

# CPGRAMS (Central Public Grievance Redressal and Monitoring System)

May 10, 2020

## What is CPGRAMS?

- The Centralized Public Grievance Redress and Monitoring System, is an online web-enabled system over NICNET **developed by NIC** in association with the **Department of Administrative Reforms and Public Grievances (DARPG)** with an objective of speedy redress and effective monitoring of grievances by Ministries/Departments/Organizations of Government of India.

## Features of CPGRAMS

- Grievance redressal operation
- Lodging of the grievance by a citizen/netizen->Acknowledgement of acceptance of grievance by organization->Assessment of grievance regarding follow up action->Forwarding and transfer->Reminders and clarification->Disposal of the case.
- Each organization may receive the cases from following sources: a). Directly from aggrieved party on paper or via network b). Forwarded cases from PMO; Cabinet Secretariat; Department of Administrative Reforms and higher formations.
- CPGRAMS facilitates the **system generated unique registration number** upon the online submission of grievances from aggrieved citizens to DPG/DARPG or concerned Ministries/Departments/Organizations.
- Automatic Online **Data transmission between Ministries/Departments/Organisations** and the subordinate

organizations is facilitated by CPGRAMS.

- CPGRAMS **facilitates the generation of automated letters** like Acknowledgement and Final reply letters etc. for official correspondence with complainants.