

1st row all selections

Home: <https://pgportal.gov.in>

Register / Login: <https://pgportal.gov.in/Signin>

View Status: <https://pgportal.gov.in/Status>

Appeal Status: <https://pgportal.gov.in/Status>

FAQs / Help: <https://pgportal.gov.in/Home/Faq>

What is CPGRAMS?

Answer: CPGRAMS is a 24x7 online platform for citizens to lodge grievances related to government services. It connects all ministries and states, offering tracking via a unique ID. Accessible via mobile apps, it allows appeals if dissatisfied with resolutions, and feedback can trigger an appeal process.

How do I lodge the grievance?

Answer: The grievances can be lodged online on . In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. There is no prescribed format. The grievance may be written on any plain sheet of paper or on a Postcard / Inland letter and addressed to the Department. The grievance can also be filled through Common Service Centre.

What happens when I lodge the grievance?

Answer: The grievance is acknowledged online or by post. A unique registration number is given to each grievance.

How do I track my grievance?

Answer: It may be tracked on the pgportal using view status link and after providing unique registration number.

What happens to the grievances? How are the grievances dealt with in Central Ministries/Departments?

Answer: Every Central Ministry / Department has designated a Joint Secretary or a Director / Deputy Secretary, as its 'Director of Grievances'. He / She is the nodal officer for redress of grievances on work areas allocated to that particular Ministry / Department

After redress, can the grievance be re-opened for further correspondence about it having been closed without details etc.?

Answer: No. In such situations, the citizen will have to lodge a fresh grievance drawing reference to the closed grievance, and call for details. Sometimes, the details are sent by post and mentioned in the final report. The postal delivery may be awaited before lodging a fresh grievance

What are the contact details of the Nodal Officers of Public Grievances in Ministries/Departments?

Answer: The list is accessible on the Department's website at In addition to this, it is also available in the Citizen's Charter of the Ministries/Departments hosted on their websites.

What is the system of granting personal hearing on grievances?

Answer: Every Wednesday of the week has been earmarked for receiving and hearing of grievances by the Director of Public Grievances in person.

What are the types of grievances which are not taken up for redress by the Department?

Answer:

- Subjudice cases or any matter concerning judgment given by any court.
- Personal and family disputes
- RTI matters
- Anything that impacts upon territorial integrity of the country or friendly relations with other countries

What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning Central Ministries/Departments/ Organizations?

Answer: The Department of Administrative Reforms & Public Grievances is the chief policy making, monitoring and coordinating Department for public grievances arising from the work of Ministries/Departments/Organizations of the Government of India. The grievances received in the department are forwarded to the Ministries/Departments concerned. Redressal of grievances is done by respective Ministries/Departments in a decentralized manner. The Department periodically reviews the status of redressal of public grievances under CPGRAMS of Ministries/Departments for speedy disposal of grievances / complaints.

What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning State Government?

Answer: All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are sent to the State/ UT/ NCT Government concerned. Citizens may take up matter regarding pendency of their grievances directly with the State Government concerned also.

What is the time limit for redress of grievance?

Answer: Thirty (30) days. In case of delay an interim reply with reasons for delay is required to be given.

What action can be taken by me in case of non-redress of my grievance within the prescribed time?

Answer: You may take up the matter with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the pgportal.

What can a citizen do if he is not satisfied with the redressal of his grievance?

Answer: An Appeal provision has been made for redressal of dis-satisfied grievances in respect of Central Ministry/Department identified through a mandatory feedback rating to be given by the Citizen on disposal of the grievance by the Nodal Grievance Officers. The appeal needs to be filed by the applicant within 30 days.

How to deactivate CPGRAMS account?

Answer:

1. The request for deactivation of a user account can be made through email to the CPGRAMS helpdesk (cpgrams-darpg@nic.in). The email should be sent from the registered email id only.
2. In case of deactivation, the user can not create an account with the same email-id/mobile but the user can make a request again to activate the same account.

How to change the details of the Nodal Grievance Officer and Nodal Appellate Authority in the portal?

Answer: The concerned organisation (Ministries/Department/State Govt) can change the details with their log in credentials.

Whether the Department has operated any feedback call centre?

Answer: Yes. Department has established Feedback call centre to get the feedback from the citizen on disposed grievance in case the feedback is not received through the portal. The call centre also assists in filling the appeal.

Contact Us: <https://pgportal.gov.in/ContactUs>

What is the facebook page of pgportal ?

Answer: <https://www.facebook.com/DARPGIndia/>

What is twitter/thread account of pgportal?

Answer: <https://www.facebook.com/DARPGIndia/>

What is the youtube channel of DARPG?

Answer: <https://www.youtube.com/@darpg5380>

Site Map: <https://pgportal.gov.in/Sitemap>

About Us: <https://pgportal.gov.in/Aboutus>

Where can i find the Holiday List?

Answer: download the holiday list from the extreme left corner of the website.

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Logde Public Grievance: <https://pgportal.gov.in/Home/LodgeGrievance>

Logde Pension Grievance: <https://pgportal.gov.in/pension/>

View Status : <https://pgportal.gov.in/Status>

Reminder Clarification: <https://pgportal.gov.in/Reminder>

Rate Grievance : <https://pgportal.gov.in/status/Index/F2A735FA35FCA11528479B9308348C17>

Nodal Authority Appeal Contact and Address: <https://pgportal.gov.in/Home/NodalAuthorityForAppeal>

Redress Process Flow : <https://pgportal.gov.in/Home/ProcessFlow>

List of Nodal Public Officers State Government

Andhra Pradesh

Name: Sanjay Sinha

Position: Senior Consultant

Department: General Administration Department

Address: PAGB Secretariat, Velagapudi, Amaravati

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Email: pgrs-helpdesk@ap.gov.in

Arunachal Pradesh

Name: Shri Mari Angu

Position: Chief Analyst

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Assam

Name: Smti Dorothy Suchiang ACS

Position: State Nodal Officer

Address: Joint Secretary to the Govt. of Assam, Administrative Reforms, Training, Pension and Public Grievances Department, Assam Secretariat

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Email: ppgdispurassam@gmail.com

Bihar

Name: R.N Choudhary

Position: Deputy Secretary

Department: General Administration Department, Patna

Phone: 06122215409

Email: publicgrievances-bih@gov.in

Chhattisgarh

Name: Mr. Ghanshyam Lal Sahu

Position: Under Secretary

Department: Public Grievance Redressal Department, Mantralaya Mahanadi Bhavan, Nava Raipur Atal Nagar

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Goa

Name: Diksha N Tari

Position: Under Secretary PG

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Gujarat

Name: Shri Mohammad Shahid

Position: Principal Secretary

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Haryana

Name: Sh. Rajiv Rattan IAS

Position: Nodal Officer CPGRAMS

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Himachal Pradesh

Name: Shri C Paulrasu

Position: Secretary Redressal of Public Grievances

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Jharkhand

Name: Md. Asif Hassan

Position: Deputy Secretary

Department: Personnel, Administrative Reforms and Rajhbhasha Department, Ranchi

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Karnataka

Name: Smt. G. Umadevi

Position: Under Secretary

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Kerala

Name: Rajeev Mathew

Position: Under Secretary

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Madhya Pradesh

Name: Sandeep Asthana

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Maharashtra

Name: Shri Deepak Baliram More

Position: Deputy Secretary

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Manipur

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Position: Joint Secretary AR

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Meghalaya

Name: Shri Cyril Diengdoh IAS

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Mizoram

Name: Isaac C. Lalrempuia

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Nagaland

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NCT of Delhi

Name: Kamaldeep

Position: Deputy Secretary

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Odisha

Name: Gadadhar Nayak

Position: Under Secretary to Government

Department: General Administration and Public Grievance Department, Odisha Secretariat, Bhubaneswar

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Punjab

Position: Additional Chief Secretary

Department: Removal Of Grievances, Punjab Civil Secretariat-1

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Rajasthan

Name: Mr. Shyam Lal Meena

Position: Deputy Secretary

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Sikkim

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Position: Deputy Secretary

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Tamil Nadu

Name: P. Aravindan

Position: Special Officer

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Telangana

Name: Sri. Ch. Srinivasa Rao

Position: Joint Secretary to GAD

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Tripura

Name: Shri Anindya Kr. Bhattacharya

Position: Additional Secretary

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Union Territory of Andaman & Nicobar

Name: Dr. Utpal Sharma

Position: Special Secretary of Public Grievances

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Union Territory of Chandigarh

Name: Sumeet Sihag HCS

Position: Joint Secretary Home

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Union Territory of Dadra & Nagar Haveli

Name: Ashish Mohan

Position: Director-cum-Joint Secretary

Department: Department of Home Affairs, Secretariat, Silvassa

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Union Territory of Daman & Diu

Position: Secretary Public Grievance

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Union Territory of Jammu and Kashmir

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Union Territory of Ladakh

Name: A.K. Bhatti

Position: Nodal Officer for CPGRAMS

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Union Territory of Lakshadweep

Name: Shri P. Abdul Samad

Position: Director

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Union Territory of Puducherry

Name: N. Udayakumar

Position: Under Secretary ARW

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Uttar Pradesh

Name: Shri Arvind Mohan

Position: Joint Secretary

Department: Chief Minister's Secretariat

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Uttarakhand

Name: Aarti Balodi

Position: Nodal Officer

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West Bengal

Name: Shri Ajay Kumar Pal

Position: Special Secretary

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Central Government Nodal officer List

Administrative Reforms and Public Grievances - PG Division

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Agriculture and Farmers Welfare

Name: Shri Arnab Dhaki

Position: Deputy Secretary (PG)

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Agriculture Research and Education

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Animal Husbandry, Dairying

Name: B.K. Mishra

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Atomic Energy

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Ayush

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Bio Technology

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Central Board of Direct Taxes (Income Tax)

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Central Board of Excise and Customs

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Chemicals and Petrochemicals

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Civil Aviation

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Coal

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Commerce

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Consumer Affairs

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Cooperation

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Corporate Affairs

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Culture

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Defence

Name: Shri Manish Tripathi

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Defence Finance

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Defence Production

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Defence Research and Development

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Development of North Eastern Region

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Drinking Water and Sanitation

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Earth Sciences

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Economic Affairs

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Electronics & Information Technology

Name: S.K. Marwaha

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Empowerment of Persons with Disabilities

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Environment, Forest and Climate Change

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Ex Servicemen Welfare

Name: Shri Tirth Ram

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Expenditure

Name: Shri Sunil Kumar

Position: Deputy Secretary

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External Affairs

Name: Dr. K J Srinivasa

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Fertilizers

Name: Anil Phulwari

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Financial Services (Banking Division)

Name: Shri Umesh Chandra

Position: Deputy Secretary

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Financial Services (Insurance Division)

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Financial Services (Pension Reforms)

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Fisheries

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Food and Public Distribution

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Food Processing Industries

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Health & Family Welfare

Name: Sh Jitender Singh

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Health Research

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Heavy Industry

Name: Lalitana Chhangte

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Higher Education

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Home Affairs

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Housing and Urban Affairs

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Information and Broadcasting

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Investment & Public Asset Management

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Justice

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Labour and Employment

Name: Shri G. Sajith Kumar

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Land Resources

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Legal Affairs

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Legislative Department

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Position: Deputy Secretary

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Micro Small and Medium Enterprises

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Military Affairs

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Mines

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Minority Affairs

Name: Shri T.K. Das

Position: Deputy Secretary

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New and Renewable Energy

Name: Mr. Rampal Singh

Position: Dy. Secretary

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NITI Aayog

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