The Centralised Public Grievance Redress and Monitoring System is an online web-enabled application that facilitates/provides the following:

- **Online lodging and status tracking of grievances by citizens.**
- **Lodging of Grievances received locally by post including the facility of electronically store the complaint as a scanned document.**
- **Online forwarding of Grievances to subordinate offices**
- **Electronic (online) dispatch of Action Taken Reports (ART’s) by various ministries/departments**
- **Query on the Status of any of the Registered Grievances.**
- **Forwarding of Reminders/Clarifications for the grievances lodged earlier.**

The objective of CPGRAMS is to facilitate speedy redress through effective & efficient monitoring of grievances by various Ministries/Departments/Government Organisations, including the nodal agencies. The features of CPGRAMS are:

- **An integrated application, enabling the Public Grievance Officers (PGO’s) to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.**
- **Facilitates an automatic system generated unique registration number upon the online submission of a grievance by a citizen, which can be used for future reference.**
- **Can be accessed by all stakeholders through a PC using an internet connection and an internet browser.**
- **CPGRAMS provides information online to the PGO of the concerned Ministry/Department/Government Organisation on all cases as and when they are forwarded to him/her.**
• A feature to attach any electronic grievance details/related documents, which can be seen at all levels wherever the grievance is forwarded to.
• CPGRAMS helps generate need-based monitoring and query reports for effective monitoring of pending grievances at various levels.
• The system is flexible enough to be extended to multiple levels below as per the requirement of the concerned Ministry/Department/Government Organisation for speedy forwarding and redress of grievance.
• SMS/E-mail alerts to citizens and PGOs are enabled at various stages
• Senior officers Dashboard has been made available.

The Department of Administrative Reforms and Public Grievances under the guidance of PMO has created a Mobile App for lodging of public grievances on the PGPORTAL which can be installed on Android based mobiles. The Mobile App was launched by the Hon'ble MOS (PP) on 21.10.2015.

**Steps to install the mobile App**

- Log on to [http://pgportal.gov.in](http://pgportal.gov.in)
- Capture the QR Code using the QR Code Reader
- Download the App through the captured link
- Install the app in your Android mobile
- Open the App after installation

The citizen can select:
- Lodge grievance
- Lodge Reminder/Clarification
- View status

They may provide required information. The citizen can view the status any time – anywhere using the mobile App.

[Signature]

[Reshma Lakhani]

[Reshma Lakhani] / RESHMA LAKHANI

[Commissioner] / COMMISSIONER

सेवा में / To

1. प्रेषण सूची -1 व 2 के अनुसार / As per DL-I & II of Cochin Commissionerate

प्रति प्रस्तुत है / Copy submitted to -

मुख्य आयुक्त कार्यालय / The Chief Commissioner's office