



Santusht Portal

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Why in News?

The Ministry of Labour and Employment has launched 'Santusht portal' to monitor the implementation of labour laws at the grassroots level.

Key Points

- The objective of 'Santusht' is to **promote transparency, accountability, effective delivery of public services and implementation of policies, schemes** of Ministry of Labour and Employment at the grassroots level through constant monitoring.
- Entering 2020, the government aims to implement **all four codes on wages**, industrial relations, social security and occupational safety, health and working conditions. These are expected to improve ease of doing business and safeguard the interest of workers.
- For public grievances, **Centralized Public Grievance Redressal and Monitoring System (CPGRAMS)** portal is already functional.

Centralized Public Grievance Redressal and Monitoring System (CPGRAMS)

- It is an online web-enabled system developed by **National Informatics Centre (Ministry of Electronics & IT [MeitY])**, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG) under the Ministry of Personnel, Public Grievances & Pensions.
- It aims to receive, redress and monitor the grievances of the public.
- It provides the facility to lodge a grievance online from any location.
- It enables the citizen to track online the grievance being followed up with Departments concerned and also enables DARPG to monitor the grievance.

Source: PIB