



# Chhattisgarh First in Resolving Public Grievances Online

## Why in News?

- As per the information received from the official sources of the state government recently, Chhattisgarh is the first in the country in resolving public grievances in the Centralised Public Grievance Redressal and Monitoring System (**CPGRAMS**) portal created by the Central Government for redressal of public grievances.

## Key Points

- Chhattisgarh has come first with the resolution of 97 per cent of the troubleshooting applications received in the Centralized Public Grievance Redressal and Monitoring System portal.
- A total of 60,998 out of 62,738 applications received in the state till June 3, 2022, have been disposed of in the last five years.
- **The CPGRAMS** online portal receives complaints. Applications for resolution are transferred online to the State Governments.
- It may be mentioned that the Chief Secretary of Chhattisgarh holds meetings of departmental and district officials on virtual mode for one hour continuously. Usually eight district headquarters are added in a single day for review. This helps in speedy disposal of complaints.

PDF Reference URL: <https://www.drishtiias.com/printpdf/chhattisgarh-first-in-resolving-public-grievances-online>