



कर्मचारी भविष्य निधि संगठन  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
**EMPLOYEES' PROVIDENT FUND ORGANISATION**  
(Ministry of Labour & Employment, Govt. of India)  
मुख्य कार्यालय / Head Office  
भविष्य निधि भवन, 14-भोकाजी कामा प्लेस, नई दिल्ली-110 066.  
Bhavishya Nidhi Bhawan, 14, Bhikalji Cama Place, New Delhi - 110 066.

No. CSD/EPFIGMS/CPGRAMS/MONITORING/2014

89 881

12 FEB 2016

To

All Addtl. C.P.F.C.s,  
All R.P.F.C.-I, Regional Offices,  
All R.P.F.C.-II/O.I.C., Sub-Regional Offices.

Subject: Mobile App. for Centralized Public Grievances and Monitoring System (CPGRAMS) – regarding.

Sir,

Please find enclosed herewith copy of MOL & E Note No.Z-14025/16/2015/ (PG) dated 29.01.2016 regarding launch of Mobile App. For lodging public grievance on Govt. on India Public Grievance portal (CPGRAMS) which can be installed on Android based mobiles.

2. Copy of the Brochure containing the salient features of the CPGRAMS and the Mobile App which has been got printed as a pamphlet is also enclosed herewith.
3. It is requested that wide publicity be given to the launch of Mobile App by the Government of India for facilitating easy lodging of a grievance by an aggrieved citizen.

Yours faithfully,

*Rinal Mandal*  
(Rinal Mandal) 12/2/16

Regional P.F. Commissioner –II (CSD)

जारी किया  
ISSUED

F.No.Z-14025/16/2015/(PG)  
Government of India  
Ministry of Labour and Employment  
(Public Grievance Cell)

Shram Shakti Bhawan, Rafi Marg,  
New Delhi, Dated: 29.01.2016.

NOTE

Subject:- Centralized Public Grievance Monitoring System(CPGRAMS) – redressal of grievances - presentation for systematic reforms – reg.

The Department of Administrative Reforms and Public Grievances under the guidance of PMO has created a Mobile App for lodging of public grievances on the PG Portals which can be installed on Android based Mobiles. The Mobile App was launched by the Hon'ble MOS (PP) on 21.10.2015.

2. A copy of the Brochure containing the salient features of the CPGRAMS and the Mobile App which has been got printed as a pamphlet is being forward herewith.

3. It is requested that wide publicity be given to the launch of Mobile App by the Government of India for facilitating easy lodging of a grievance by an aggrieved citizen.

Encls: As above.

(Raj Kumar)

Under Secretary to the Govt. of India  
Tel.No.23473241

To,

AS/ PLEA/ JS&FA/JS(MG)/JS(DK)/JS&DGLW/JS(VGR).

DG(Employment)/CPFC/DG,ESIC/ CLC(C)/CBWE/DGMS/DGFASLI/VVGNLI/DG,LB.

Copy to: PSO to Secretary, (L&E).

प्राप्त दिनांक 3/2/16 (10208)  
समय 12:30 PM  
से.प.नि.आ.-1 (आ.से.प्र./प्रधार)





# CPGRAMS - Centralized Public Grievance Redress and Monitoring System Mobile App



## Steps to install the mobile App

- Log on to <http://pgportal.gov.in>
- Capture the QR Code using the QR Code Reader
- Download the App through the captured link
- Install the app in your Android mobile
- Open the App after installation



The mobile App looks as shown

The citizen can select

- Lodge a Grievance
- Lodge Reminder/Clarification
- View Status

They may provide required information

The citizen can view the status any time - anywhere using the mobile App



Hon'ble MoS(PP), Dr Jitendra Singh with the senior officers of DARPG and DoPT

Hon'ble MoS(PP), Dr Jitendra Singh addressing the gathering



Government of India

Department of Administrative Reforms & Public Grievances  
5th Floor, Sardar Patel Bhawan, New Delhi-110 001  
011-23401468

Technology Partner



National Informatics Centre

Department of Electronics & Information Technology  
Government of India  
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# CPGRAMS - Centralized Public Grievance Redress and Monitoring System

## Overview:

CPGRAMS is an online web-enabled application that facilitates/provides the following:

- Online lodging and status-tracking of grievances by citizens
- Lodging of Grievances received locally by post including the facility to electronically store the complaint as a scanned document.
- Online forwarding of Grievances to sub-ordinate offices
- Electronic (online) dispatch of Action Taken Reports (ATR's) by various ministries/departments
- Query on the Status of any of the Registered Grievances.
- Forwarding of Reminders/Clarifications for the grievances lodged earlier

## Objective

The objective of CPGRAMS is to facilitate speedy redress through effective & efficient monitoring of grievances by various Ministries/Departments/Government Organizations, including the nodal agencies.

## Features of CPGRAMS:

- An integrated application, enabling the Public Grievance Officers (PGO's) to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.
- Facilitates an automatic system generated **unique registration number** upon the online submission of a grievance by a citizen, which can be used for future reference.
- Can be accessed by all stakeholders through a PC using an internet connection and an internet browser.
- CPGRAMS provides information online to the PGO of the concerned Ministry/Department/Government Organization on all cases as and when they are forwarded to him/her.
- A feature to attach any electronic grievance details/related documents, which can be seen at all levels wherever the grievance is forwarded to.
- CPGRAMS helps generate need-based monitoring and query reports for effective monitoring of pending grievances at various levels.
- The system is flexible enough to be extended to multiple levels below as per the requirement of the concerned Ministry/Department/Government Organization for speedy forwarding and redress of grievance.
- SMS/E-mail alerts to citizens and PGOs are enabled at various stages.
- Senior Officers Dashboard has been made available

URL: <http://pgportal.gov.in>



Government of India

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