

# Santusht Portal

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**Source:** PIB

Recently the **Ministry of Labour & Employment** has launched 'Santusht portal' to monitor the implementation of labour laws and schemes at the grass-root level through constant monitoring.

## Key features

- **The objective of the portal:** To promote transparency, accountability, effective delivery of public services and implementation of policies, schemes of Ministry of Labour and Employment at grass-root level through constant monitoring.
- For public grievances, **Centralized Public Grievance Redressal and Monitoring System (CPGRAM)** portal is already functional

## Significance of the move

The move is likely to bring in further transparency, accountability, effective delivery of public services and implementation of policies, schemes of Ministry of Labour and Employment

## About Centralized Public Grievance Redressal and Monitoring System (CPGRAM)

In pursuance of the government's objective of accountable, transparent and citizen-friendly government, it was decided to establish a speedy and effective grievance redress machinery which gave birth to CPGRAMS.

## Objective

The objective is to ensure online availability of the

grievance system to the citizens thereby providing him/her facilities to lodge the grievances, find the status, send reminders etc., irrespective of their geographical location.

### **Key features**

- 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.
- This system besides providing faster access offers the following facilities to citizens. CPGRAMS aims at capturing the real-time workflow and interaction among all the participant users.
- The central idea of the application architecture is to introduce a standard and uniform approach to various functions in user departments, besides enabling them to carry out the business as per their local business needs. Briefly stating, the entire life cycle of the grievance redress operation consists of
  1. Lodging of the grievance by a citizen/netizen.
  2. Acknowledgement of acceptance of grievance by the organization.
  3. Assessment of grievance regarding follow up action.
  4. Forwarding and transfer
  5. Reminders and clarification
  6. Disposal of the case.