

# TRAINING ON CENTRALISED PUBLIC GRIEVANCES REDRESS & MONITORING SYSTEM '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.

# WHAT IS “MIPUI AW”?

- Launched by the Chief Minister and has been operational since 01.03.2012
- 201 grievances received since its inception till 13.09.2016
- 199 grievances resolved and disposed off till date i.e. 99.00% disposal
- All Departments covered under the ambit of MIPUI AW

# MIPUI AW (State CPGRAMS)

## mipuiaw.nic.in

← → ↻ mipuiaw.nic.in

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

 **MIPUI AW**  
VOICE OF THE PEOPLE  
A CENTRALISED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM  
Good Governance Cell, DP & AR, Government of Mizoram

A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Mizoram

Choose Language English ▾

**Login for Public Grievance Officers**

(For official use)

Username:

Password:

[Login](#)

**For Citizens (Mipui tan)**

[Lodge Grievance \(Complaint theluhna\)](#)

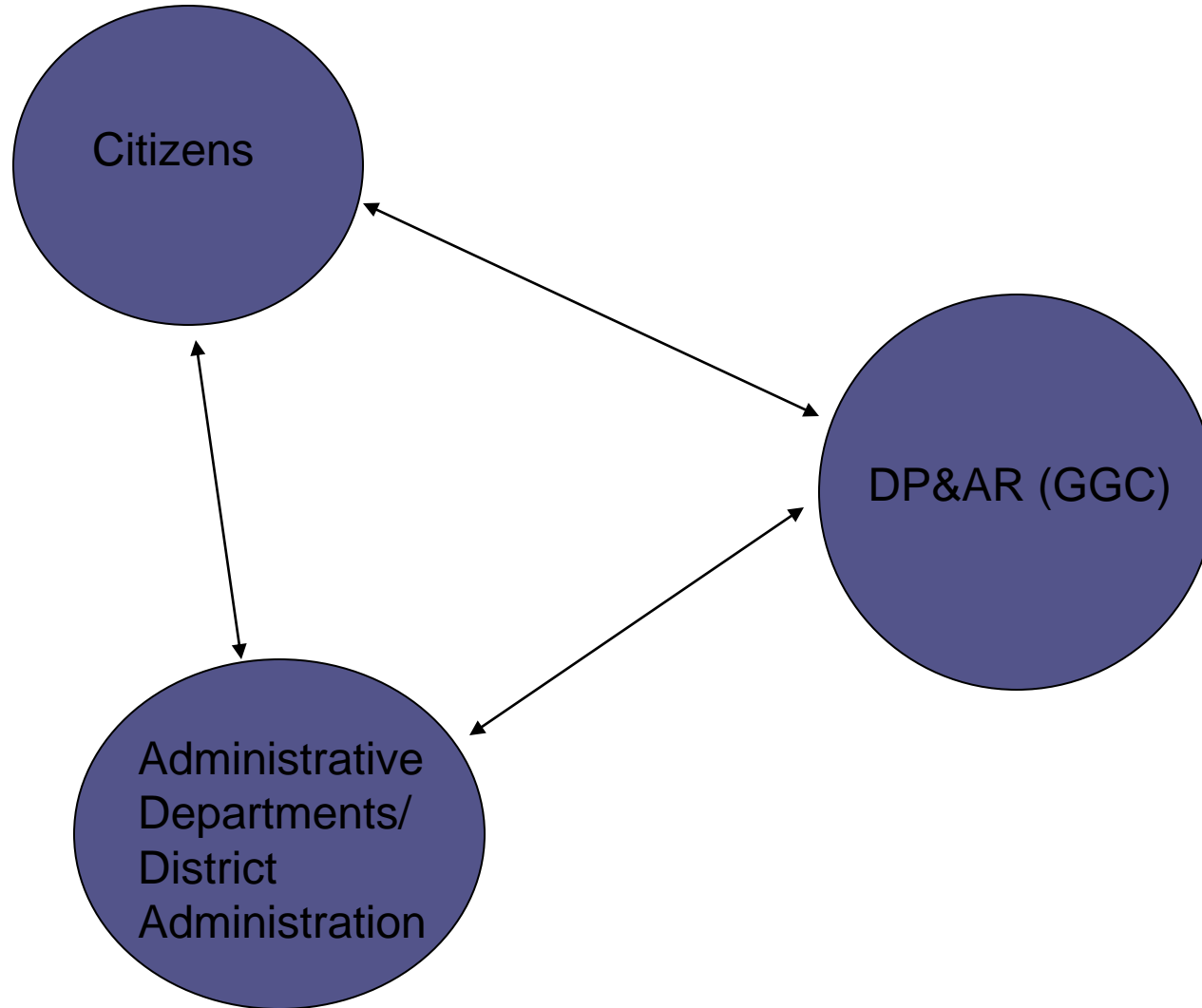
[Lodge Reminder/Clarification](#)

[View Action Status \(Status enna\)](#)

[Click here if you wish to change your grievance password](#)

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# STAKEHOLDERS IN THE SYSTEM



# Grievance Flowchart



Citizen

Lodge Grievance

## Govt. of Mizoram

Good Governance Cell

Receive grievance , filter and forward

Secretariat

Deputy  
Commissioner

C.M. Office

Directorate

District Office

# Features of Mipui Aw (For Citizen)

- Every citizen can lodge his/her grievance to government using Internet through the website **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.

# REGISTRATION OF GRIEVANCES ONLINE VIA MIPUIAW

The screenshot displays the MIPUIAW website interface. At the top, the browser address bar shows "mipuiaw.nic.in". The website header features the Government of India emblem on the left, the MIPUIAW logo in the center, and a group photo of staff on the right. The logo text reads "MIPUI AW VOICE OF THE PEOPLE" and "A CENTRALISED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM Good Governance Cell, DP & AR, Government of Mizoram". Below the header is a navigation bar with a language dropdown set to "English".

The main content area is divided into two columns:

- Login for Public Grievance Officers**: A section for official use with fields for "Username:" and "Password:" and a "Login" button.
- For Citizens (Mipui tan)**: A section with three options: "Lodge Grievance (Complaint theluhna)", "Lodge Reminder/Clarification", and "View Action Status (Status enna)". Each option is highlighted with a pink arrow pointing left. Below these options is a link: "Click here if you wish to change your grievance password".

The footer contains navigation links: "Government of Mizoram | Contact Us | FeedBack | National Portal of India | Terms of Use | Home".



# REGISTRATION OF GRIEVANCES ONLINE VIA MIPUIAW

← → ↻  ☆

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## MIPUI AW

### VOICE OF THE PEOPLE

A CENTRALISED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM

Good Governance Cell, DP & AR, Government of Mizoram



Home
Lodge Grievance
Reminder/Clarification
View Action Status
Change Password

### Grievance Registration Form

Entries Prefixed with \* are Mandatory!

* Select Department to which the grievance pertains	<input type="text" value="State Govt. Departments"/>
* Select Department	<input type="text" value="Government of Mizoram, Good Gc"/>
* Name (Hming)	<input type="text" value="Lalmuanpui"/> ?
* Gender	<input type="radio"/> Male (Mipa) <input checked="" type="radio"/> Female (Hmeichhia) <input type="radio"/> Others(If not an Individual) <input type="radio"/> Transgender
* Complainant Category	<input type="text" value="General"/>
Do You want a Password for this Grievance?	<input type="radio"/> Yes <input checked="" type="radio"/> No ?
<b>Address of correspondence</b>	
* At	<input type="text" value="Venghnuai"/> ?
* Post	<input type="text" value="Kulikawn"/>
* Block	<input type="text" value="Tlangnuam"/>
Pincode	<input type="text" value="796005"/>
* Country	<input type="text" value="India"/>

# REGISTRATION OF GRIEVANCES ONLINE VIA MIPUIAW

← → ↻ mipuiaw.nic.in/citizen/grievance.php?TabID=L ☆

Apps For quick access, place your bookmarks here on the bookmarks bar. Import bookmarks now...

\* Country  ?

\* State / UT  ?

\* District  ?

Phone No.  Mobile No.  ?

E-Mail Id.  ?

Identity proof  ?

Identity Proof Number/Detail  ?

\* Please Enter Specific Details about Your Grievance here(Hetah hian i lungawilohna ziak rawh le) (3526 Characters Left) ?

Prime Minister in Central leh State sawrkar hnuajah kumin 1st January atangin Group B (Non-Gazette), Group 'C' leh 'D' hna lakna reng reng ah interview nuaibo ani ang a, written examination leh skills test emaw physical test emaw chauh tih ani tawh ang a tia a sawi laiin Mizoram ah hian kan va la hmang ve si lo ve? Mithiam leh tling, sawipuitu nei si lo te'n sawrkar hna an hmuh ve ngei theih nan interview nuaibo vat hi Mizoram sawrkar hnuajah pawh hian a va tha awm ve.

Remedial Action(optional)(878 Characters Left) ?

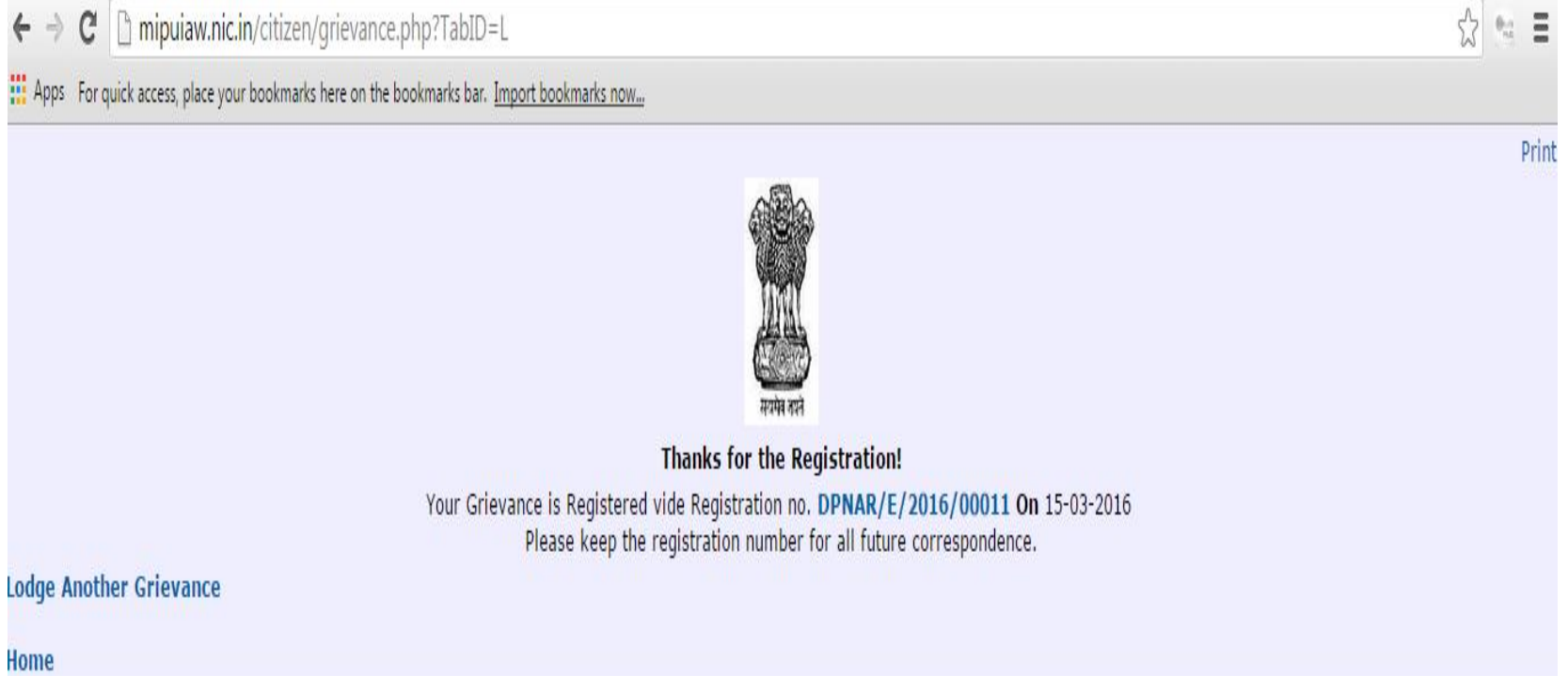
Mizoram sawrkar hnuaja Group 'B' (Non-Gazetted), Group 'C' leh Group 'D' post lakna atan hian interview hi nuaibo vek nise

Upload(Relevant Document)  No file chosen only(.pdf or .jpg) upto 1MB

Have you earlier lodged the grievance to the above Department on the same subject ?  Yes  No

\* Enter Security Code as Shown (A piaha number hi chhulut ang che)   ?


# REGISTRATION OF GRIEVANCES ONLINE VIA MIPUIAW



← → ↻  ☆

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Print



सत्यमेव जयते

**Thanks for the Registration!**

Your Grievance is Registered vide Registration no. **DPNAR/E/2016/00011** On 15-03-2016  
Please keep the registration number for all future correspondence.

[Lodge Another Grievance](#)

[Home](#)

# 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), if it is not related to their Department*

# 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 or can **Return** the grievance back to DP&AR (GGC) if it is not related to the Department
- 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.

# STANDARD NORMS FOR DISPOSAL OF GRIEVANCES


- Acknowledgement of grievance by DP&AR (GGC) : 7 days
- Examination of grievance and forwarding to the concerned Department: 7 days
- Timeline for furnishing of Action Taken Report : 60 days
- Interim Reply to complainant in case final disposal of the grievance cannot be done within 60 days : 60 days
- Designated Officer:  
Nodal Officer, DP&AR (GGC)  
Email: [ggcmiz@gmail.com](mailto:ggcmiz@gmail.com)  
Ph : 0389-2333526

# RECEIPT OF GRIEVANCE AT DP&AR (GGC)

← → ↻     

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Welcome Nodal Officer Government of Mizoram, Good Governance Cell 

**Pick a category:**

**New Grievance**

- CM Office
- Parent office

**Pending Grievance**

- Under Examination at our level
- Forwarded to subordinate organisation

**Returned Back Cases**

- Returned Back from Forwarded Organisation(s)

**Utilities:**

- Action Taken Reports Received
- Overdue Case(s)(Target date expired)

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

**Search**

type keyword here

[Print](#)

**New Grievances**

1

Registration No.	Registration Date	Name	Subject Details	Status	Remarks	Target Date
<a href="#">DPNAR/E/2016/00011</a>	15-03-2016	Lalmuanpuii	Prime Minister in Central leh State sawrkar hnuaiah kumin January ni khat atangin Group B Non-Gazett..more	Received from Citizen		<a href="#">(14-04-2016)</a>

Showing 1 of 1 records



# EXAMINATION OF GRIEVANCE AT DP&AR (GGC)

← → ↻  ☆

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Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Nodal Officer Government of Mizoram, Good Governance Cell

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

## Details :

<b>Registration No.</b>	<input type="text" value="DPNAR/E/2016/00011"/>	<b>Received By</b>	<input type="text" value="Government of Mizoram, G"/>			
<b>Name</b>	<input type="text" value="Lalmuanpuii"/>	<b>Received Date</b>	<input type="text" value="15-03-2016"/>			
<b>Address</b>	<input type="text" value="At-Venghnuai&lt;br/&gt;Post-Kulikawn&lt;br/&gt;Block-Tlangnuam&lt;br/&gt;District-Aizawl"/>	<b>Attachment</b>	<input type="text" value="None"/>			
<b>Contact No</b>	<input type="text" value="03892323993"/>	<b>Mobile No</b>	<input type="text" value="9436352570"/>			
<b>Email Address</b>	<input type="text" value="muanpuii.pachuu@gmail.com"/>	<b>Current Status</b>	<input type="text" value="RECEIVED THE GRIEVANCE"/>			
<b>Grievance Details</b>	<input type="text" value="Prime Minister in Central leh State sawrkar hnuaih kumin January ni khat atangin Group B Non-Gazette, Group C leh D hna lakna reng reng ah interview nuai bo ani ang a, written examination leh skills test emaw physical test emaw chauh tih ani tawh ang a tia a sawi laiin Mizoram ah hian kan va la hmang ve si lo ve. Mithiam leh tling, sawipuitu nei si lo ten sawrkar hna an hmuh ve ngei theih nan interview nuai bo vat hi Mizoram sawrkar hnuaih pawh hian a va tha awm ve."/>					
<b>Remedial Action Sought</b>	<input type="text" value="Mizoram sawrkar hnuaih Group Non-Gazetted, Group C leh Group D post lakna atan hian interview hi nuai bo vek nise"/>					
<b>Details of Past Reference</b>	<table border="1"> <tr> <td>1.</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>			1.	<input type="text"/>	<input type="text"/>
1.	<input type="text"/>	<input type="text"/>				

# FORWARDING OF GRIEVANCE TO CONCERNED DEPARTMENT

← → ↻ [mipuiaw.nic.in/office/viewaction.php?regno=DPNAR/E/2016/00011&actcode=00&type=N](http://mipuiaw.nic.in/office/viewaction.php?regno=DPNAR/E/2016/00011&actcode=00&type=N) ☆

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

4.

5.

### Take Action

**Grievance Category**  **Grievance Redress Time(in days)**  Maximum 60 days

**Local File No.**

**Decision**   
  
  
  
  
  
 [Add Organisation](#)

**Sub Ordinate**

**Whether Follow-up Required or not?**  Yes  No

**Forwarding Remarks**

[Take Action](#)

Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
15-03-2016	RECEIVED THE GRIEVANCE	Citizen	Government of Mizoram, Good Governance Cell	

# 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).

# RECEIPT OF GRIEVANCE AT THE CONCERNED DEPARTMENT

← → ↻ | mipuiaw.nic.in/office/activegriev.php?type=N 📍 ☆ ⌵ ☰

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**Administration** | **Grievance Abstract** | **Monitoring Desk** | **Correspondence Letters** | **Search** | **Reports** | **Logout**

Welcome Joint Secretary Department of Personnel And Administrative Reforms

**Pick a category:**

**New Grievance**

- CM Office
- Parent office

**Pending Grievance**

- Under Examination at our level
- Forwarded to subordinate organisation

**Returned Back Cases**

- Returned Back from Forwarded Organisation(s)

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

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**Search**

type keyword here

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**New Grievances**

1

Registration No.	Registration Date	Name	Subject Details	Status	Remarks	Target Date
DPNAR/E/2016/00011	15-03-2016	Lalmuanpuii	Prime Minister in Central leh State sawrkar hnuaiah kumin January ni khat atangin Group B Non-Gazett..more	Received from Government of Mizoram, Good Governance Cell	The matter may be examined and brought up before the Honble Chie..more	(14-04-2016)

Showing 1 of 1 records

**Utilities:**

- Action Taken Reports Received
- Overdue Case(s)(Target date expired)

# EXAMINATION OF GRIEVANCE AT CONCERNED DEPARTMENT

← → ↻  ☆

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Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Joint Secretary Department of Personnel And Administrative Reforms

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)


**Details :**


<b>Registration No.</b>	<input type="text" value="DPNAR/E/2016/00011"/>	<b>Received By</b>	<input type="text" value="Government of Mizoram, G"/>
<b>Name</b>	<input type="text" value="Lalmuanpuii"/>	<b>Received Date</b>	<input type="text" value="15-03-2016"/>
<b>Address</b>	<input type="text" value="At-Venghnuai&lt;br/&gt;Post-Kulikawn&lt;br/&gt;Block-Tlangnuam&lt;br/&gt;District-Aizawl"/>	<b>Attachment</b>	<input type="text" value="None"/>
<b>Contact No</b>	<input type="text" value="03892323993"/>	<b>Mobile No</b>	<input type="text" value="9436352570"/>
<b>Email Address</b>	<input type="text" value="muanpuii.pachau@gmail.com"/>	<b>Current Status</b>	<input type="text" value="TAKEN UP WITH SUBORDINATE"/>
<b>Grievance Details</b>	<input type="text" value="Prime Minister in Central leh State sawrkar hnuai ah kumin January ni khat atangin Group B Non-Gazette, Group C leh D hna lakna reng reng ah interview nuai bo ani ang a, written examination leh skills test emaw physical test emaw chauh tih ani tawh ang a tia a sawi lain Mizoram ah hian kan va la hmang ve si lo ve. Mithiam leh tling, sawipuitu nei si lo ten sawrkar hna an hmuh ve ngei theih nan interview nuaibo vat hi Mizoram sawrkar hnuai ah pawh hian a va tha awm ve."/>		
<b>Remedial Action Sought</b>	<input type="text" value="Mizoram sawrkar hnuai ah Group Non-Gazetted, Group C leh Group D post lakna atan hian interview hi nuaibo vek nise"/>		
<b>Details of Past Reference</b>	1. <input type="text"/> <input type="text"/>		


# EXAMINATION OF GRIEVANCE AT CONCERNED DEPARTMENT


← → ↻  ☆


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1.  

2.  

3.  

4.  


5.  

**Forwarding Remarks**

The matter may be examined and brought up before the Honble Chief Minister.

**Take Action**

**Decision**



Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
15-03-2016	TAKEN UP WITH SUBORDINATE ORGANISATION	Government of Mizoram, Good Governance Cell	Department of Personnel And Administrative Reforms	
15-03-2016	RECEIVED THE GRIEVANCE	Citizen	Government of Mizoram, Good Governance Cell	

# EXAMINATION OF GRIEVANCE AT CONCERNED DEPARTMENT

mipuiaw.nic.in/office/viewaction.php?regno=DPNAR/E/2016/00011&actcode=40&type=P

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## Forwarding Remarks

The matter may be examined and brought up before the Honble Chief Minister.

## Take Action

### Decision

Send Action Taken Report

Whether the Case has been Disposed of

Pending  Disposed Of

Disposal Type

Accepted  Rejected  Partially Accepted

Whether the Complainant has been informed Accordingly?

Yes  No

### Remarks

Central sawrkar min ngenna angin Mizoram sawrkar hnuaia Group C leh D posts hna lakna direct recruitment ah interview nuaibo turin hmalak mek ani a, Draft Mizoram Group C and D posts Recruitment (Conduct of Examination) Regulations, 2015 hi Cabinet pawmpui turin thawn tawh ani a, an pawm veleh Group C leh D post recruitment atan chuan written examination leh skill test emaw physical test emaw chauh neih ani tawh ang a, interview a awm tawh lo vang. Group B Non-Gazetted post te recruitment erawh hi chu MPSC lam chan anih vangin an ngaihlan lak ani a, anni pawh hi interview nuaibo hi an tih ve thuai beisei ani

Attachment of supporting document(if any)

Choose File No file chosen only (.pdf) upto 1MB

Take Action


Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
15-03-2016	EXAMINED AT OUR LEVEL	Department of Personnel And Administrative Reforms	Department of Personnel And Administrative Reforms	
15-03-2016	TAKEN UP WITH SUBORDINATE ORGANISATION	Government of Mizoram, Good Governance Cell	Department of Personnel And Administrative Reforms	
15-03-2016	RECEIVED THE GRIEVANCE	Citizen	Government of Mizoram, Good Governance Cell	

# ACTION TAKEN REPORT FROM CONCERNED DEPARTMENT

← → ↻ [mipuiaw.nic.in/office/activegriev.php?CategoryID=7](http://mipuiaw.nic.in/office/activegriev.php?CategoryID=7) ☆

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**Administration** | **Grievance Abstract** | **Monitoring Desk** | **Correspondence Letters** | **Search** | **Reports** | **Logout**

Welcome Nodal Officer Government of Mizoram, Good Governance Cell 

**Pick a category:**

**New Grievance**

- CM Office
- Parent office

**Pending Grievance**

- Under Examination at our level
- Forwarded to subordinate organisation

**Returned Back Cases**

- Returned Back from Forwarded Organisation(s)

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

---

**Search**

type keyword here

[Print](#)

**Abstract Report as on 15/03/2016**

Unattended (New)	Clarification Sought	Interim Reply to complainant
1	0	0

[Print](#)

**Action Taken Reports Received**

1

Registration No.	Registration Date	Report Date	Name	Subject Details	Status	Remarks	Target Date
DPNAR/E/2016/00011	15-03-2016	15-03-2016	Lalmuanpuii	Prime Minister in Central leh State sawrkar hnuaiah kumin January ni khat atangin Group B Non-Gazett..more	Action Taken Report Received	The matter may be examined and brought up before the Honble Chie..more	14-04-2016

Showing 1 of 1 records

**Utilities:**

- [Action Taken Reports Received](#)
- [Overdue Case\(s\)\(Target date expired\)](#)



# FINAL DISPOSAL OF GRIEVANCE

<b>Decision</b>	Case Disposed Of ▼
<b>Details of final reply</b>	
<p>Mipui Aw kaltlanga grievance i thehluh registration number DPNAR/E/2016/00011 chu a concerned Department DP&amp;AR (General Service Wing) ah thehluh ani a, an chhana ka han thawn nghal e:</p> <p>Central sawrkar min ngenna angin Mizoram sawrkar hnuai Group C leh D posts hna lakna direct recruitment ah interview nuaibo turin hmalak mek ani a, Draft Mizoram Group C and D posts Recruitment (Conduct of Examination) Regulations, 2015 hi Cabinet pawmpui turin thawn tawh ani a, an pawm veleh Group C leh D post recruitment atan chuan written examination leh skill test emaw physical test emaw chauh neih ani tawh ang a, interview a awm tawh lo yang.</p> <p>Group B Non-Gazetted post te recruitment erawh hi chu MPSC lam chan anih vangin an ngaihdan lak ani a, anni pawh hi interview nuaibo hi an tih ve thuai beisei ani</p>	
<div style="display: flex; align-items: center;"> <span style="border: 1px solid black; padding: 2px 5px; margin-right: 10px;">Take Action</span> </div>	

Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
15-03-2016	ACTION TAKEN REPORT SENT AND DISPOSED LOCALLY	Department of Personnel And Administrative Reforms	Government of Mizoram, Good Governance Cell	
15-03-2016	EXAMINED AT OUR LEVEL	Department of Personnel And Administrative Reforms	Department of Personnel And Administrative Reforms	
15-03-2016	TAKEN UP WITH SUBORDINATE ORGANISATION	Government of Mizoram, Good Governance Cell <b>Forwarding Remarks:</b> The matter may be examined and brought up before the Honble Chief Minister.	Department of Personnel And Administrative Reforms	
15-03-2016	RECEIVED THE GRIEVANCE	Citizen	Government of Mizoram, Good Governance Cell	

# CHECKING STATUS OF GRIEVANCE

The screenshot shows the MIPUI AW website interface. The browser address bar displays 'mipuiaw.nic.in'. The page header includes the Government of India emblem, the text 'MIPUI AW VOICE OF THE PEOPLE', and the description 'A CENTRALISED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM Good Governance Cell, DP & AR, Government of Mizoram'. A language dropdown menu is set to 'English'. The main content area features two panels: 'Login for Public Grievance Officers' and 'For Citizens (Mipui tan)'. The 'For Citizens' panel has three options: 'Lodge Grievance (Complaint theluhna)', 'Lodge Reminder/Clarification', and 'View Action Status (Status enna)'. A pink arrow points to the 'View Action Status (Status enna)' option. Below this panel is a link: 'Click here if you wish to change your grievance password'. The footer contains navigation links: 'Government of Mizoram | Contact Us | FeedBack | National Portal of India | Terms of Use | Home'.

← → ↻ mipuiaw.nic.in ☆ 🗄️ ☰

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 **MIPUI AW**  
VOICE OF THE PEOPLE  
A CENTRALISED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM  
Good Governance Cell, DP & AR, Government of Mizoram

A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Mizoram

Choose Language English ▾

**Login for Public Grievance Officers**

(For official use)

Username:

Password:

Login

**For Citizens (Mipui tan)**

Lodge Grievance (Complaint theluhna)

Lodge Reminder/Clarification

View Action Status (Status enna) ←

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# CHECKING STATUS OF GRIEVANCE

← → ↻  ☆ ☰

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**MIPUI AW**  
VOICE OF THE PEOPLE

A CENTRALISED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM  
Good Governance Cell, DP & AR, Government of Mizoram




Home Lodge Grievance Reminder/Clarification **View Action Status** Change Password

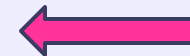
## STATUS QUERY FORM

Enter Your Registration Number :

Password (if any) :  [Forgot Password](#)

Enter Security Code as Shown : 

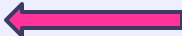
Submit



# CHECKING STATUS OF GRIEVANCE

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## Your Grievance Status

Registration No. : DPNAR/E/2016/00011  
 Name of Complainant : Lalmanpuui  
 Received By : Government of Mizoram, Good Governance Cell  
 Received On : 15-03-2016  
 Case Presently with : Government of Mizoram, Good Governance Cell  
 Current Status : FINAL DISPOSAL   
 Details/Reason :

[Print Acknowledgement Letter](#)
[Print Final Reply Letter](#)

## Action History Table

Action Date	Description	Sent By	Case Presently Dealt By
16-03-2016	FINAL DISPOSAL	Government of Mizoram, Good Governance Cell	Government of Mizoram, Good Governance Cell
15-03-2016	ACTION TAKEN REPORT SENT AND DISPOSED LOCALLY	Department of Personnel And Administrative Reforms	Government of Mizoram, Good Governance Cell
15-03-2016	EXAMINED AT OUR LEVEL	Department of Personnel And Administrative Reforms	Department of Personnel And Administrative Reforms
15-03-2016	TAKEN UP WITH SUBORDINATE ORGANISATION	Government of Mizoram, Good Governance Cell	Department of Personnel And Administrative Reforms
15-03-2016	RECEIVED THE GRIEVANCE	Citizen	Government of Mizoram, Good Governance Cell

# CHECKING STATUS OF GRIEVANCE

Dated: 16-03-2016

To

Lalmuanpui  
Venghnuai Kulikawn Tlangnuam  
Aizawl Mizoram India - 796005

**Subject : - Report on grievance petition on Registration No.  
DPNAR/E/2016/00011**

Mipui Aw kaltlanga grievance i thehluh registration number DPNAR/E/2016/00011 chu a concerned Department DP&AR (General Service Wing) ah thehluh ani a, an chhana ka han thawn nghal e: Central sawrkar min ngenna angin Mizoram sawrkar hnuai Group C leh D posts hna lakna direct recruitment ah interview nuaibo turin hmalak mek ani a, Draft Mizoram Group C and D posts Recruitment (Conduct of Examination) Regulations, 2015 hi Cabinet pawmpui turin thawn tawh ani a, an pawm veleh Group C leh D post recruitment atan chuan written examination leh skill test emaw physical test emaw chauh neih ani tawh ang a, interview a awm tawh lo vang. Group B Non-Gazetted post te recruitment erawh hi chu MPSC lam chan anih vangin an ngaihndan lak ani a, anni pawh hi interview nuaibo hi an tih ve thuai beisei ani

**( Lalrohlua )**

Nodal Officer

Phone No. :0389-2333526

Email :ggcmiz@gmail.com

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# 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

# FORWARDING OF GRIEVANCE TO SUBORDINATE ORGANISATION

**Forwarding Remarks**

Urgent action, to resolve the grievance, may be taken.

**Take Action**

**Decision** Forwarded to Subordinate Organisation ▾

Deputy Commissioner Aizawi  
 Deputy Commissioner Champhai  
 Deputy Commissioner Kolasib  
 Deputy Commissioner Lawngtlai  
 Deputy Commissioner Lunglei  
 Deputy Commissioner Mamit

**Sub Ordinate** Add Organisation ▾

**Forwarding Remarks**

Urgent action, to resolve the grievance, may be taken. ▾

Take Action

Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
15-03-2016	TAKEN UP WITH SUBORDINATE ORGANISATION	Government of Mizoram, Good Governance Cell	Industries Secretariat	
15-03-2016	RECEIVED THE GRIEVANCE	Citizen	Government of Mizoram, Good Governance Cell	

# 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



# RETURN OF GRIEVANCE TO DP&AR (GGC)

## Forwarding Remarks

Urgent action, to resolve the grievance, may be taken.

## Take Action

### Decision

Return Back to Source Organisation



### Remarks

The grievance bearing registration number DPNAR/E/2016/00010 is not related to this Department. Hence, it is returned back for further disposal.

Take Action



Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
15-03-2016	TAKEN UP WITH SUBORDINATE ORGANISATION	Government of Mizoram, Good Governance Cell	Industries Secretariat	
15-03-2016	RECEIVED THE GRIEVANCE	Citizen	Government of Mizoram, Good Governance Cell	

***Thank You***