretted.



CPGRAMS – Possible Scenarios:

6. Should I transfer the Grievance to multiple Subordinate Organizations

Suggested Remarks -The Grievance filed by you does not pertain to the Department. Further, as per the Work Distribution in the Department the Grievance pertains to multiple organizations. As such the Grievance is being transferred to the authorities most closely related to the subject matter of the complaint

7. Have all the queries in the Grievance answered by the subordinate organization

Suggested Remarks-The reply provided by you appears to have missed out. Please provide response on these points too so as to ensure satisfactory reply to the complainant



STEPS UNDERTAKEN FOR STRENGTHENING OF CPGRAMS FOR THE STATE OF ASSAM

- ✓ Dedicated State Nodal Officer was notified during September, 2022.
- ✓ Plan of Action was prepared for Redressal, Disposal and Detailed Analysis on the pending cases of grievances .
- ✓ More than 5 years old grievances upto the year 2017 were disposed after approval as there is no reminders, pending grievances pertaining to the years 2018-2020 were disposed with information to DARPG .
- ✓ Trainings imparted to all Public Grievance Officers of the Sub-ordinate Organizations and regular Review Meetings have been taken up. DO Letter sent to all Administrative Departments for speeding up of disposal.
- ✓ Commissioner & Secretary, ARTPPG Department have been notified as the Appellate Authority for CPGRAMS. However, till date no appeal is found to be raised.
- ✓ A Standard Response Format was circulated to all the Sub-Ordinate Organizations for appropriate disposal. Close monitoring and handholding with PGOs carried out for Redressal of grievances.
 - Not to give some superficial reply
 - Timely response is just one part
 - Holistic resolution is the key
 - Understand the grievance from the view of its point of origin



Performance of Assam at National Level:

Trend of Satisfaction across States/UTs for the feedbacks collected in 2024

S. No.	Name of State/UT	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Jul'24	Aug'24	Sep'24
1	Government of Uttar Pradesh	32%	39%	37%	34%	37%	34%	36%	36%	34%
2	Government of Madhya Pradesh	23%	27%	25%	29%	29%	28%	27%	27%	31%
3	Government of Rajasthan	34%	38%	38%	32%	37%	38%	38%	37%	36%
4	Government of Gujarat	34%	38%	36%	33%	39%	39%	37%	36%	33%
5	Government of Haryana	33%	36%	44%	36%	37%	39%	37%	35%	33%
6	Government of Assam	68%	70%	75%	61%	74%	66%	60%	68%	63%
7	Government of Punjab	62%	66%	64%	67%	67%	61%	60%	60%	64%
8	Government of Bihar	34%	35%	37%	33%	40%	39%	37%	37%	37%



Thank You

Questions & Discussion



Hands-on Lab Session

Practical Exercise on Handling Grievances



Hands-on Lab Session

URL:

<https://pgportal.gov.in/demooffice518>



Hands-on Lab Session

GRO User ID:

demo1, demo2, demo3, demo4, demo5,
demo6, demo7, demo8, demo9, demoa

Password: pgo123