



## Centralized Public Grievances Redress and Monitoring System (CPGRAMS)

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Recently, the Minister of State (Personnel, Public Grievances & Pensions) has launched the **Centralized Public Grievances Redress and Monitoring System (CPGRAMS)** reforms in the **Department of Posts**.

The reforms are expected to reduce the grievance disposal time and improve the quality of grievance redressal.

### 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).

The underlying idea was to receive, redress and monitor the grievances of the public.
- It was launched by the **Department of Administrative Reforms & Public Grievances** (DARPG) under the Ministry of Personnel, Public Grievances & Pensions.
- The CPGRAMS provides the facility to lodge a grievance online from any geographical location.

It enables the citizen to track online the grievance being followed up with Departments concerned and also enables DARPG to monitor the grievance.
- The procedure includes **designating a** senior officer as the **Director of Grievances/Grievance officer** in every office to ensure that the system remains accessible, simple, quick, fair and responsive, and **fixing the time limit** for disposal of work relating to public grievances and staff grievances.

**Source: PIB**