Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

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CPGRAMS is a flagship **Digital Governance initiative** of the Government of India designed to provide a single-window platform for the public to lodge and track their grievances with various public authorities.

Overview and Functionality

- **What it is:** A web-enabled, 24x7 online platform for citizens to lodge grievances related to **service delivery** by government entities.
- **Jurisdiction:** The system is connected to all **Ministries/Departments** of the Government of India and the States/Union Territories.
- **Access:** Available via its website and through the **UMANG** mobile application, ensuring accessibility.
- **Mechanism:**
- Citizens receive a unique registration ID for tracking the status of their complaint.
- The system directs the grievance to the concerned nodal officer of the relevant Ministry/Department.
- **Appeal Facility:** If a complainant is not satisfied with the resolution by the Grievance Officer, they can file an appeal within the system
- **Good Governance:** CPGRAMS is a crucial tool for promoting **citizen-centric governance, transparency, and accountability** in public administration.
- **E-Governance Initiative:** Exemplifies the use of **Digital Public Infrastructure (DPI)** to improve public service delivery and is a key component of the 'Minimum Government, Maximum Governance' philosophy.
- **Administrative Reforms:** The system drives administrative reforms by providing real-time data on grievance hotspots, allowing the government to identify systemic issues and improve service standards.