



CPGRAMS

Source: PIB

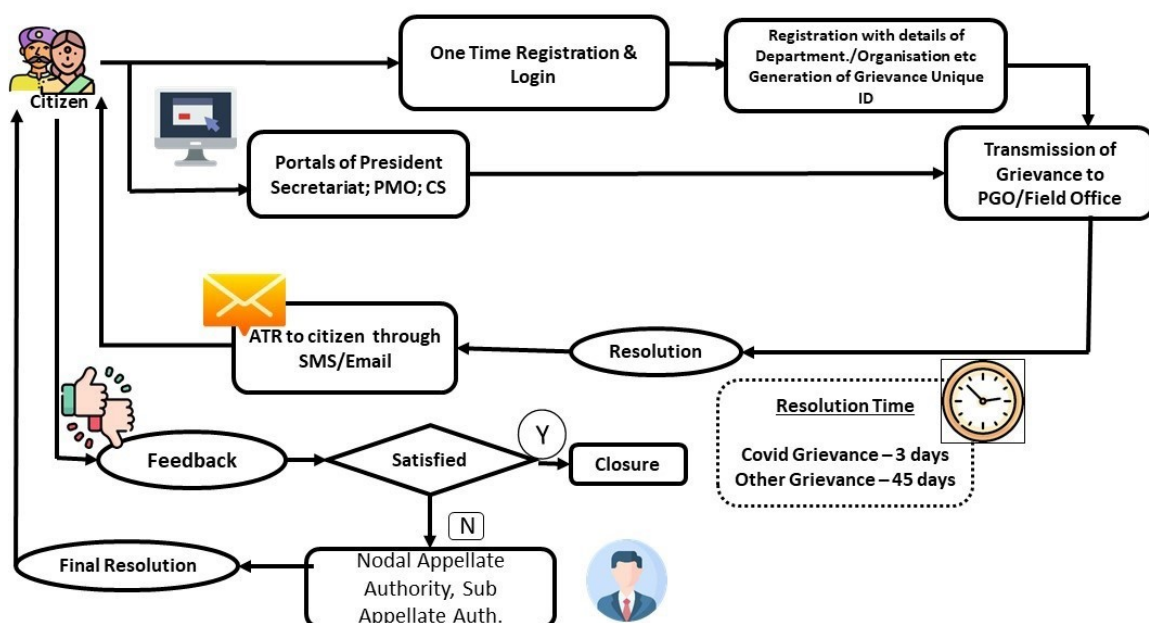
Recently, the **Centralised Public Grievance Redressal and Monitoring System (CPGRAMS)** of India was recognised as a **state-of-the-art** grievance redressal system and a best practice of smart government by **the Commonwealth Secretariat**.

- Other country's monitoring systems are the Civil Registration and Vital Statistics System (CVRS) and identity management systems of **Namibia**, Human Resource Management and E-Citizen models of **Kenya**.

CPGRAMS:

- It is an **online web-enabled system** developed by the **National Informatics Centre, (MeitY)**, in association with the **Ministry of Personnel, Public Grievances & Pensions**.
- It aims to **receive, redress and monitor** the grievances of the public.
- It acts as a **single portal** connecting all Ministries/Departments of the Government of India and States.
- Citizens can access CPGRAMS through a standalone **mobile application** via the **UMANG integrated mobile application**.
- While registering, citizens receive a **unique registration ID** to track the status of their grievances.
- It also offers an **appeal mechanism** for citizens unsatisfied with the resolution.

CPGRAMS PROCESS FLOW



Read more: [Santusht Portal](#)

PDF Refernece URL: <https://www.drishtias.com/printpdf/cpgrams-1>

