



Public Grievance Redressal System (PGRS)

Outline

Objective

Public Grievance Redressal System (PGRS) is a one-stop web portal to address the grievances of citizens in a time-bound manner. The system enables citizens to raise their concern/ dissatisfaction with regards to the delivery of public services, schemes, policies or programmes.

Background

The Council of Ministers approved the Punjab Grievance Redressal Policy 2020 which provides for the Punjab Grievance Redressal System.

Critical Components of PGRS

1. Onboarding of State Line Department

All the State Line Departments are brought under a single unified platform i.e. Public Grievance Redressal System (PGRS) for complaint registration & resolution.

2. Multiple Interfaces for intake of Public Grievances

- a) Through Web Portal – connect.punjab.gov.in
- b) Through m-Sewa app
- c) Through Sewa Kendra – Visit Sewa Kendra
- d) Through Call Center- Call unified State helpline no. 1100

3. Feedback Mechanism

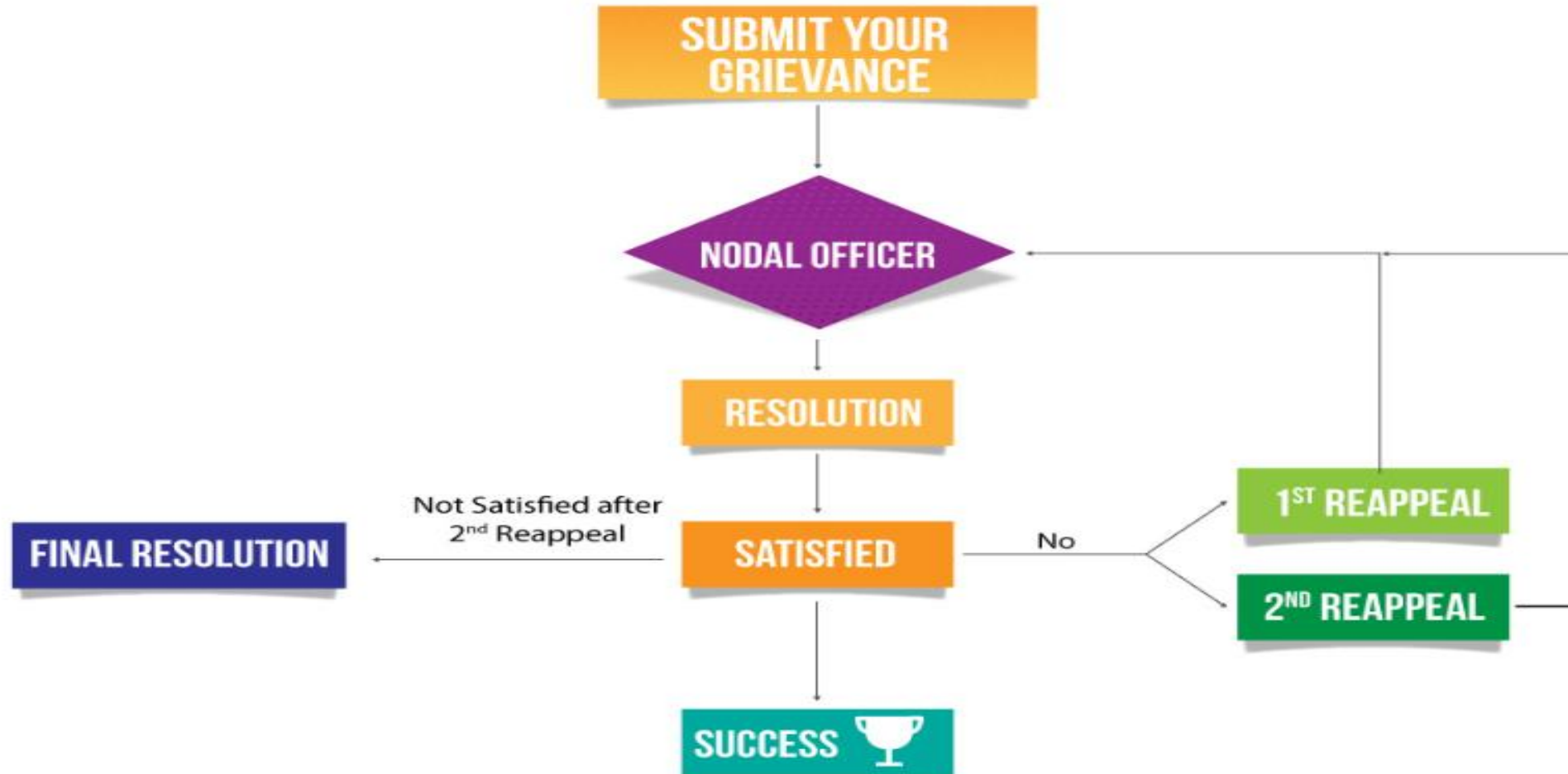
Capture citizen feedback for resolved grievances to assess the quality of the services offered to the citizen as well as to improve the service delivery based.

4. Appeal to Appellate Authority (State/ District level) for escalation of Grievances

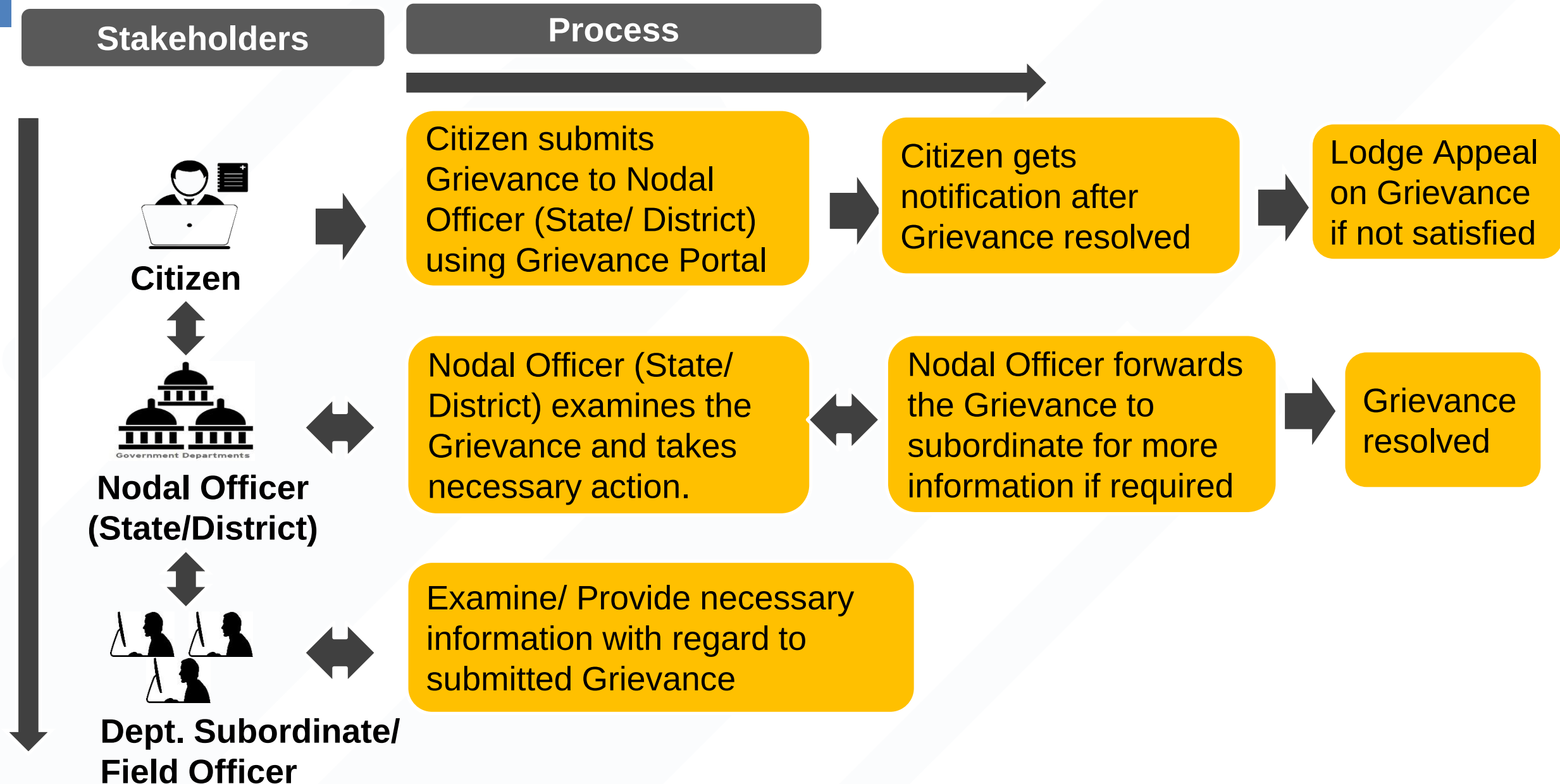
Nodal Officer/Appellate Authority are defined/assigned to resolve citizen dissatisfaction with the outcome of the resolution taken by the Line Department.

PGRS Mechanism

GRIEVANCE REDRESSAL MECHANISM



Handling Citizen Complaints

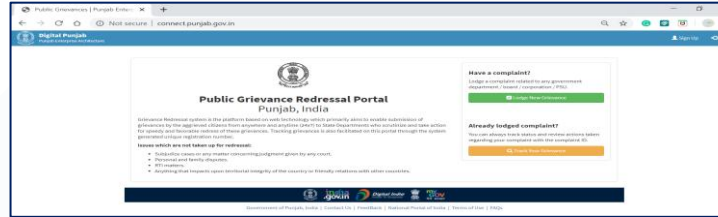


Grievance Registration Case Study (Real Flow)

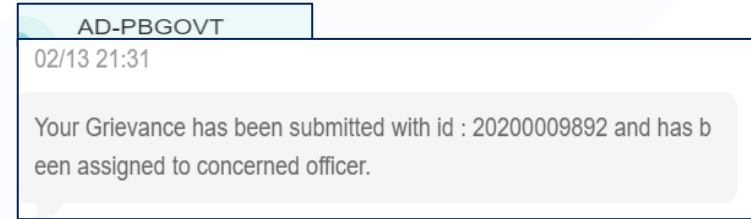


Mr. X

Garbage Dump on the Road



Mr. X submits Grievance to Nodal Officer (State/ District) using Grievance Portal (Select Dept/Category)



Citizen gets acknowledgement no.

S.No.	District Name	Open	Under Process	Overdue	Resolved	Total
1.	AMRITSAR	2	0	0	10	12

Nodal Officer of respective department assesses what aspects of complaint fall within its purview and gravity of the complaint. Assigns to Field staff.

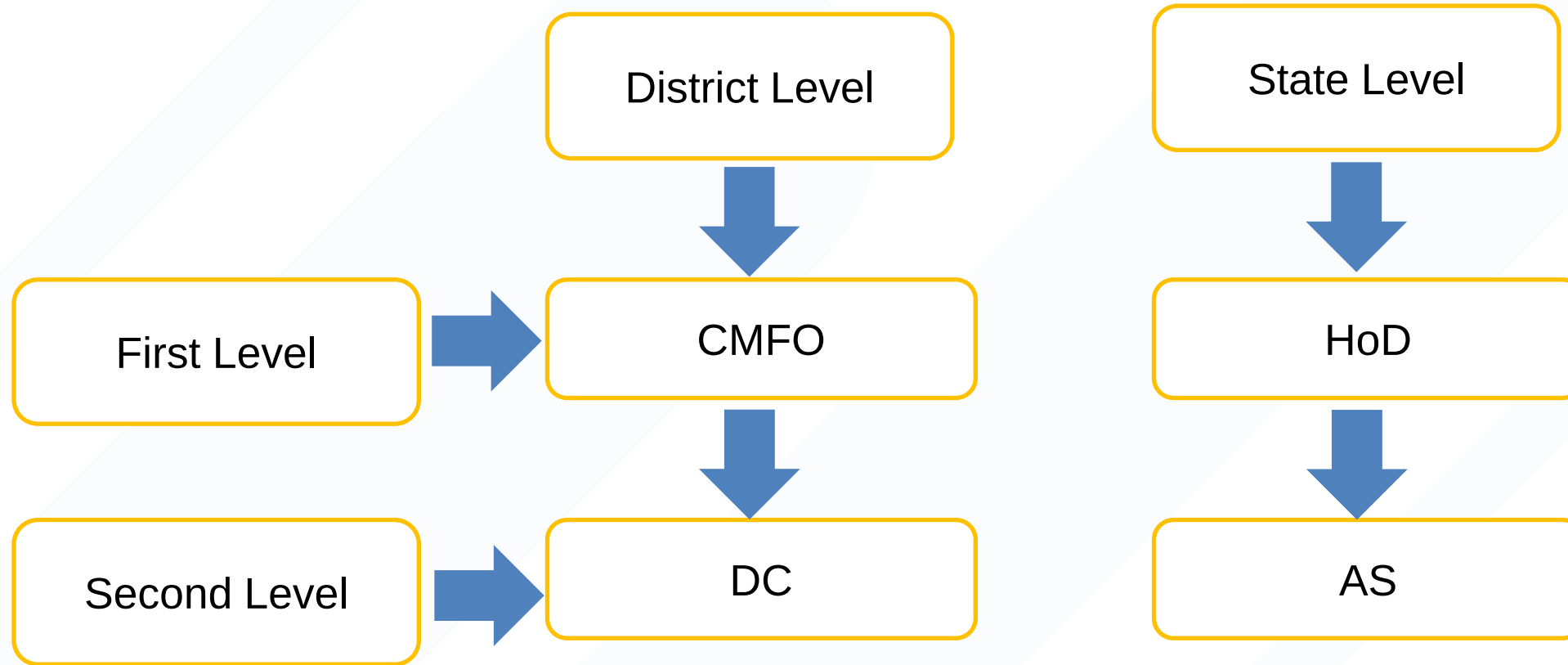


System will auto assign the Grievance to concerned Department of respective Nodal Officer & District

Field Staff visits the location & resolves the grievance and in parallel Citizen also get the notification.



Appeal to Appellate Authority (State/District level) for escalation of Grievances



Note: When the applicant is dissatisfied with the grievance resolution provided by the department then Citizen can appeal to appellate authority (State/ District level) for escalation of Grievances

Key Stakeholders

CMFO	Chief Minister Field Officer
AS	Administrative Secretary
DC	Deputy Commissioner
DDNO	Department District Nodal Officer

HOD	Head of the Department
DFO	Department Field Officer
DGRC	District Grievance Redressal Committee
DSNO	Department State Nodal Officer



State-level Redressal: May lead to escalation 1



State-level Redressal: May lead to escalation 2



District-level Redressal: May lead to escalation 1



District-level Redressal: May lead to escalation 2



Final Closure of Grievance

Citizen Interface

URL : <https://connect.punjab.gov.in/>

GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT PUBLIC LOGIN

Connect PUNJAB Home Apply Track Sewa Kendra Token Status Door Step Delivery About Us Site Map mSewa mSewa

Get Services at Your Doorstep [Book Now!](#) Online Token for Sewa Kendra [Book Now!](#) Punjab Civil Secretariat Visitor Pass [Apply](#)

CITIZEN CORNER

- Apply Services
- Track Services
- Lodge Grievance
- Lodge RTI
- Verify Certificate
- Download Forms

OUR SERVICES

- 1 Pension Scheme
- 2 Birth Certificate
- 3 Caste Certificate
- 4 Residence Certificate
- 5 Death Certificate
- 6 Senior Citizen ID Card
- 7 Marriage Certificate

Public Login **Department Login**

PUBLIC LOGIN

Login with Password

OR

Login with OTP

Don't have account? [Register now](#)
[Reset Password?](#)

TRANSACTIONS DETAIL

1836	14562
------	-------

TOP SERVICES [VIEW](#)

WHAT'S NEW

- Revised IT Specifications 2025

Ask Punjab Gov

Login Page

GOVERNMENT OF PUNJAB | SKIP TO MAIN CONTENT

PUBLIC LOGIN



EN



Connect
PUNJAB

Home

Apply

Track

Sewa Kendra

Token Status

Door Step Delivery

About Us

Site Map



✦ Get Services at Your Doorstep [Book Now!](#) ✦ ✦ Online Token for Sewa Kendra [Book Now!](#) ✦ ✦ Punjab Civil Secretariat Visitor Pass [Apply](#) ✦

CITIZEN CORNER



Apply
Services



Track
Services



Lodge
Grievance



Lodge
RTI



Verify
Certificate



Download
Forms

Seamless Solutions, Digital Convenience : Citizen Services, a Click Away!

01



LOGIN/
REGISTER



COMPLETE
PROFILE



SELF/ADD
FAMILY MEMBER

02



SELECT
SERVICE

ONLINE
FORM FILLING

PREVIEW
APPLICATION

DOCUMENT
UPLOAD

ONLINE
FEE PAYMENT

03



APPLICATION
SUBMISSION



APPLICATION
PROCESSING



SMS DELIVERY
OF CERTIFICATE

PUBLIC LOGIN

Mobile Number*

Enter Mobile

Password*

Enter Password

Back

Submit

[Don't have account? Register now](#)

[Reset Password?](#)

WHAT'S NEW

- Revised IT Specifications 2025
- Supply of hospitality material
- Simplified Performa For Technical Sanction For procurement Of IT

Ask

TRANSACTIONS DETAIL

1836

14562

TOP SERVICES

[VIEW](#)

Apply Grievance

[Home](#) / [Public Grievance Redressal](#)

CITIZEN Citizen Corner



CONTACT US



Toll Free Number
1100

[Click To Apply Service](#)

Application For Public Grievance Redressal

Grievance Redressal system is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime to State Departments who scrutinize and take action for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number.

Fee Details

- Application/Processing Fee: ₹NA
- Govt Fee ₹NA

CPGRAMS

Centralized Public Grievance Redress And Monitoring System

For grievances related to Other States/Government of India Organizations **Click here!**

[Overview](#)

[How To Apply](#)



Apply Grievance



CALL US ON

Toll Free Number
1100

DOCUMENTS

Important Documents

- List Of Sewa Kendras.pdf
- PoI-PoB- PoA notification.pdf
- RTI User Manual.pdf
- Widow destitute pension manual.pdf
- Citizen Charter.pdf
- Dependent children pension

Search Your Grievance type by:: ☐ Grievance Organizations: ☒ Grievance Category:

Grievance Category*

Select or Search Grievance Category...

Grievance Sub-category*

Please Select

Grievance Title*

Grievance Title

Details of the grievance* (Maximum 4000 characters.)

Description

UPLOAD ATTACHMENTS

Attachments (Optional)

Upload upto 3 Relevant Document (Max. 5MB per file - PDF, JPEG, JPG only)

Browse...

No file selected.

Submit

Acknowledgement Receipt

Grievance Application Receipt

[Home](#) / Grievance Application Receipt

CITIZEN Citizen Corner



CONTACT US



Acknowledge Receipt

Grievance ID : 20220134243

Date : 09/22/2022 18:38:56

Citizen Name : Hatinder Kumar

Address :

House no. 82, Guru Amar Dass Nagar, Jalandhar , Jalandhar -
I, JALANDHAR

Email : hatinder.malhotra@gmail.com

Phone : 9780046162

District : JALANDHAR

State : PUNJAB

Grievance Title : Nearest Sewa Kendra Kalia Colony

Department : DIRECTOR GOVERNANCE
REFORMS

Complainant : All Other Individuals

District : JALANDHAR

Grievance Category : Sewa Kendra-General Query

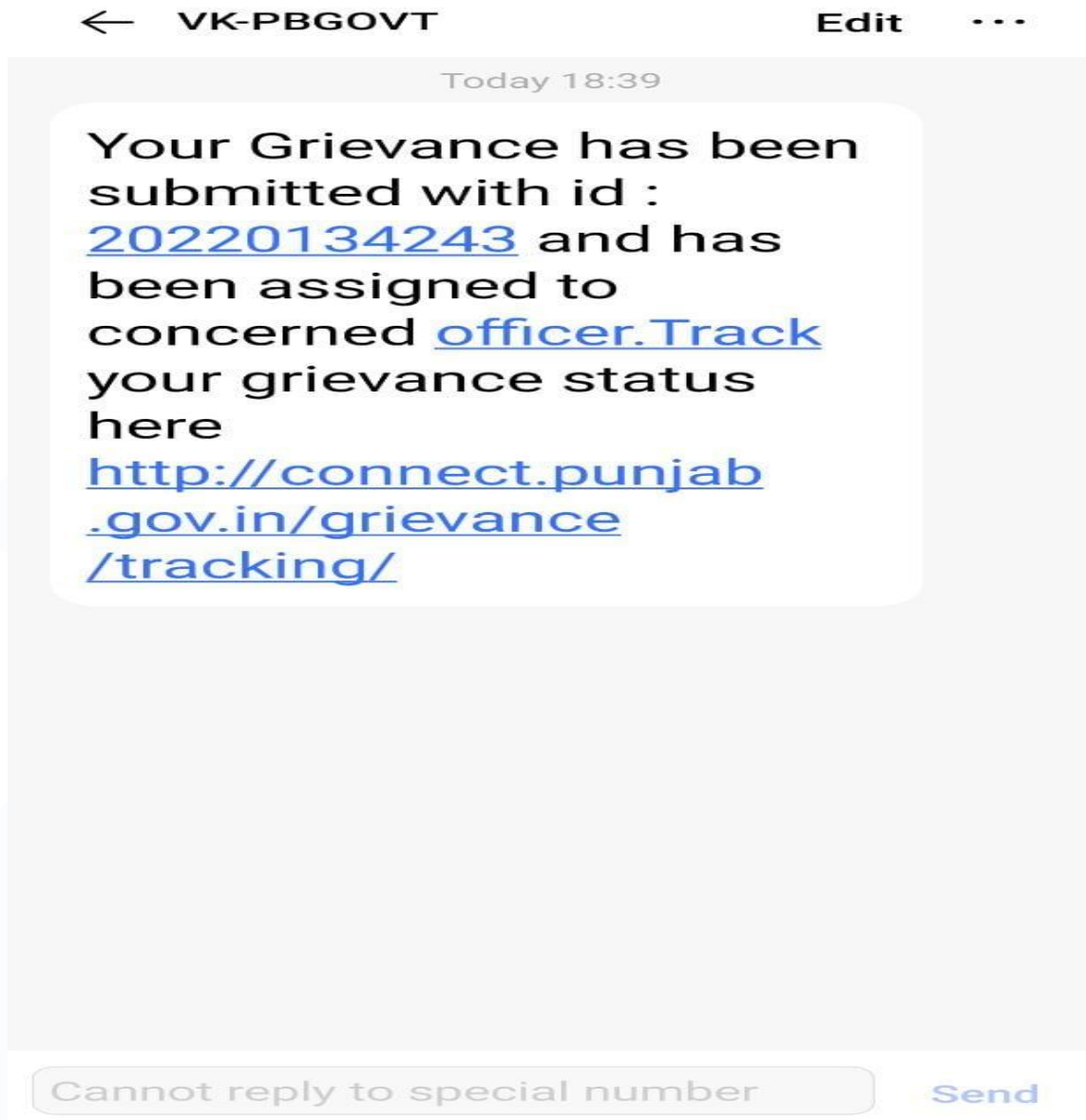
Grievance Sub-category : Nearest Sewa
Kendra Query

Grievance Details : Which Sewa kendra is closest to Kalia colony to
avail services?

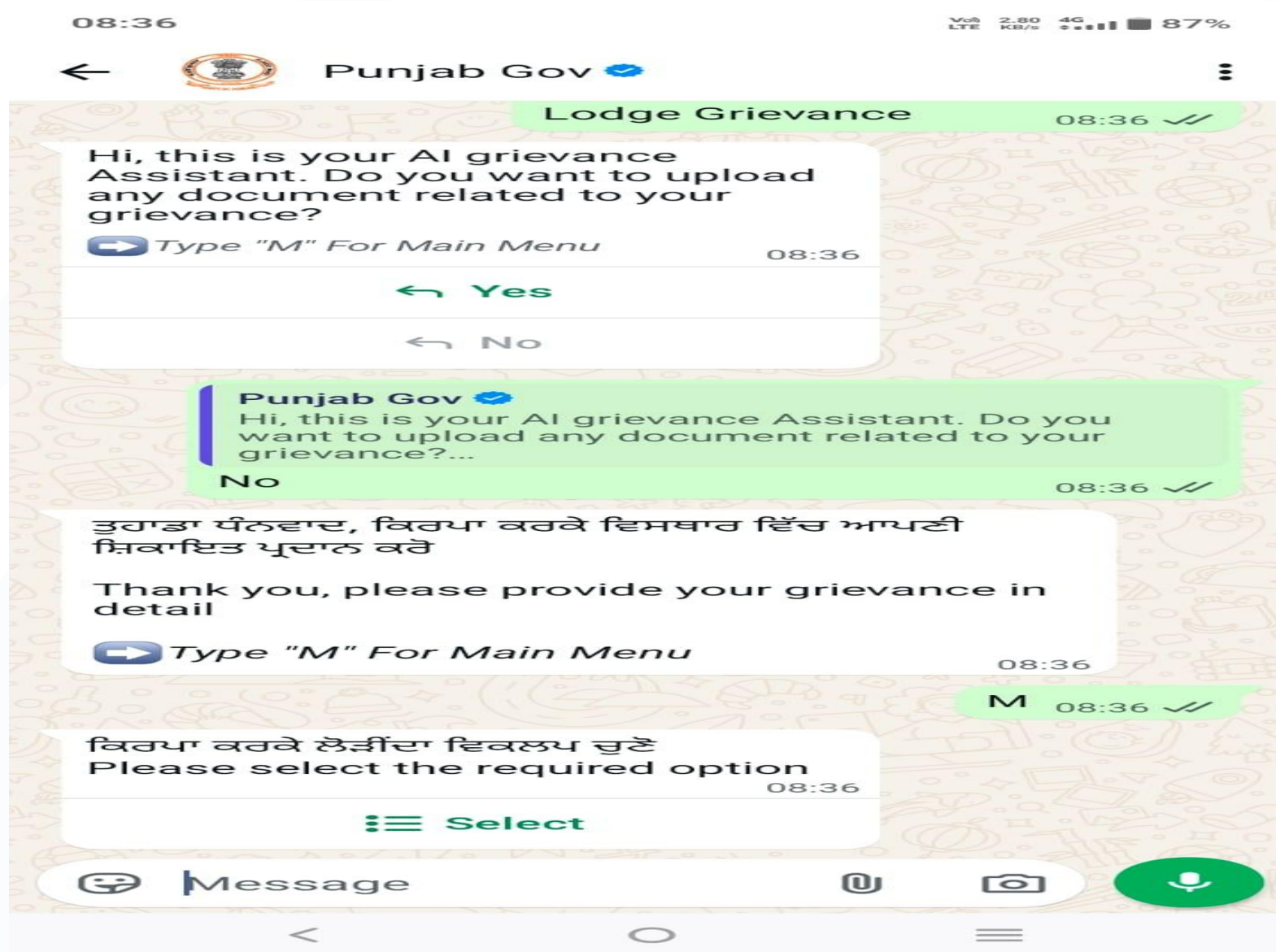
Documents Uploaded : 0

Print

SMS Received



Whatsapp Chatbot (9855501076)



Grievance History

To Know About **Applied Grievance Applications**

[Home](#) / Applied Grievance Applications

CITIZEN Citizen Corner


Apply
Services


Track
Services


Apply
Grievance


Track
Grievance


Apply
RTI


Track
RTI


Verify
Certificate


Download
Forms

CONTACT US



Submitted Grievance Applications

Search By



Filter

Search

Clear Search

Grievance ID	Status	Title	Submitted Date	Department	View
20220134243	PENDING	Nearest Sewa Kendra Kalia Colony....	22/09/2022	DIRECTOR GOVERNANCE REFORMS	View
20220130649	PENDING	Street light not working....	04/09/2022	DIRECTOR LOCAL GOVERNMENT	View
20220105328	PENDING	1stAppeal:Damaged Road pertaining from Lamba pind	18/05/2022	DIRECTOR LOCAL GOVERNMENT	View
20220104684 Already Escalated	RESOLVED	Damaged Road pertaining from Lamba pind chownk to	16/05/2022	DIRECTOR LOCAL GOVERNMENT	View
20220087541	RESOLVED	Street lights near Gauri Shankar Mandir is not wor....	24/01/2022	DIRECTOR LOCAL GOVERNMENT	View
20210050517	RESOLVED	One Street light installed in front of House no. 6....	11/09/2021	DIRECTOR LOCAL GOVERNMENT	View
20210048550	RESOLVED	Street Light Not working....	25/08/2021	DIRECTOR LOCAL GOVERNMENT	View
20210036663	RESOLVED	Street Light Not working	08/08/2021	DIRECTOR LOCAL	View

Process Flow of PGRS

The screenshot displays the 'Connect Punjab' website interface. At the top, there's a header with the Government of Punjab logo, navigation links (Home, Apply, Track, Sewa Kendra, Token Status, Door Step Delivery, About Us, Site Map), and a 'PUBLIC LOGIN' button. Below the header, a banner promotes services like 'Get Services at Your Doorstep Book Now!', 'Online Token for Sewa Kendra Book Now!', and 'Punjab Civil Secretariat Visitor Pass Apply'. The main content area features a central 'OUR SERVICES' hub with seven numbered icons: 1. Pension Scheme, 2. Birth Certificate, 3. Caste Certificate, 4. Residence Certificate, 5. Death Certificate, 6. Senior Citizen ID Card, and 7. Marriage Certificate. To the left, a 'CITIZEN CORNER' section includes buttons for 'Apply Services', 'Track Services', 'Lodge Grievance', 'Lodge RTI', 'Verify Certificate', and 'Download Forms'. To the right, a 'DEPARTMENT LOGIN' section offers 'Public Login' and 'Department Login' options, with buttons for 'Login with Password', 'Login with OTP', and a 'Forgot / Reset Password?' link. At the bottom, a 'TRANSACTIONS DETAIL' section shows a table with columns for 'Policy' and 'Count', displaying values like 1836 and 14562. A 'TOP SERVICES' section with a 'VIEW' link is also visible.

1) <https://connect.punjab.gov.in/>

2) Login with valid Credentials i.e PGRS user ID & Password.

Select Grievance Dashboard



Connect
PUNJAB

 GOVERNMENT OF PUNJAB | [SKIP TO MAIN CONTENT](#)

Tt



EN



[Logout](#)

 mSewa

 mSewa

Public Grievance Redressal

Grievance Redressal system aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime to State Departments.

0

Pending Grievances

0

Overdue Grievances

[Grievance >>](#)

Right to Information Act 2005

Right to Information Act 2005 mandates timely response to citizen requests for government information.

0

Pending RTIs

0

Overdue RTIs

[RTI \(Right to Information\) >>](#)

[Ask](#)

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[Policy](#)

 Department of Governance

 Tenders Punjab

 CPGRAMS

 Government of Punjab

Add Grievance

MAIN MENU



Grievance



Dashboard

Pendency

CPGRAMS Pendency

Parked

History

Transferred

Sent for Clarification

Add Grievance

Reports

Grievances Submitted by Me

Grievance Details

Category*

☒ INDIVIDUAL

☐ COMPANY

Organisation*

URBAN LOCAL BODIES



Grievance pertains to*

District



Districts*

KAPURTHALA



Grievance Category*

Select Category



Sub-Category*

Select Sub-Category



This field is required



Search

Property tax

Public toilets

Recruitment related

Roads and footpath

Sewerage

Street Light

Grievance Category

MAIN MENU

 Grievance 

Dashboard

Pendency

CPGRAMS Pendency

Parked

History

Transferred

Sent for Clarification

Add Grievance

Reports

Grievances Submitted by Me

Grievance Details

Category*

☒ INDIVIDUAL

☐ COMPANY

Organisation*

URBAN LOCAL BODIES

x v

Grievance pertains to*

District

x v

Districts*

KAPURTHALA

x v

Grievance Category*

Street Light

x v

Sub-Category*

Select Sub-Category

^

This field is required



Search

Installation of New streetlight points

Maintenance of lights of all parks / green belts etc and fountains.

Replacement of traffic lights (in case maintained by ULB)

Street Light Not working

Title*

Title

Details of the grievance*

Enter details of the grievance

Dashboard Page



Punjab e Governance
Government of Punjab

S

SAKSHI SAWHNEY
DEPUTY COMMISSIONER

Home

MAIN MENU

Grievance

Dashboard

Pendency

History

Add Grievance

Reports

Grievances Submitted by Me

DASHBOARD

** (Reports are updated with a lag of 30 minutes)*

From Date

16-08-2020

To Date

11-05-2022

Filter

Clear Search

2639

Total Grievances Received



MORE INFO

269

Grievances Pending



MORE INFO

146

Pending Beyond Timeline



MORE INFO

2370

Grievances Redressed



MORE INFO

Pendency Page

 Home

MAIN MENU

 Grievance 

Dashboard

Pendency

History

Transferred

Add Grievance

Reports

Grievances Submitted by
Me

 Other Reports 

 Settings 

 Grievance Redressal Policy

Take Action on Grievance

 Search by Grievance id

Hit enter to search by **Grievance id**

Grievance ID	Grievance Title	Status	Org. Name	Submit On	Assigned to Me On	Action
20220134243	Nearest Sewa Kendra Kalia Colony	PENDING	DIRECTOR GOVERNANCE REFORMS	22 September 2022 (0 days ago)	22 September 2022 (0 days ago)	VIEW

Showing 1 – 1 of 1 records   **1**  

Examine the Grievance



Citizen Name

Vikas Gupta



Complainant Category

General



Complainant Sub Category

General



Email

vikas_guptionatjala@yahoo.in



Contact No.

9463025291



Address

House No.573, Block - B, St.No.4, Baba Deep Singh Nagar, , Patiala, PATIALA

Clarification regarding the pension scheme to PwD person

Respected Sir,

With due respect, it is stated that I have applied for PwD Pension Scheme for my wife Seema Rani to the office of CDPO Patiala by diary no.572 dt.25-03-2022. File is move from the CDPO office by diary no.50 dt. 28-04-2022 to next concerned authority. But till today i have not received any response for the same. Kindly confirm that the file of PwD Pension Scheme with the name of Seema Rani has been approved or not

1. if approved, when she will get the pension for the same ?
2. if in Process, how much time it will take ?
3. if not approved, what is the reason behind this ?



Department

FINANCIAL COMMISSIONER



Pertains to

PATIALA



Platform

Citizen Panel

[CLICK TO TAKE ACTION](#)

Actions to be taken

Action

Action

Mark this grievance as resolved.



Forward to state nodal officer

Forward to field officer.

Forward to another department.

Mark this grievance as resolved.

Interim Reply

Forward to district level nodal officer.

SUBMIT

Resolved

 GRIEVANCE HISTORY

 REMINDER/FEEDBACK

10 May, 2022 05.31 PM

 GRIEVANCE ASSIGNED TO

 ACTION

DEPUTY COMMISSIONER(SAKSHI) DEPUTY COMMISSIONER OFFICE PATIALA

RESOLVED

Officer Comments:

THE APPLICANT HAS BEEN CONVEYED THAT THE CERTIFICATE APPLIED BY HIM IS READY FOR COLLECTION

SMS Recieved

← VM-PBGOVT

Edit ...

<http://connect.punjab.gov.in/grievance/tracking/>

Sep 4, 21:48

Your Grievance has been submitted with id : [20220130649](#) and has been assigned to concerned [officer.Track](#) your grievance status here <http://connect.punjab.gov.in/grievance/tracking/>

Today 18:44

Your Grievance has been Resolved with Grievance ID: [20220134243](#) by ADeGC of ADeGC TARN TARAN.

Cannot reply to special number

Send



Thank You