

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

Dated Aizawl the 11th July, 2023

OFFICE MEMORANDUM

Subject : Implementation of Centralised Public Grievance Redress and Monitoring System (CPGRAMS)-reg

Attention of all Heads of Administrative Department and all Heads of Office is hereby invited informing that the Government of Mizoram has been implementing the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) i.e., an online platform available to the citizens 24x7, which is a means by which an aggrieved citizens lodge/voice their grievances and concerns to the Public Authorities/Government on any subject related to service delivery. It is a Barometer to check the reach of Government programme and its failure, whereby, a single portal connects all the Ministries/Departments of Government of India and States.

2. The Department of Administrative Reforms and Public Grievances is the Nodal Ministry in the implementation of CPGRAMS, and is committed to achieve “*Effective Redressal of Public Grievances*” which is considered as one of the most important aspects of Indian democracy and accords highest priority to the subject with focus on citizen engagement. To substantiate and actualize this commitment, efforts have been made by DARPG to strengthen the public grievance redressal system.

3. DARPG has developed a **Monthly Grievance Index** by which the performance of all the States and UTs in the Country in the redressal of Grievances is highlighted and the status of each State and UT monitored. The components in Grievance Index comprises of Public Grievances case received, pendency of Grievances lodged, Average closing time etc. Ardent efforts have been made by the State to enhance its performance in the redressal of Grievances by: i) appointment of Grievance redress Nodal Officer for all the Departments ii) sensitization workshop for all Nodal Officers iii) creation of CPGRAMS log-in credentials for all Nodal Officers etc.

4. All Administrative Heads and Heads of Offices are requested to constantly monitor the receipt of Grievances and its eventual redressal in the CPGRAMS portal through their appointed Nodal Officers so that the pendency of Grievances is curtailed to not more than 30 (thirty) days. Also, it is iterated that integration of the State own portal (MIPUI AW) with CPGRAMS is being undertaken, and on completion, the appointed Nodal Officer of CPGRAMS for the Department will also function as Nodal Officer under '**MIPUI AW**'.

5. The portal can be accessed through the link pgportal.gov.in/Signin and the user manual of the CPGRAMS is available for download at <https://pgportal.gov.in/CPGOFFICE/Documents/User-Manual.docx>

Further, the monthly performance (comparative analysis) in the redressal of Grievance, as per the Index mentioned, for each Department will be disclosed/published by DP&AR (GGC), so that the Departments who are in receipt of Grievances, are aware of their redressal status.

Sd/- R. LALRAMNGHAKA

Secretary to the Government of Mizoram
Department of Personnel & Administrative Reforms

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Copy to:

1. Sr. P.P.S. to Chief Secretary, Mizoram for information.
2. P.P.S. to Secretary, DP&AR for information.
3. All Administrative Heads of Department.
4. All Heads of Department.
5. Guard File.



(PAUL L. KHUMA)

Deputy Secretary to the Government of Mizoram
&
Nodal Officer
Department of Personnel & Administrative Reforms
Good Governance Cell