



**REAL TIME
GOVERNANCE**

CPGRAMS Comprehensive Guideline

1. **Integrated User-Friendly Platform:** Unified and easy-to-use grievance filing system.
2. **Nodal Officer Appointment and Role:** Designated officer for managing public grievances.
3. **Grievance Cell:** Establish a Dedicated Grievance Cell
4. **Grievance Redressal/Closure:** Proper addressing and closing of grievances.
5. **Feedback Collection:** Assessing satisfaction on resolved grievances.
6. **Escalation Process:** Appellate Authorities for further review.
7. **Grievance Analysis:** Evaluating impact and improving schemes/programs.
8. **Performance Benchmarking:** Grievance Redressal Assessment Index (GRAI) for performance measurement.
9. **Communication and Awareness:** Promoting the grievance process to citizens.
10. **Training and Capacity Building:** Enhancing staff skills for effective grievance handling.

01

User Friendly platform

About CPGRAMS

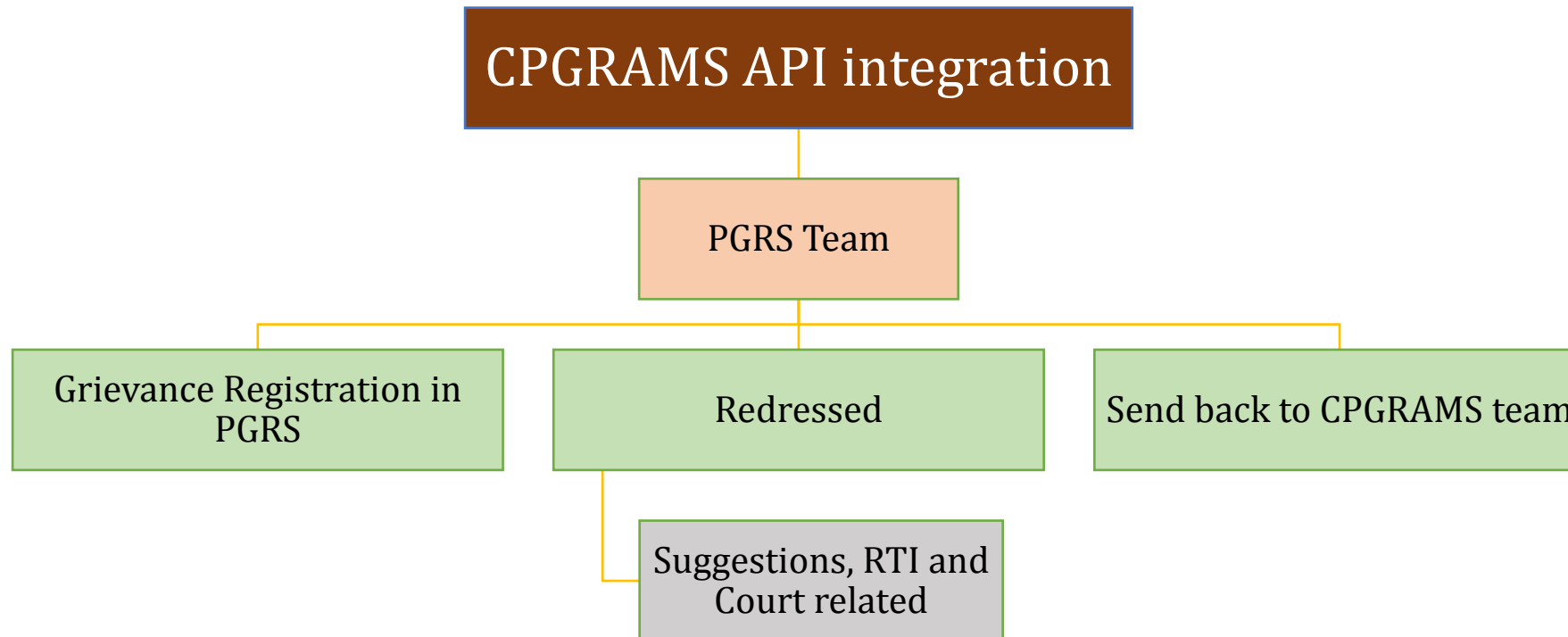
- CPGRAMS stands for Centralized Public Grievance Redress and Monitoring System.
- It's an online platform used in India to facilitate the submission, tracking, and resolution of public grievances related to various government services.
- Through CPGRAMS, citizens can file complaints about issues with government services, infrastructure, or other public concerns, and monitor the status of their grievances.
- The system aims to improve transparency, efficiency, and accountability in the handling of public complaints.

CPGRAMS - User Friendly platform

- Allows citizens to file grievances against public authorities
- Provides specific access levels for Central Ministries, Departments, and State/UT officials.
- Real-time updates on the status and progress of complaints
- Available in multiple languages for broader accessibility.
- Can be integrated with other public grievance platforms for a unified experience.
- Easily search and filter grievances based on various criteria.

CPGRAMS Integration in PGRS

- CPGRAMS Data Received through API, triggers a New workflow/ticket in PGRS
- CPGRAMS tickets in PGRS is monitored by the RTGS team and performs below actions
 - ✓ RTGS team registers a new grievance in PGRS
 - ✓ Suggestions, RTI and Court related issues are closed by the Nodal Officer
 - ✓ Central Govt. and Other State related issues are pushed/forwarded through API



2

Nodal Officer Appointment & Operations

2. Nodal Officer Appointment

- PGRS System Closely monitored by the Chief Minister's Office.
- **IT Team** for implementing continuous updates to the PGRS grievance platform.
- Dedicated Team Established in CMO with a **Spl. Officer**, Strategy Leaders and District & Department Coordination
- PGRS team follow-up on the following Activities
 - Identifying and addressing significant concerns.
 - Tracking and managing unresolved grievances.
 - Providing continuous training to strengthen the Grievance Cell and Audit Team.
 - Routing CPGRAMS grievances to the PGRS system for unified management.

2a. Role of Nodal Public Grievance officer

- **Effective Categorization:** The PGRS system categorizes and maps complaints to the appropriate authorities.
- **Nodal Technical GRO:** The system assigns the GRO based on the grievance's jurisdiction and relevant department.
- **Monitoring Pendency:** District Grievance Cells monitor complaints closely, with daily SMS alerts sent to officers about pending issues.
- **Performance Review:** Weekly reports on grievance handling are shared with District Collectors to enhance the quality of redressal.
- **Feedback Analysis:** After resolving a grievance, an automated IVRS call is sent to the citizen to assess satisfaction.
- **Suo Moto Action:** The Alert Management System (AMS) in PGRS addresses issues raised by the media.
- **Monthly Meetings:** Monthly review meetings are held at the CS and HCM levels for oversight.

3

Grievance Cell

3. Grievance Cell

Established Grievance Cells

- Grievance Cells are set up at the Chief Minister's Office, Deputy Chief Minister's Office, Public Representatives, and all District Collectorates to ensure efficient grievance resolution, transparency, and improved public satisfaction. Each District Collectorate has a full-fledged Grievance Cell with a Nodal Grievance Officer and a 10-member team of district-level audit officers.

Grievance Handling

- Cells follow structured procedures for managing grievances. The Public Grievance Redressal System (PGRS) tracks and monitors complaints, automates workflows, and offers various submission methods, including online, email, and in-person.

Training and Monitoring

- The State Grievance Team trains staff on grievance handling and legal procedures. Performance is monitored district-wise, with regular reports to ensure transparency and accountability.

3a. Timelines for Resolution

- The PGRS Cell continuously monitors received grievances. When a grievance is received by an officer, they must confirm if it falls within their jurisdiction and department. If it does, they address it; if not, they forward it to the appropriate department or organization.
- **Reports:** Specific reports at both district and state levels track SLA adherence and highlight grievances nearing or exceeding SLA deadlines.
- **SMS Alerts:** Officers receive SMS alerts about pending grievances and upcoming SLA deadlines to ensure timely resolution.

PGRS Grievance Registration KPIs



Citizen Information

The Citizen's basic information shall be fetched through API i.e., Name, Mobile number and Citizen location etc.



Grievance Location

The Grievance location needs to be selected manually i.e., District, Mandal and VSWS



Citizen Issue

As per the Citizen issue, we need to select Department/HOD, Subject & Sub-Subject (Sub-subject based search also available)



Redressal Authority

The Officer shall be mapped as per the Issue and the Grievance location



Communicate to the Citizen

After Registering the Grievance, SMS send to the Citizen and also Receipt will be generated.

4

Grievance Redressal/Closure

4. PGRS Redressal KPIs

01



Acceptance

The officer must accept or reassign the received grievance within 24 hours.

02



Enquiry

The officer needs to assign a field officer to visit the citizen's doorstep for a thorough inquiry.

03



Enquiry Photo

The enquiry officer must take a photo with the citizen during the inquiry.

04



Redressal Flag

- Citizen benefited
- Citizen Yet to be benefited - Financial
- Awaiting Govt. decision
- Court case/Civil Issue
- Citizen Asked to apply in APeSEVA

05



Redressed

- The redressal officer uploads the redressal report and selects the action to close the grievance.



If the grievance is not related to the officer's department or jurisdiction, they should reassign it to the appropriate authority.

05

Quality Validation and ReOpen

PGRS Grievance Feedback and Audit Workflow

District Audit team

The District Audit team verifies the grievances and contacts the citizens for feedback.

State Audit team

The State Audit team focuses on grievances registered as high priority, such as those submitted to the HCM, Deputy CM, and Ministers.

Grievance Audit

Redressal action: Reopen @ Online User

- Citizen benefited
- Rejected and Valid reasons provided



Feedback and Audit
PGRS Feedback and Audit Activities are to increase Citizen's satisfaction levels

Grievance ReOpen

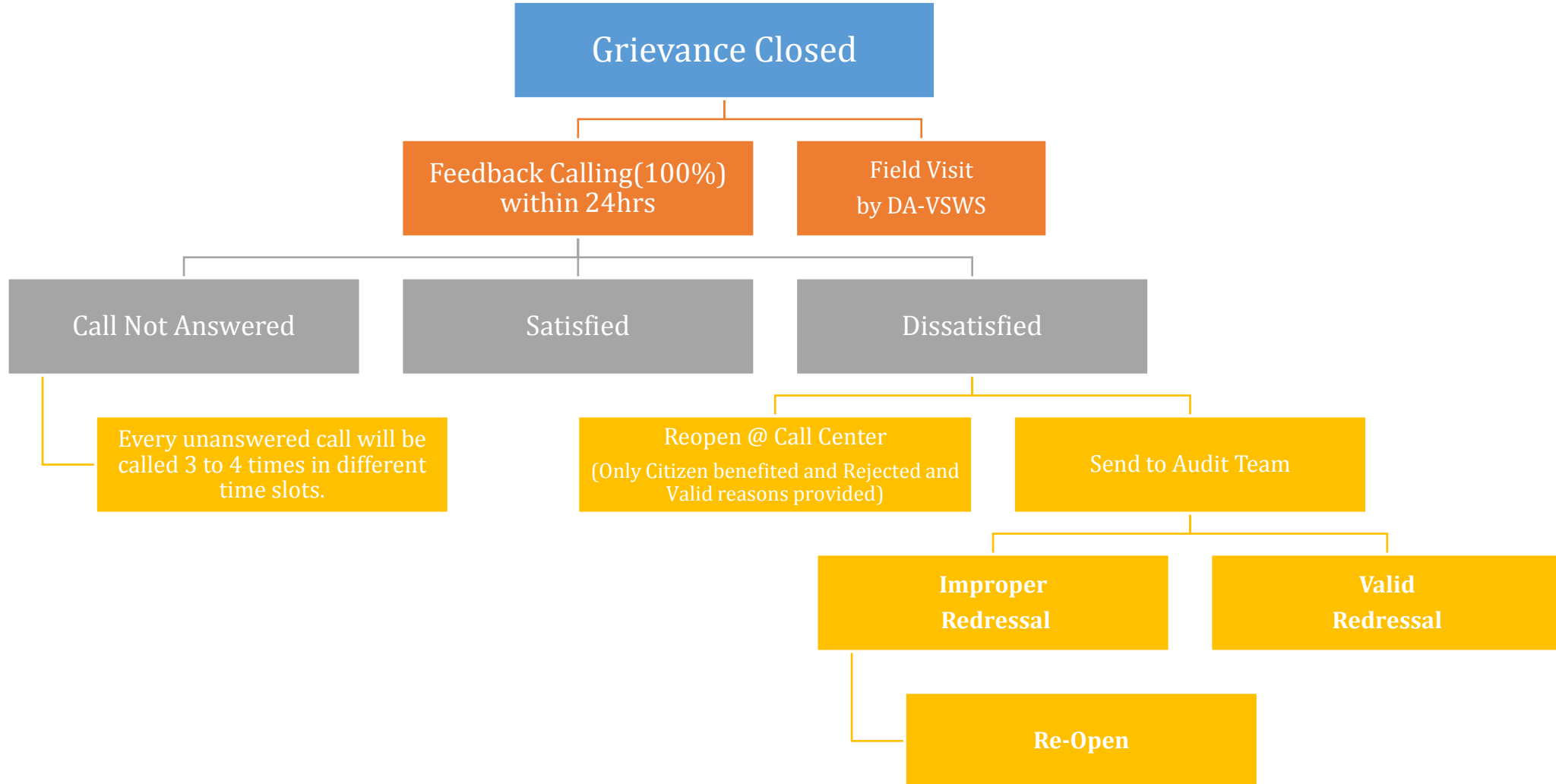
District Audit team

After validating the grievance, the audit officer will decide whether reopening is required.

State Audit team

As per the confirmation the ReOpen the Grievance

PGRS – Feedback & Audit



06

Grievance Analysis

PGRS – Grievance Redressal Quality Monitoring

(Transparent, Inclusive & Accountable)

Key Performance Indicators

- ❑ Grievances pending beyond SLA (**timely redressal**)
- ❑ Grievances redressed beyond SLA (**timely redressal**)
- ❑ Grievances re-opened to redressed (**quality redressal**)
- ❑ Redressed Grievances with incorrect/incomplete endorsements (**quality redressal**)

Reports enabled

- Dashboards are provided to officers - monitor KPIs
- District and State level Reports - to track the performance

Feedback calling

- All redressed grievances are called to verify the quality of redressal
- Endorsement provided are readout to Citizen
- On dissatisfaction, Grievance is re-opened

Review & Monitoring

- Fortnight review by HCM with All District Collectors and SPs on KPIs
- Weekly CS review on PGRS KPIs
- Monthly CS review during Secretaries conference

07

Communication and Awareness

PGRS – Training District Officers



Orders on Quality Redressal & Process Re-engineering

GOVERNMENT OF ANDHRA PRADESH ABSTRACT

Planning Department – SPANDANA – Effective Monitoring & Coordination – Quality redressal of grievances – Revised grievance redressal workflow – Orders – Issued.

PLANNING (VII) DEPARTMENT

G.O.Rt.No.69

Dt:18.05.2022.

Read the following:

1. Memo No. GAD01-AR0MISC/11/2019-AR, GA(AR) Dept., dt:17.07.2019.
2. G.O.Rt.No. 1943, GA(AR) Dept., dt:29.08.2019.
3. U.O.Note No. 1960/Plg.VII/2019, Planning (VII) Dept., dt: 17.10.2019.
4. Letter No.299/SPANDANA/Plg.VII/2022-1, Planning (VII) Dept., dt:14.02.2022.

<><><>

ORDER:

Spandana is a public grievance redressal system of the government designed to improve the quality of redressal. In the reference 1st read above, the General Administration (AR) Department issued instructions for conducting of “SPANDANA (Grievance Day)” on every Monday and through the reference 2nd read above, the Government have entrusted the monitoring and coordination activity to the Planning Department.

2. In this regard, certain instructions were issued to the District Collectors for strict compliance for the conduct of SPANDANA programme in their respective Jurisdiction and adhere to these instructions scrupulously and make the programme successful.
3. As instructed by the Government, the departments have finalised the SOPs/SLAs and communicated to all the HoDs and Districts. The district level and grass root level functionaries have been trained on SOPs / SLAs for quality redressal of grievances.
4. In the reference 4th read above, instructions were issued by the Government regarding escalation of a grievance to a higher officer, where he shall have to make an endorsement in the redressal instead of uploading the endorsement of the last redressal officer.
5. In addition, Government have now decided to initiate changes in the Spandana grievance redressal workflow as follows:
 - i. Every grievance has to be visited by the redressing officer.
 - ii. Uploading of enquiry report is mandatory for every redressed grievance.
 - iii. With enquiry report a photograph of the enquiring officer with the petitioner to be uploaded in the Spandana application.
 - iv If the grievance pertaining to works photographs of pre and post visit of the sites shall be uploaded.

GOVERNMENT OF ANDHRA PRADESH PLANNING (VII) DEPARTMENT

U.O.Note.No.PLG01-PLGOMONE(MFP)/3/2020-PLG-VII-4,

Dated:09.11.2021

Sub:- Planning Department – Spandana – Effective Monitoring & Coordination – Monthly Review meeting by the Chief Secretary with all Secretaries – Proposed process change to prevent recurring of Grievances – Requested-Reg.

Ref:- This Office U.O.Note of even No. dated:21.07.2021.

Kind attention is invited to the subject and reference cited.

2. All the Departments are hereby requested to identify highly occurring grievances and come out with some change in process etc., in order to prevent them from recurring. The Department wise grievances and PPT are enclosed herewith for ready reference and are requested to arrange to furnish proposed process changes to prevent from recurring by 11.11.2021 to Planning Department (planning7department@gmail.com / directorplg51@gmail.com / senior.consultant-da@ap.gov.in) so as to prepare a consolidate presentation for the ensuing review meeting chaired by the Chief Secretary. The time and date of the review meeting will be intimated later.
3. Therefore all the Special Chief Secretaries/Prl. Secretaries/Secretaries are once again requested kindly arrange to furnish the proposed process changes to prevent from recurring of the Grievances for the ensuing review meeting.

VIJAY KUMAR G.SRKR
SECRETARY TO GOVERNMENT

To
All the Special Chief Secretaries/Prl. Secretaries/Secretaries.

Orders on Quality Redressal & Process Re-engineering

GOVERNMENT OF ANDHRAPRADESH PLANNING (VII) DEPARTMENT

Memo.No.PLG01-PLG0MONE(MFP)/3/2021-PLG-VII-27 Dt.21.12.2022

Sub:- Planning Department - SPANDANA - Effective Monitoring & Coordination - Improving the quality redressal of grievances - Formation of District Audit Team - Requested - Reg.

Ref:- From Joint Secretary to CM, CMO.Note.No.06/JointSecy-CM/2022, Dated:20.12.2022.

<><><>

Invite attention to the subject cited.

2. Vide reference cited, it is proposed to constitute a District Audit Team with following officers for improving the quality of redressal. The team has to analyze redressed grievances.

- i. C.E.O., ZP
- ii. One (1) SDC
- iii. One (1) EO & RD (Panchayat Raj)
- iv. One (1) Deputy Tahsildar
- v. One (1) Medical Officer

3. Therefore, all the District Collectors are hereby requested to constitute a District Audit Team with the above stated composition to analyze grievances received and redressed under Spandana programme. The team shall submit the analyzed report of Spandana grievances for every fortnight to CMO by marking a copy to Planning Department.

**VIJAY KUMAR G.SRKR.,
SECRETARY TO GOVERNMENT**

To
✓ All the District Collectors
Copy to:
The Special Secretary to HCM(Spandana)
The OSD to Joint Secretary to HCM.
The OSD to Chief Secretary
The Chief Executive Officer, RTGS
The Special Secretary to HCM
The P.S. to Secretary, Planning

//FORWARDED :: BY ORDER//

R. S. Subramanian
SECTION OFFICER

Government of Andhra Pradesh Proceedings of the District Collector, Krishna District, Machilipatnam Present : Sri P.Ranjith Basha, I.A.S.

Proceedings No.113/Planning Wing/Planning.3/DE&SO/20221. Dated: .12.2022

Sub:- Planning Department - Krishna District - Spandana - Effective Monitoring & Coordination - Improving the quality redressal of grievances - Formation of District Audit Team - Orders - Issued.

Ref:- 1. Memo No.PLG01-PLG0MONE(MDP)/3/2021-PLG-VII-27, Dated:21.12.2022 of Planning (VII) Department, Andhra Pradesh.
2. Note Orders of the District Collector, Krishna District, Machilipatnam, Dated: 28.12.2022.

ORDER

The Government of Andhra Pradesh has planned to set upon effective District Audit Team for the district so that the various grievances submitted by the citizens can be effectively redressed in the Spandana programme organized every Monday under the auspices of the District Collector.

The Government of Andhra Pradesh ordered to setup a District Audit Team so that the grievances submitted by the citizens in the Spandana programme. Which is organized every Monday, will be quickly redressed of grievances. Accordingly, the district collector have bee issued orders by setting up the District Audit team of officers are mentioned below.

Sl. No.	Name of the Person	Designation
1	Sri G.Srinivasa Rao	Z.P., C.E.O.
2	Sri B.S.N.Reddy	MUDA V.C. (S.D.C.)
3	Sri A.Bala Krishna Rao	EO & RD (Pantchayathi Raj)
4	Sri Mirza Rizwanullah Baig	Deputy Tahsildar
5	Sri Dr. Narasimha Naik	Urban S.P.H.O.

The above constituted District Audit team has been instructed to submit the grievances received from the public in the Spandana programme under the chairmanship of the Zilla Parishad executive officer for effective and quick redressal of the grievances audit report submitted to the District Collector once in a fortnight. The Audit report of District Audit Team shall furnished through the District Collector to the State Government.

Sd/- P.Ranjith Basha
District Collector,
Krishna

// t.c.f.b.o. //

P. Ranjith Basha
District Economics & Statistics Officer,
Krishna, Machilipatnam

08

Communication and Awareness

Do's & Dont's

Do's

- **Acceptance Criteria:** Grievances will be accepted for redressal only if they pertain to the department or jurisdiction of the redressal officer.
- **Handling Incorrectly Mapped Grievances:** In case a grievance is incorrectly mapped, the officer will reassign it to the appropriate officer responsible.
- **Closure Requirements:** Every redressed grievance must include: A comprehensive enquiry report, A redressal report or endorsement.
- An uploaded photo documenting the enquiry process.
- **Endorsement Quality:** The uploaded endorsement must be: Legible and clear, Properly signed by the responsible officer, Specifically addressing the citizen's concerns.
- **Citizen Communication:** Throughout the process, the citizen must be kept informed and updated on the progress and resolution of their grievance

Don't's

- The Officer shall not redress grievance if it doesn't belong to their department or Jurisdiction.
- The officer shall not close the grievance without informing the status to the citizen.
- The Grievances shall not be closed without out detailed enquiry.
- Reopen grievances shall not upload with same endorsement uploaded by the earlier GRA.
- Blank/ invalid/Incorrect/incomplete Endorsements shall not be uploaded

PGRS Additional Activities

PGRS Employee Grievance Workflow

- Employee Grievance Registration and Redressal Form is developed and integrated in PGRS portal.
- Every 3rd Friday of the month, employees can visit District Collectorate to register his/her grievance by using their CFMS ID.
- Employee Grievance Types:
 - ✓ Service Matters
 - ✓ Personal Issues
 - ✓ Financial
 - ✓ Medical Reimbursement
 - ✓ Disciplinary
- Grievance will be assigned to the respective department redressal officer i.e., District Level officer/HOD/Deputy Secretary

THANK YOU