

# TRAINING OF NODAL OFFICERS (PUBLIC GRIEVANCES) ON 'MIPUI AW'

DP&AR (Good Governance Cell)

with technical support from NIC, Mizoram State Centre

# WHAT IS “MIPUI AW”?

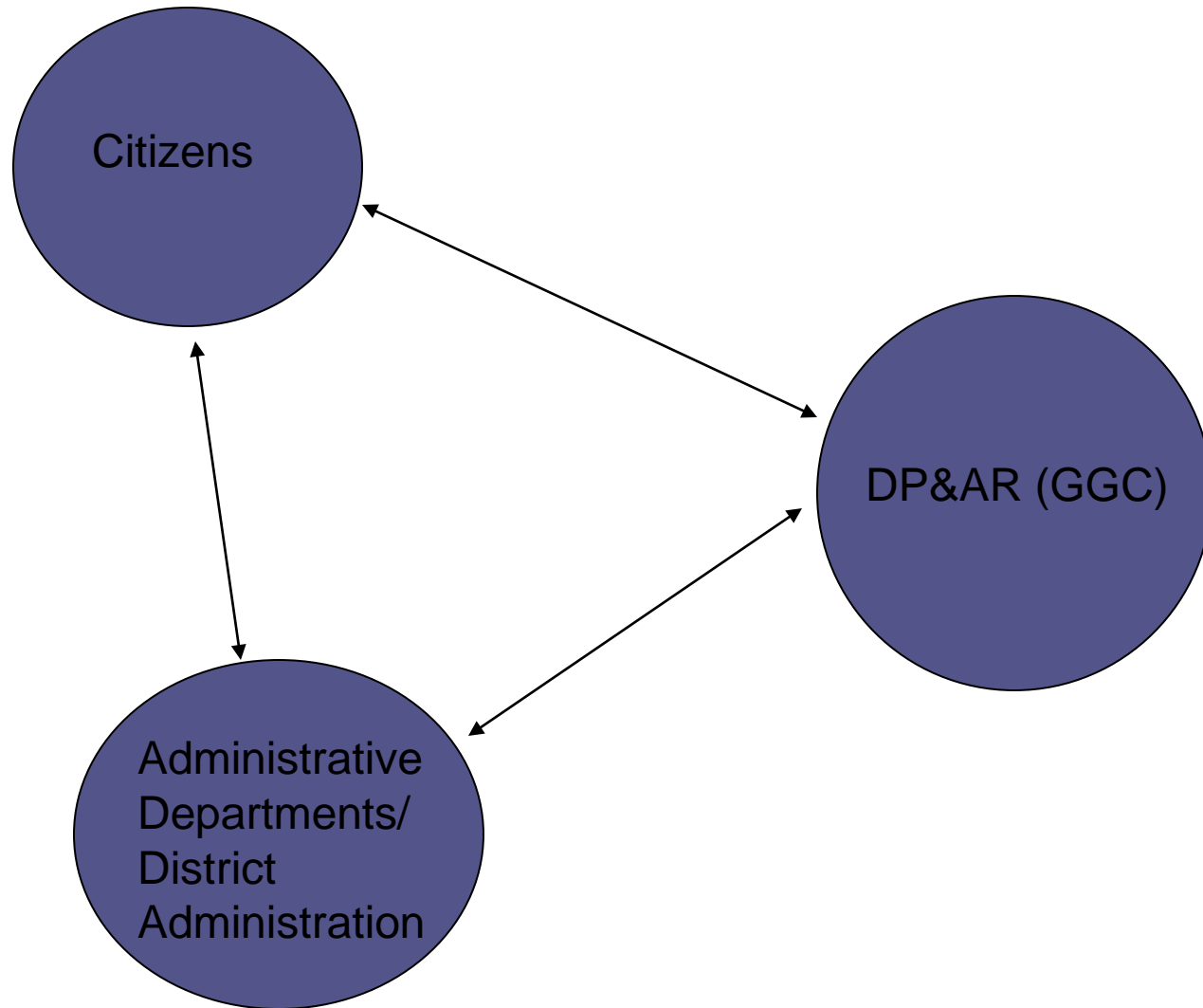
- “**Mipui Aw**” is a Web-based system for lodging of grievances online and ensuring speedy redressal and effective monitoring of citizens’ grievances. It is accessible for everyone at **[mipuiaw.nic.in](http://mipuiaw.nic.in)**
- It was developed by NIC, Mizoram in collaboration with DP&AR(GGC), Govt. of Mizoram.
- It is essentially the State Government version of the Centralised Public Grievances Redress and Monitoring System (CPGRAMS) being implemented by Department of Administrative Reforms & Public Grievances, Govt. of India.

# MIPUI AW (State CPGRAMS)

## mipuiaw.nic.in

The screenshot shows a web browser window displaying the MIPUI AW website. The browser's address bar shows 'mipuiaw.nic.in'. The website header features the Government of India emblem on the left, the text 'MIPUI AW VOICE OF THE PEOPLE' in the center, and a group photo of women in traditional Mizoram attire on the right. Below the header, a navigation bar includes the text 'A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Mizoram' and a language dropdown menu set to 'English'. The main content area is divided into two sections: 'Login for Public Grievance Officers' and 'For Citizens (Mipui tan)'. The 'Login for Public Grievance Officers' section includes a sub-header '(For official use)', fields for 'Username' and 'Password', and a 'Login' button. The 'For Citizens (Mipui tan)' section contains three buttons: 'Lodge Grievance (Complaint theluhna)', 'Lodge Reminder/Clarification', and 'View Action Status (Status enna)'. At the bottom of this section, there is a link: 'Click here if you wish to change your grievance password'. The footer of the website contains links for 'Government of Mizoram', 'Contact Us', 'FeedBack', 'National Portal of India', 'Terms of Use', and 'Home'. The Windows taskbar at the bottom shows the system tray with the date '09-11-2014' and time 'AM 08:20'.

# STAKEHOLDERS IN THE SYSTEM

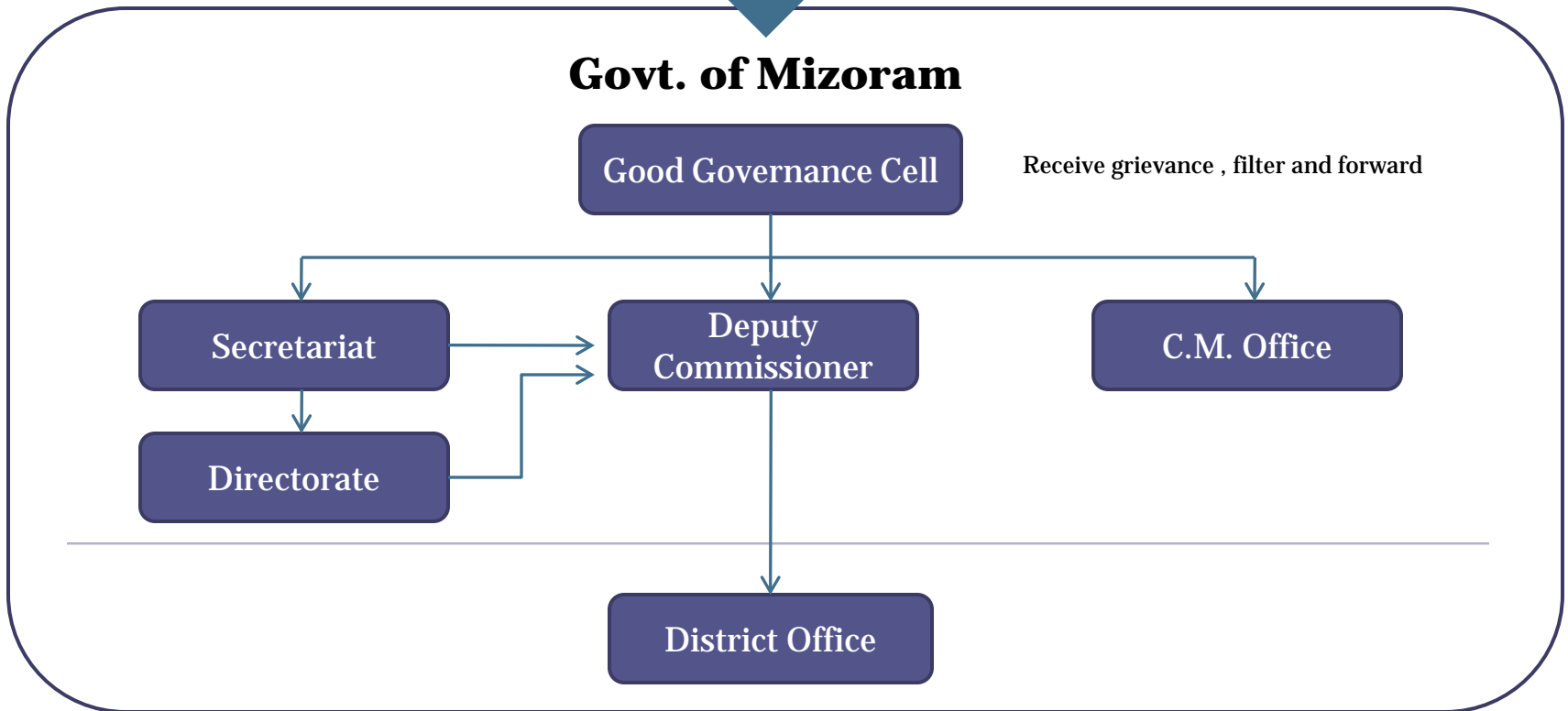


# Grievance Flowchart



Citizen

Lodge Grievance



# Features of Mipui Aw (For Citizen)

- Every citizen can lodge his/her grievance to government using Internet through the website **[mipuiaw.nic.in](http://mipuiaw.nic.in)**
- Citizen can also submit grievance in letter to government office.
- Citizen can view the status of his/her grievance at any time.
- Citizen can view and print Acknowledgment and Final Reply Letter.
- Citizen can even send reminder to the government regarding his/her grievance.

# Features of Mipui Aw (For Officials)

- Enables Nodal Officers (Public Grievances) of each Department to receive grievances online forwarded by DP&AR(GGC).
- Nodal Officer (PG) can Examine the case at his own level or Forward it to its sub-ordinate organisation for further action.
- In case resolution of grievances takes time, Nodal Officers (PG) can make interim reply to complainant.
- Enables Nodal Officers (PG) to submit “Action Taken Report” online after the grievances are solved.

# Advantages of Mipui Aw

- **Benefits**

- Paperless movement of grievances
- Speedy and cost effective
- Lodging of grievances at the click of a mouse
- Can reach the lowest field level
- Offers a single platform for centralised monitoring of grievances

- **Beneficiaries**

- Nodal Officer (PG) and his/her secretariat
- PG Officer of the sub-ordinate office(s)
- Of course, the Complainant.



# PROCEDURE FOR RESOLUTION OF GRIEVANCES

- DP&AR (GGC) receives grievances from citizens, filter the grievances and forward it to the concerned Department.
- Upon receipt of grievances, Nodal Officer (Public Grievance) of concerned Departments have the following options:
  - *Examine the case at their level*
  - *Forward to sub-ordinate organisation*
  - *Return the grievance back to DP&AR(GGC)*

# PROCEDURE FOR RESOLUTION OF GRIEVANCES

- **Case 1:** If the Nodal Officer (PG) selects the first option, i.e. *Examine the case at their level*, then the grievance has to be resolved at the Department level.
- Nodal Officer (PG) can call for *clarification* of complaints from the complainant before resolution of the complaints.
- In case resolution of grievance takes time, Nodal Officer (PG) can send *interim reply* to the complainant.
- After the grievance is examined by the Department and appropriate action is taken (i.e. grievance is resolved), send Action Taken Report online to DP&AR(GGC)
- If ATR of the Department is accepted by the Government in DP&AR (GGC), the grievance will be *disposed finally* and Final Reply Letter sent to the complainant online by Nodal Officer (GGC).

# PROCEDURE FOR RESOLUTION OF GRIEVANCES

- **Case 2:** If the grievance received is such that action has to be taken by a subordinate office, then such grievance shall be **forwarded** by Nodal Officer (PG) to the concerned subordinate organisation.
- Nodal Officer (PG) of the subordinate office can call for *clarification* of complaints from the complainant or in case resolution of grievance takes time, he can send *interim reply* to the complainant.
- After the grievance is examined by the subordinate office and appropriate action is taken (i.e. grievance is resolved), Nodal Officer (PG) of subordinate office shall send Action Taken Report online to the parent Department.
- ATR received from sub-ordinate office should be forwarded online to Nodal Officer(GGC) for final disposal

# PROCEDURE FOR RESOLUTION OF GRIEVANCES

- **Case 3:** If the grievance forwarded from DP&AR(GGC) is not at all related to the Department or even its subordinate organizations, this option *Return the grievance back* can be taken.
- The case will get returned back to higher authority who has forwarded it.
- In this case, DP&AR(GGC) will re-forward the case to a suitable organisation for resolution of the grievance

***Thanks a lot for your  
patience and kind attention***