I am a chatbot created to help youlodge online grievance on this website.Ask me anything about this website an let help me navigate this website.

DARPG

Centralized Public Grievances Redress and Monitoring System
Website

INDEX

Introduction to the new website:

Audience:

This user manual has been provided for the users of CPGRAMS application software (6.0). It has been assumed that the user has basic working knowledge of computers as well as internet browsing experience and is well versed with grievance redress mechanism.

Purpose:

The purpose of this document is to learn how to use application software CPGRAMS (6.0). It will help users to understand various features of the application and will enable them to operate the software.

The objective of the application is to provide an online grievance redress and monitoring system to the various Ministries/Departments/ Organizations of Government of India.

Features of CPGRAMS 6.0

Role based Access to the System: Nodal Grievance Officer can now create new user accounts with similar facilities except for creation new subordinate organization and new category.

Horizontal Grievance flow: The local grievance (grievance lodged directly with the concerned office) can be transferred to other Ministry/Department/State Government. Only three such transfers are permitted during the life cycle of a grievance.

Bulk Disposal of similar cases: This option has been introduced for closing multiple grievances at a time which have same final reply.

Search Mechanism with facility to take action: Any grievance can be searched through this option. If the grievance is pending for the concerned office, the appropriate action can be taken thereon in the same form.

Improved Session Management: The alert for session time out has been introduced to inform the user when system is idle for minutes.

Data Export: This feature has been introduced to export the data shown in the grid views and reports to MS-Excel, PDF, CSV formats besides copy and print options.

Features at a glance

SN.	Feature	Version 5.0	Version 6.0	Remarks
1.	Look and Feel of User Interface	Too many menu options	Well organized GUI and simplified menu options	
2.	Home Page	Conventional menus (top down and left right navigation)	Dashboard style	
3.	Responsive Interface	Not available	Responsive	Can be accessed from any handheld devices
4.	Horizontal Transfer	Not available	Available	Grievance can be transferred from one Ministry to other Ministry or State Govt.

5.	Multi-Forwarding	Difficult to identify such cases and has issues while sending action taken report.	Streamlined the process of Multi forwarding by clearly identifying the organization(s) where the case is pending.	Appropriate alert message at the time of closure of a Multi forwarded case.
6.	Creation of multiple users for the role of Nodal Officer.	Not Available	Available	
7.	Bulk Closure	Not Available	Available	
8.	Search with Action	Not Available	Available	
9.	Data Export	Limited to certain options	Available in various formats	

Menu Comparison Version 5.0 v/s Version 6.0:

SN.	Version 5.0	Version 6.0
(I)	**Operational Desk**	
A	**Grievances (Left Menu)**	**Grievances (Left Menu)**
1	New Grievances	New(Pending for initial action)
2	Pending Grievances	Grievances under process
3	Returned Back Received	Grievances under process
4	Re-Forwarded	Grievances under process

5	Reminder/Clarification	Reminder/Clarification	
6	Case Reports Received	Grievances under process	
7	Remarks From DPG	Reminder/Clarification	
8	View Disposed Grievances	Disposed Grievances	
9	Grievance Pendency Status	#	
B	**Utilities (Left Menu)**	**Utilities (Left Menu)**	
1	Lodge Local Grievance	Lodge Local Grievance	
2	Attach Document	#	
3	Correspondence Letters	Correspondence Letter	
4	Directions	#	
5	Edit Grievance	Edit Grievances	
		Bulk Closer $	
		PG Officer $	

C	**My Account (Left Menu)**	**My Account (Right-Upper corner)**	
1	User Profile	Change Personal Details	
2	Change Password	Change Password	
3	Logout	Sign out	
(II)	**Monitoring Desk**	**Monitoring Desk(Left Menu)**	
A	**Tasks (Left Menu)**		

1	Grievance Monitor	Task>* Grievance Monitor
2	Grievance feedback	Task>* Grievance Feedback
3	Subordinate Organisation>Login(Usage)	*Subordinate Organisation> Login(Usage)
4	Subordinate Organisation>View/Add/Edit	*Subordinate Organisation> View/Add/Edit (Giving Error)
5	Grievance Categories	Grievance Categories
6	Search	Search Grievance (Utilities Menu)
(III)	**Reports (Top Menu)**	**Reports (Left Menu)**

Option has been withdrawn.

$ New options

System Requirements to run the application software:

Client system specification:

This application is web based interface so client machine required good speed internet connectivity and latest web browser like Google Chrome, Firefox, Edge, Safari etc. The application has facility to attached PDF document so user may require a scanner or any source to convert document to PDF.

Product Features:
It is an integrated application system, based on web technology which primarily aims at submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis for instant and easy communication between the nodal PG officers of Government Organizations and citizens resulting in the speedy redress of their grievances. **Operating instructions:**
Being web based application web browser is required to open this application (website) and to view PDF document Acrobat PDF Reader is required. So latest

web browser and latest Adobe Acrobat Reader has must installed in client computer.

Access this application on web browser type this address i.e. https://pgportal.gov.in/cpgoffice/ in browser address bar and press enter. The following web page will be appearing.

Login for Ministries/Departments/Organizations:
This application has form based authentication security architecture for access control. User is required Username and Password to login which is provided by parent organization.

Enter your correct Username, Password and Security Code (Security Code is given below) then click login button. On successful login page will be redirected to Operational Desk.

User Profile:
User may view and edit user detail by clicking on "My Account" link.

Click on "Profile Detail" link (snapshot given above) to view profile detail.

Use can modify user detail by click on Edit button.

User can be change all detail which is shown in above snapshot then click on Save button make change.

Change Password:

On my account section click on "Change Password" button to change your existing password. Follow below snapshot.

Enter Old password then enter New Password on password textbox then type same password to confirm password text box. Password policy has given below follow password policy to make your password stronger.

After that click on save button to change your password.

Grievance:
Operational Desk:
New (Pending For Initial Action)

This desk facilitates PG Officer to take various actions like forwarding grievances to subordinate units, sending action taken reports to higher authorities, sending reminders, seeking clarifications, disposing of grievances etc. It is also facilitates the registration of locally received grievances (through post) to the system and attach scanned copy of grievance. Global search facility is available in all desks.

The Flow (Major Actions available under Grievances navigation)

The moment you get a grievance, it will be available under New (Pending and initial action) in Grievances OR it will show on home page (operational Desk).

- **New grievance will be shows from various sources like**
- **Direct Receipt**: Grievance received directly from complainant.
- **DPG**: Grievance forwarded by DPG.

- **DARPG**: Grievance forwarded by DARPG.
- **Pension**: Grievance forwarded by Pension.

- **PM Office**: Grievance forwarded by PM Office.
- **President Secretariat**: Grievance forwarded by President Secretariat.

Click on grievance source to view list of pending grievance as show in above snapshot.

Export Grievance List:

Grievance list may me export in excel, PDF and take print by clicking on print button.

Show Row:

Default grievance list show 10 rows this may be increase by click on "Show 10 Rows" button.

Copy:

All Grievance List can be copied by clicking on "Copy" button and paste this to any clipboard.

Search:

This facility is used only to search or filter grievance from current grievance list. To search grievance type text to search box like part of registration number, name, date, state etc.

Action on New Grievance:

View grievance detail and take any action against the grievance follow given instructions:

Click on grievance source to view list of grievance.

Click on registration number from list to view detail of grievance (snapshot is given below).

After clicking on Registration Number grievance detail will be display.

To view action history user can click on Action History tab (snapshot is given below).

User can print all detail by clicking on print button.

Action History:

Click on Action History tab to view grievance history.

Take any of the following action on the new grievances.

a) **Examined at our level**: Take this action if the case is to be redressed within this office. It cannot be forwarded to any subordinate unit. The case will get transfer to PENDING.
Action required
To take action choose "Examined at our level" option from action dropdown list then choose required grievance category and type valid remark to remark textbox and click on submit button.
Output/Result: Grievance would be moved to pending grievances.

Note: New grievances reduced by 1 while pending grievances incremented by 1.

b) **Taken up with subordinate organization**: if the case is to be redressed at any of your subordinate organization(s). List of subordinate organizations created will be listed. Choose one or many (maximum 5) organizations where the case is to be forwarded. The case will get transfer to Pending tab from new (snapshot is given below).

Action Required:

Choose "Taken up with subordinate organization" from Action list.

Select appropriate Grievance Category.

Click on subordinate organization list and choose multiple subordinate one by one.

On clicking subordinate name this will add automatically.

Check radio button for case close.

Click on submit button to forward grievance.

Output/Result:

The grievance has been forwarded to the subordinate offices.

Note:

New grievances reduced by 1 while pending grievances incremented by 1.

c) **No Action Required**: If case is received manually/electronically directly by the department and if there is no action is to be done, choose this option with a reasoned reply. The reply can be chosen from the combo box/ or a text can be entered (snapshot given below).

Action Required:

Choose "No Action Required" from Action list.

Select appropriate Grievance Classification. Select appropriate grievance category.

Select appropriate reason from the list & submit. **Output/Result:**

The grievance will be disposed.

Note:

Available only if you are the owner of the grievance (Direct recipient of the case).

d) **Not pertaining to this organization**: If the case is forwarded by Parent Org/Nodal Agency and it is not at all related this organization or its subordinate organizations, this option can be taken. The case will get return back to higher authority who has forwarded it.

Action Required:

Choose "Not Pertaining to this Organization" from Action list.

Select appropriate grievance category.

Type valid reason for returning the grievance and click submit button.

Output/Result:

The grievance is returned to organization who has forwarded the grievance.

Common problem envisaged and solutions suggested while working with assessing new grievances.

1. **Unable to assess the grievance**: Check whether category code has been selected. Grievances cannot be forwarded to subordinate offices without assigning category code.
2. **There are no grievance categories to select from**: Create the grievance category codes.
3. **There are no subordinates to forward to in the taken-up with box**: Create your subordinate offices.

Grievance under Process:

Operational Desk Pending

Pending grievances will be show from various sources.

1. At Our Office.
   - Shows pending cases which is examined at your level.
2. With Subordinate.
   - Shows all pending cases with subordinate office(s).
3. Pension Cases.
   - All pending pension related cases for concern organization.
4. Returned.

   ☐ Shows returned cases from subordinate cases (not pertaining from organization).
5. Re- forward by higher authority.

   ☐ Shows redirected cases by the higher authority.
6. ATR from Subordinate (Case Report).

   ☐ Shows case report which is send by subordinate office(s).
7. ATR send to Higher Authority (pending with higher authority).

   ☐ Here shows all cases which is already closed and send the closure report to the higher authority. These grievance are pending with higher authority. But you allowed to send any additional report especially when forgot to attached document.

On clicking on the CASE (Registration Number) the following action are possible:

1. **Case Report Send and Disposed Locally**: In the case of forwarded case, action taken report or an Interim report can be send using this option. If it is an Interim reply, choose radio button "Pending" otherwise "Disposed" and give the action taken text. It is also possible to upload scanned copy of report as an attachment.

Action Required:

Select required action from list and check status of grievance.

Check Yes or No for informed complainant accordingly.

Upload supporting document if required.

Type valid reason for disposed grievance and click on submit button.

Output/Result:

Grievance will be disposed and case report will be send to higher authority.

2. **Case Disposed of**: if the case received directly by the organization/forwarded with closure permission, this option can be taken. Give correct final reply text while disposing of the case.

   Required Action:

   Select appropriate disposal type from list.

   Upload supporting document if required.

   Type valid disposed remark in text box.

   Output/Result:

   Case has been disposed and final letter can be printed using correspondence letter option.

3. **Clarification/Suppl. Info Sought from Complainant**: If organization wants to seek any more information from the complainant regarding the grievance, the text can be entered. A corresponding letter can be generated.

4. **Reminder/Clarification Sought From Subordinate Organization:** Additional information can be sought from subordinate units where case has been forwarded. A corresponding alert will be available to the subordinate organization.

5. **Interim Reply to Complainant:** In case of direct cases/Local Grievances reply may be send to the complainant.

6. **Send New Report to Higher Authority:** Grievance case report can send to higher authority. Status of grievance will be disposed or pending (Interim

Reply). This information also sends to the complainant and case related document can upload.

7. **Not pertaining to this organization**: If the case is forwarded by Parent Org/Nodal Agency and it is not at all related this organization or its subordinate organizations, this option can be taken. The case will get return back to higher authority who has forwarded it.

Reminder / Clarification:

Received reminder and clarification from various sources:

Reminder from Higher Authority: Additional information send by higher authority.

Forwarded To Subordinate: Here shows grievance which is requested additional information by you.

Reminder from Complainant: Received reminder by complainant.

Remark from DPG:

Utilities:

Lodge Local Grievance: Using this option it is possible to lodge a locally received grievances (by post/email etc) into the system.

Required Action: Fill all required complainant detail like Grievance Source, Name, Gender, etc.

Fill Grievance detail like letter date, letter number, client status, VIP reference, grievance description and attach related document if available.

Edit Grievance: Here Officer can edit locally lodge grievance and also attached scanned PDF document (if required).

Correspondence Letter: Using the option it is possible to generate preformatted acknowledge letter, final reply letter, interim reply letter, clarification letter etc. to the complainant.

Bulk Closer: Using this option officer can dispose multiple grievances.

Required Action:

Grievance can be search by following parameter.

Name of complainant: Enter full/part name of complainant.

OR

Select source of grievance from list.

OR

Fill range of registration.

Click on "Submit" button to get result.

Check one or multiple grievance to take action.

Choose grievance category from category list.

Choose appropriate grievance classification from list box.

Take appropriate action and choose action from list.

Type remarks to text box.

Click on "Submit" button to disposed grievance.

Search Grievances: This is global search facility user can search grievance using different parameter.

Registration Number: Type registration number or type of registration.

Status of grievance: check required check box like pending for all pending case and closed for disposed cases.

Name of Complainant: Type full name or part of name of complainant.

Also grievance can be search by address, status, state, grievance text and zone.

Result list is shown below.

Manage PG Officer: Using this option pg officer can be added to the organization.

Nodal PG officer can add additional user to operate this account. No need to sharing own user id and password to other user. It is possible to track the user action on any grievance.

Click on "Add New" button for add new pg officer.

Fill all required detail like name, gender, designation, address etc and click on "create" button for add new pg officer (snapshot is given below).

Use our password policy to make your password stronger (given below).

How to choose a strong password

1. It should be at least 6 characters in length.
2. It should contain at least one capital letter (A-Z).
3. It should contain at least one small letter (a-z).
4. It should contain at least one number (0-9).
5. It should contain at least one special character.

List of pg office is shown below snapshot.

PG officer can be modifying by clicking on "Edit" and password can be reset by clicking on "Reset password" button.

Update Final Reply: Disposed grievance can be modifying by this link disposed document and remark can be modified.

Required for Action: Enter registration number or name of complainant and click on submit button to search grievance.

List of closed grievance will be show.

Click on Edit button to modify grievance.

Choose Disposal Type from list.

Attach reply document (if required) by click "Choose File" button.

Type remark to remark text-box after that click on "Submit" button to make change.

Monitoring Desk

Manage Subordinate Organization: For forwarding grievance to subordinate first subordinate organization must be created. To create a subordinate organization expand Monitoring Desk menu and click on Manage Subordinate Organization.

Click on "Add New Subordinate" button.

Add new subordinate organization web form is divided in 3 parts.

Organization Details: This section captures all organization related information.

Like Organization Code, Organization Name, Type, Address, State and Pin Code.

Organization code must be of 5 characters. Only Alphabet A-Z Number 0-9 is allowed.

Note: - Organization type **Section/Division** is at parallel with organization, they cannot create subordinate offices. Uses same subordinates of organization itself. Type Private Organization is the last end. Private organization cannot create further sub-offices.

Nodal Officer Details: This section captures officer detail. Fill all mandatory details.

Login Details: This section allows creating password for subordinate officer. To make password stronger please follow password policy. Click on submit button to save all detail.

Password Policy:

- Must be 8-15 characters in length.
- Must contain 1 capital letter
- Must contain 1 small letter

- Must contain 1 digit
- Must contain 1 special character.

Manage/Edit/Reset Password: Subordinate organization may be modified by using this option. Click on Detail button to view subordinate detail, click on "Edit" button to modify subordinate and click on "Reset Password" to change login password of selected organization (snapshot given below).

Subordinate Login (Usages): This option use to view login detail of subordinate organization and no of attempt login between given date.

Manage Grievance Category: Grievance categories help group the grievances. This facilitates various analytical and statistical reports. It also helps in identifying problem areas. Nodal agencies have already categorized the grievances into some

pre-defined categories. You may add your own grievance categories. This will help you analyses your grievances based on these categories. When a grievance is assessed for the first time, a grievance category is required to be allocated to it. Without assigning a category the grievance could not be acted upon. Subordinate offices are not required to assign a grievance category to the grievances received from their parents.

Add Category: Grievance category can be added by clicking on "Add New" Button (snapshot is given above).

The grievance code has already been generated by the system. Code could not be change. It is always generated by the system.

Select Monitoring Category from list, fill category description and fill redress time of grievance (not mandatory). Click on submit button to save grievance category.

Modify Grievance Category Description: Description can be change by Edit option which is placed at grievance category list.

Reports:

This option helps you in generating various statistical reports. These reports can be generated based on different period and domains (Local, DPG/DPG or Parent)

Query Based Report:

This report can customized by user as per requirement.

Report can be filter by:

- Date
- Grievance received from (Source)
- Grievance forwarded to (Subordinate)
- Type of forwarding by nodal agencies (DPG/DARPG)

- Grievance category
- VIP reference
- Whether is Ex-servicemen?
- State of complainant
- Grievance current status

Screenshot of query based report

Choose filter as per requirement and click on submit button to generate report.

All report can be export in pdf, excel and print at same time.

Report can sort by column just click on column name like registration number, name, date etc.

Age wise pendency report:

Show all pending grievance by pending days.

View grievance detail list by click on number of grievance.

Subordinate-Age Wise Pendency Report

This report show pending grievance with your subordinate organization.

Report can filter by Section/div, only subordinate and both.

You can choose multiple subordinate office(s) and generate report for long period or short period (snapshot given below).

Progress Report

This report shows progress of grievance by various grievance source.

Subordinate Wise Feedback Report

This report show grievance feedback rating by customer of all subordinate.

Category Wise Report

This report show data by Grievance Category.

State Wise Received Report

State wise report show Number of Bought forward, Receive During, Pending During, Disposed During data of grievance category for all state.

Subordinate Wise Summary Report

This report show grievance list of subordinate office(s). This report can be filter by grievance source and subordinate officer.

VIP Reference Cases Report

Here shows all referred cases by state minister, central minister, Prime Minister Office etc.

Grievance Feedback

This report show rating of grievance by graph.