



# Santusht Portal

## 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](#)

PDF Refernece URL: <https://www.drishtias.com/printpdf/santusht-portal>