

No.F.12014/1/2021-DP&AR(GGC)
GOVERNMENT OF MIZORAM
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
(GOOD GOVERNANCE & TRAINING WING)

Aizawl the 5th March, 2025

To

All Administrative Heads of Departments

Subject: Reconstruction of Public Grievance (PG) Officer's accounts on CPGRAMS and Mipui Aw – Regd.

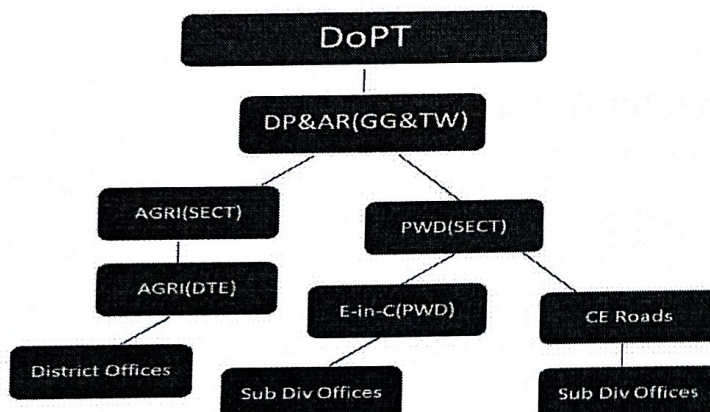
Sir/Madam,

In continuation of this Department's letter of even No dated 10.02.2025, the undersigned is directed to state that the State Government is implementing CPGRAMS and Mipui Aw (online grievance management portal) and the way forward for better implementation, a Handholding-cum-Training for the Nodal Officers was held during 17.02.2025 to 19.02.2025 at the ATI Auditorium in which roles of the Administrative Departments, Directorate Departments and their subordinates were instilled and informed them to take initiatives for reconstruction of the work flow on the portal.

The ideal workflow may firstly be explained for ready reference as under: -

CPGRAMS

In CPGRAMS, the DoPT, Government of India is on the top of the system, and all Ministries, State Governments, etc are under their subordinate organizations. As far as Government of Mizoram is concerned, DP&AR(GG&TW) is the State Nodal Department and all Administrative Departments are their subordinate organizations. The Administrative Departments will have their respective Subordinate Organizations viz., Directorates, and the Directorates in turn will have their District Offices/ Circle Offices/Sub-Divisions, etc together under them as shown in the Figure below: -



As shown in the Figure at pre-page, grievances received will be flocked together in the DP&AR(GG&TW), then each grievance will be transferred to the concerned Administrative Departments which will in turn transfer these to their respective Subordinate Offices for resolution.

Mipui AW : Same as CPGRAMS

At this juncture, as against the workflow in the Figure, all accounts, regardless of which Administrative Departments, Directorates, District Offices, etc. they may belong, are mapped under the Nodal Department i.e DP&AR(GG&TW), which means that once a grievance is transferred to a particular Administrative Department, the Administrative Department is unable to transfer the grievance to the concerned subordinate offices since the subordinate offices are not registered under them leading to backlog of pending cases.

All Administrative Heads of Department are therefore requested to take the following actions in order to resolve the matter: -

1. Direct the Nodal Officers of their respective Directorates to furnish details of Nodal Officers of CPGRAMS and Mipui Aw and create accounts within their respective Administrative Departments' accounts based on the details of the Nodal Officers so furnished, and then share the credentials (details of the accounts so created) back to the concerned nodal officers;
2. Instruct their respective Directorates to take the same action with the District/Circle level Offices at their level and ensure that the reconstruction process is completed by **31st March, 2025**.

Once the above actions are completed, all the current pending grievances in the redundant accounts will be transferred to the concerned Administrative Department's Accounts to be processed seamlessly with the reconstructed workflow for resolution once and for all and the redundant accounts will subsequently be deactivated by DP&AR(GG&TW).

Tutorial Video on creation of Subordinate Organization is available at <https://www.youtube.com/watch?v=D7G9xSFKZCU>

In case any doubt arises, DP&AR(GG&TW) may be contacted **through Helpline No. 6909555990**.

Yours faithfully



(ISAAC C. LALREMPUIA)

Deputy Secretary to the Govt. of Mizoram

&

Nodal Officer

Department of Personnel & Administrative Reforms
(Good Governance & Training Wing)

Memo No.F.12014/1/2021-DP&AR(GGC): Aizawl the 5th March, 2025

Copy to: -

1. Secretary to Governor, Mizoram
2. PS to Chief Minister, Mizoram
3. PS to Minister, DP&AR
4. Sr. PPS to Chief Secretary, Govt, of Mizoram
5. PS to Commissioner & Secretary, DP&AR
6. Under Secretary, DP&AR(GG&TW)
7. Guard File

(ISAAC C. LALREMPUIA)

Deputy Secretary to the Govt. of Mizoram

&

Nodal Officer

Department of Personnel & Administrative Reforms
(Good Governance & Training Wing)