

Demo Screenshot

DARPG Chatbot

Aman Ulla

**ChatBot**

Hi, welcome to DARPG ChatBot! Please ask your query here. 😊

You

20:43

categorize the grievances?

**ChatBot**

20:44

Based on the information provided in the sources, grievances can be categorized as follows:

1. ****Service Related Grievances****: These should be addressed by the concerned service delivery department. [SOURCE 5]
2. ****PFC Related****: Grievances related to Public Facilitation Centers should be addressed by the Administrative Reforms & Training Department. [SOURCE 5]
3. ****Portal Related****: Issues or grievances related to the portal itself should be addressed by the Administrative Reforms & Training Department. [SOURCE 5]
4. ****Other****: Depending on the matter, these grievances will go to the concerned department. [SOURCE 5]

Each grievance submitted is assessed by a PG Officer who decides whether to take action at their office or forward it to the concerned subordinate organization, or send it back to the origin if the grievance does not pertain to them. [SOURCE 3]

You

20:44

What can i do if i'm not satisfied with the redressal of grievance?



Enter your message...

Send

DARPG ChatBot



Each grievance submitted is decided by a P.O. Officer who decides whether to take action at their office or forward it to the concerned subordinate organization, or send it back to the origin if the grievance does not pertain to them.
[SOURCE 3]

You

20:44

What can i do if i'm not satisfied with the redressal of grievance?



ChatBot

20:44

If you are not satisfied with the redressal of your grievance, you have the option to file an appeal. An appeal provision has been made for the redressal of grievances that are not satisfactorily resolved in respect of Central Ministry/Department identified through a mandatory feedback rating to be given by the citizen on the disposal of the grievance by the Nodal Grievance Officers. You need to file the appeal within 30 days of the grievance disposal.
[SOURCE 4]

You

20:45

How to deactivate CPGRAMS account?



ChatBot

20:45

To deactivate your CPGRAMS account, you need to send an email request to the CPGRAMS helpdesk at cpgrams-darpg@nic.in. Ensure that you send this email from the registered email ID associated with your CPGRAMS account. Please note that after deactivation, you cannot create a new account using the same email ID or mobile number. However, you can request to reactivate the same account later if needed.

You

20:45

मैं अपना CPGRAMS खाता कैसे DEACTIVATE कर सकता हूँ?



ChatBot

20:46

I'm sorry, but the information provided in the sources does not include specific details on how to deactivate a CPGRAMS account. For assistance with this matter, I

Enter your message...

Send

DARPG ChatBot



attended to entertained. Please lodge your grievances at
<http://pgportal.gov.in>

You

20:46

मैं अपना CPGRAMS खाता कैसे DEACTIVATE कर सकता हूँ?



ChatBot

20:46

आप अपना CPGRAMS खाता निम्नलिखित तरीके से डीएक्टिवेट कर सकते हैं:

1. डीएक्टिवेशन के लिए अनुरोध CPGRAMS हेल्पडेस्क को ईमेल (cpgrams-darpg@nic.in) के माध्यम से किया जा सकता है।
2. ईमेल केवल पंजीकृत ईमेल आईडी से ही भेजा जाना चाहिए।
3. डीएक्टिवेशन के मामले में, उपयोगकर्ता उसी ईमेल-आईडी/मोबाइल के साथ एक नया खाता नहीं बना सकता है, लेकिन उपयोगकर्ता उसी खाते को फिर से सक्रिय करने के लिए अनुरोध कर सकता है।



स्रोत: [3]

You

20:47

can you please provide me details of Central Board of Direct Taxes (Income Tax) ?



ChatBot

20:47

Certainly! Here are the details for the Central Board of Direct Taxes (Income Tax) as per the provided information:

- **Name and Designation of Officer**: Archana Choudhary, Principal Director General of Income Tax Administration and TPS
- **Address**: Central Board of Direct Taxes, Room no 523, Mayur Bhawan, Connaught Circus, New Delhi
- **Phone No**: 01123412480
- **Email**: delhi.pdgit.admin.tps@incometax.gov.in



If you have any specific queries or need assistance, you can reach out to them using the provided contact details.

You

20:47

can you help me write email to the Joint Secretary



Enter your message...

Send

can you help me write email to the Joint Secretary
Department complaining regarding the status of grievance
without proper action

**ChatBot**

20:48

Certainly! Below is a sample email template you can use to write to the Joint Secretary of the Department of Administrative Reforms & Public Grievances regarding the status of your grievance without proper action:

Subject: Urgent Attention Required: Inadequate Action on Grievance [Your Grievance Registration Number]

Dear Ms. Jaya Dubey,

I hope this message finds you well. I am writing to express my concern regarding the handling of my grievance registered on the Public Grievance Portal. Despite having lodged my grievance [insert your grievance registration number here], I have not received satisfactory action or resolution.

The details of my grievance are as follows:

- Grievance Registration Number: [Your Grievance Registration Number]
- Date of Lodging Grievance: [Date]
- Brief Description of Grievance: [Brief description of your issue]

While I appreciate the acknowledgment of my grievance and the efforts of the concerned department, the action taken thus far has not addressed the core issues raised in my complaint. This has left me in a challenging position, with the problem persisting without any meaningful resolution.

Given the importance of the matter and its impact on my [personal/professional] life, I kindly request your urgent intervention to ensure a thorough review and appropriate action on my grievance. It is crucial for me to understand the steps being taken to resolve the issue and the expected timeline for the same.

I trust in the commitment of the Department of Administrative Reforms & Public Grievances to uphold the highest standards of public service and grievance redressal. I am hopeful for a prompt and effective resolution to my concern.

Enter your message...

Send