The CPGRAMS process flow is as follows:

1. A citizen registers a grievance on the CPGRAMS portal.
2. The grievance is assigned a unique ID and forwarded to the concerned department or organization.
3. The department or organization is required to resolve the grievance within the stipulated time frame.
4. The citizen can track the status of the grievance online.
5. If the grievance is not resolved to the citizen's satisfaction, they can appeal to the next level.
6. The appellate authority will review the grievance and make a final decision.
7. The citizen will be notified of the final decision.

Here is a more detailed explanation of each step in the process:

1. **Registration of Grievance:** A citizen can register a grievance on the CPGRAMS portal by providing their name, contact information, and a description of the grievance. They can also attach supporting documents, such as photos or videos.
2. **Assignment of Unique ID:** Once the grievance is registered, it is assigned a unique ID. This ID can be used to track the status of the grievance online.
3. **Forwarding of Grievance:** The grievance is then forwarded to the concerned department or organization. The department or organization is responsible for resolving the grievance within the stipulated time frame.
4. **Tracking of Grievance Status:** The citizen can track the status of the grievance online by using the unique ID. They will be notified via SMS or email when the grievance is updated.
5. **Appeal Process:** If the grievance is not resolved to the citizen's satisfaction, they can appeal to the next level. The appellate authority will review the grievance and make a final decision.
6. **Communication of Final Decision:** The citizen will be notified of the final decision via SMS or email.

The CPGRAMS process is designed to ensure that citizens' grievances are resolved in a timely and efficient manner. The portal provides a platform for citizens to voice their concerns and for the government to address those concerns.