

1. What are the contact details of the Department of Administrative Reforms and Public Grievances?

Ans: Department of Administrative Reforms and Public Grievances, 5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110001
Website:: www.darpg.gov.in Tele fax : 23741006

2. Where can the grievances be sent?

Ans: Grievances can be directed to the following departments:

- a) The Department of Administrative Reforms and Public Grievances at pgportal.gov.in.
- b) The Department of Pensions and Pensioners' Welfare (DP&PW) at pgportal.gov.in/pension.

These nodal agencies accept grievances online through pgportal.gov.in, as well as by post or in person.

3. How do I lodge the grievance?

Ans: Complaints can be submitted online. However, if internet access is unavailable or for any other reason, individuals are welcome to mail their grievances. There's no specific format required.

The complaint can be written on a plain piece of paper, a postcard, or an inland letter and sent to the relevant department. Alternatively, grievances can also be submitted via a Common Service Centre.

4. Mention step-by-step instructions for registering a grievance in the CPGRAMS portal?

Ans:

- Visit CPGRAMS Portal: Go to <https://pgportal.gov.in/>
- Register/Login: New users register at <https://pgportal.gov.in/Registration>, existing users log in at <https://pgportal.gov.in/Login>
- Lodge a Grievance: Access "Lodge Grievance," choose category, provide details, and submit. Receive a unique Grievance Registration Number for tracking and follow-up.

5. What happens when I lodge the grievance?

Ans: Each complaint, whether submitted online or by mail, is acknowledged and assigned a unique registration number.

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

Ans: Each Central Ministry or Department has appointed either a Joint Secretary or a Director/Deputy Secretary as the 'Director of Grievances'. This individual serves as the primary point of contact for addressing complaints related to the work areas assigned to their

respective Ministry or Department.

6. What is the system of granting personal hearing on grievances?

Ans: The Director of Public Grievances has designated every Wednesday for personally receiving and addressing complaints.

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

Ans: These are the types of grievances not taken up for redressal:

- Cases under judicial consideration or any issues related to court judgments.
- Disputes within personal and familial contexts.
- Matters pertaining to the Right to Information.
- Any subject that influences the country's territorial integrity or its diplomatic relations with other nations.

8. What does the Department of Administrative Reforms and Public Grievances (DARPG) do in relation to the complaints about Central Ministries/Departments/Organizations?

Ans: The Department of Administrative Reforms & Public Grievances serves as the primary body for formulating policies, overseeing, and coordinating the handling of public complaints related to the work of the Ministries/Departments/Organizations of the Indian Government. Complaints received by the department are sent to the relevant Ministries/Departments for resolution. Each Ministry/Department independently addresses these grievances. The Department also conducts regular reviews of the resolution status of public grievances under CPGRAMS across Ministries/Departments to ensure quick resolution of complaints.

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

Ans: 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.

10. What is the time limit for redress of grievance?

Ans: A period of thirty (30) days is given. If there is a delay, an interim response explaining the reasons for the delay is necessary.

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

Ans: If someone is not happy with how their complaint was handled by the Central Ministry/Department, they can appeal. This is based on a required feedback rating given by the person after their complaint is dealt with. The appeal has to be made within 30 days.

12. Can I submit a grievance anonymously through the CPGRAMS portal?

No, currently, the CPGRAMS portal requires users to register and provide their details. However, the personal information is kept confidential, and the system generates a unique Grievance Registration Number to track the grievance without revealing the identity publicly.

13. What measures are in place to ensure the confidentiality of personal information shared while lodging a grievance?

The CPGRAMS portal follows strict data security and confidentiality measures. Personal information provided during grievance submission is safeguarded and accessible only to authorized personnel involved in the grievance resolution process. The system is designed to protect the privacy of individuals and ensure the secure handling of sensitive information.

