



# Speedy Grievances Redressal under CPGRAMS

[Source: BS](#)

## Why in News?

Recently, the Centre has issued revised guidelines for timely redressal of public grievances raised on the [Centralised Public Grievance Redress and Monitoring System \(CPGRAMS\) portal](#).

- During the Prime Minister's interaction with **government secretaries**, he asked to make **CPGRAMS** more sensitive, accessible and meaningful to the citizens.

## What are the Key Highlights of Revised Guidelines on Public Grievance Redressal?

- **Reduction in Grievance Redressal Time:** The **maximum time** for resolving public grievances has been reduced to **21 days** from the previous 30 days.
  - If more time is needed, an **interim reply** must be provided, indicating the reason and expected timeline for **resolution**.
- **Dedicated Officers and Nodal Officers:** Ministries with high grievance volumes should appoint a **nodal officer** with sufficient rank to ensure timely and quality resolution..
- **Whole of Government Approach:** Officers need to handle complaints emphasising "[whole of the government approach](#)".
  - This means that in no case grievance shall be **closed** by stating '**Does not pertain to this Ministry/Department/ Office**' or its equivalent language.
  - Efforts shall be made to **transfer** the same to the **right authority** if the subject of the grievance does not pertain to the receiving Ministry.
- **Use of Technology and AI Tools:** Technology improvements like **integration** of grievance portals, **root cause analysis** using **AI** enabled dashboards and assessment matrix like the [Grievance Redressal Assessment Index \(GRAI\)](#) should be adopted to improve quality of grievance redressal.
  - **GRAI** offers an organization-wise **comparison** and provides valuable insights into the strengths and areas for **improvement** in the grievance redressal mechanism.
- **Escalatory Appeal Mechanism:** The appeal process in **CPGRAMS** currently requires appointing an officer of Additional or Joint Secretary rank as the **Nodal Appellate Authority (NAA)**.
  - **Sub Appellate Authorities (SAA)** may be appointed by the Ministries/Departments under the NAA for **speedy grievance redressal**.
- **Establishment of Dedicated Grievance Cells:** A dedicated **grievance cell** shall be set up in every ministry with staff having domain knowledge of **schemes/ programmes**, experience and skill for **data analytics** and **root cause analysis** of grievances.
- **Handling of Serious Complaints:** Complaints relating to [corruption](#), [bribery](#), [harassment](#) or having any other vigilance angle of citizens shall be examined closely under the guidelines of **Department of Personnel and Training (DoPT)** and [central Vigilance Commission \(CVC\)](#).
- **Feedback Mechanism:** If the citizen is not satisfied with the redressal, they can provide feedback on the portal and raise an appeal on it.
  - Feedback process will be integrated with **WhatsApp**, **chatbot** etc so that unsatisfied citizens can file an appeal through any of the above modes of feedback.
- **Capacity Building and Training:** **Capacity building** for grievance redressal officers will be

done through state administrative training institutions.

## CPGRAMS

- **CPGRAMS** is an online platform available to the citizens **24x7 to lodge their grievances** to the public authorities on any subject related to service delivery.
- It was launched by the **Department of Administrative Reforms & Public Grievances (DARPG)** under the **Ministry of Personnel, Public Grievances & Pensions**.
- It is a **single portal** connected to all the Ministries/Departments of Government of India and States.
- **CPGRAMS** also provides an **appeal facility** to the citizens if they are not satisfied with the resolution by the Grievance Officer.
- Issues not addressed for redressal include [RTI](#) matters, court-related or sub-judice matters, religious matters, and grievances of government employees related to their service issues.

PDF Refernece URL: <https://www.drishtiias.com/printpdf/speedy-grievances-redressal-under-cpgrams>

