

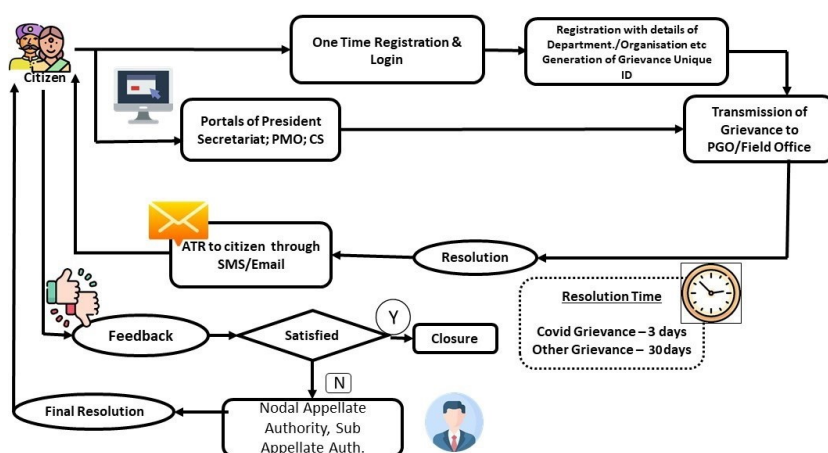
Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

Why in News?

Recently, the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) successfully resolved over 70 lakh grievances from 2022-2024.

- **CPGRAMS** - It is a 24*7 online platform for citizens to **lodge their grievances to the public authorities** on any subject related to service delivery.
- **Launched in** - 2007.
- **Monitored by** - Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances & Pensions.
- **Coverage** - It connects 92 Central Ministries, Departments and Organizations with 36 States/UTs.
 - **Supported by** - Over 73,000 active subordinate users.
 - **Organizations** - 96,295 registered.
- **Compliant filing** - Citizen can file complaints through the web portal or mobile app or UMANG app.
- Each complaint receives a unique registration ID, allowing users to track its progress.
- **Tracking** - My Grievance app serves as an independent platform for filing and tracking complaints.
- **Grievance Redressal timeline** - **21 days**.
- **Appeal mechanism** - If a citizen is dissatisfied with the resolution, they file an appeal once the grievance is closed.

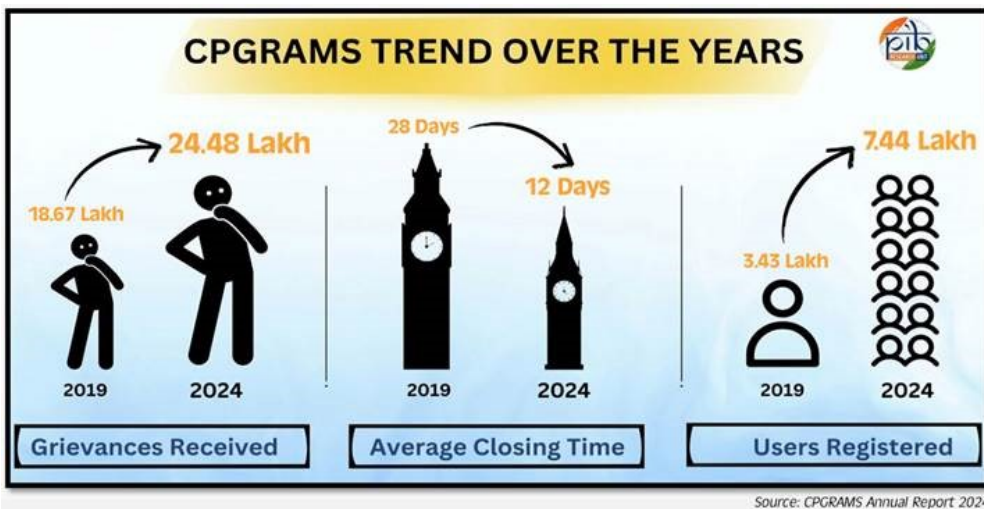
CPGRAMS PROCESS FLOW



- **Matters not treated as Grievance**
 - Right To Information (RTI) Matters

- Court related / Subjudice matters
- Religious matters
- Suggestions
- Service matters of Government employees.
- **Policy Guidelines 2024** - Ensuring quicker resolutions & better citizen engagement.

10-Step Reforms	
Integrated Platform	Whole of Government Approach
Nodal Officers	Feedback Call Centre
Grievance Cells	Grievance Redressal Assessment Index
Reduced Timelines	Training and Capacity Building
Escalation Process	Regular Review



From 2022 to 2024, the system enabled the resolution of 70,03,533 grievances and mapped 1,03,183 Grievance Redressal Officers (GROs) as on 31 October 2024.

Initiatives
<ul style="list-style-type: none"> • 4th Sushasan Saptah & Prashasan Gaon ki Ore Campaign - It aims to resolving public grievances and improving service delivery. <ul style="list-style-type: none"> - <u>Service delivery</u> - 2.9Cr applications disposed. - <u>State portals</u> - 14 lakh grievances redressed. - <u>CPGRAMS</u> - 3.4 lakh grievances redressed. • NextGen CPGRAMS - Building on <u>CPGRAMS 7.0</u>, offer features like grievance filing via WhatsApp/Chatbot, voice-to-text lodging, instant alerts and auto-escalation. • It is set to launch on <u>1st July 2025</u>.

References

1. [PIB| CPGRAMS A Citizen-Centric Path](#)
2. [PG Portal| CPGRAMS](#)



SHANKAR
IAS PARLIAMENT
Information is Empowering