Public Grievances Redress And Monitoring System (CPGRAMS)

USER MANUAL

About Public Grievances Redress And Monitoring System [CPGRAMS]

The Objective

In pursuance of the government's objective of accountable, transparent and citizen friendly government, it was decided to establish a speedy and effective grievance redress machinery CPGRAMS. The objective is to ensure online availability of the grievance system to the citizens thereby providing him/her facilities to lodge the grievances, find the status, and send reminders etc., irrespective of their geographical location.

Main Features of CPGRAM

1. Lodging of the grievance by a citizen directly or through CSC, Call Center or Facilitation Center.
2. Acknowledgment of acceptance of grievance by any Department.
3. Follow up action of Grievances.
4. Forwarding of Grievances.
5. Reminders and Clarification
6. Disposal of the Case.
7. Monitoring of Grievances by Higher Authority.
8. Various MIS Reports

Highlights of features of CPGRAMS

a) CPGRAMS is an integrated application system, based on web technology which primarily aims at submission of grievances by the aggrieved citizens from any where and any time (24x7) basis.
b) CPGRAMS facilitates the system generated unique registration number on submission of grievances to any Department of Govt of Assam.
c) The complete system has been designed as per the requirement of Government of Assam.
d) The system is designed in such a way that higher authority can forward grievances to the lower level and can monitor the status of the Grievance Application at any time. The work-flow of the system has been finalised after detailed discussion with all stake-holders.
e) The system is divided into two parts 1) The Applicant part, consisting of Online Application, Status View, Sending Reminder, Searching of application.

f) SMS has been integrated in the application and the applicant will receive an SMS in his mobile phone at the time of lodging and disposing off of his grievance, provided he gave his mobile no. at the time of registration of Grievances.

g) The Grievance can be lodged in five different languages i.e. English, Hindi, Assamese, Bengali and Bodo.

h) The Applicant can protect his Grievance with a password if desired.

i) The system is designed/developed using open source technology, PHP and PostGreSQL Server.

The Public Grievance Redressal System

The CPGRAM is a web based application so installation of the software is not required on individual client machines. The users are required to be able to access Internet on the computer system intended to be used for the application. Click on the CPGRAM URL to get the first screen of the Application.

The first screen is divided into two parts 1) Left hand side menu is for the Citizen and 2) the right hand side for the Department to login to the system,

1) **For Citizen**

   a. **Register Mobile No. to receive SMS**

The Applicant will enter his name and Mobile No. and submit to register his mobile no.

Please register your mobile no. and your Full Name, to get SMS alert from the Public Grievance Redressal System.

The Mobile No. once registered cannot be undone or cannot be requested for deletion. The Name and Mobile No. will be preserved in the database for record purpose. However, the applicant can re-register his name with a different no.

If already Registered click on the (Lodge Grievance) button.

   b) Lodge Grievance

The Citizen can lodge grievance by filling this form. The form is a multilingual form and can be done in Hindi, Assamese, Bengali and Bodo Language.

The Applicant can choose Department/Secretariat or to the District. The Department/Secretariat means all the Directorate and Commissioner & Secretary of the Department. The District includes Deputy Commissioner and all the Departmental head of the Department. The Applicant can lodge the Grievance by selecting these two options. If the Applicant is not sure where to lodge his Grievance he can lodge it to 'Administrative and Reforms Department', who have all the rights to forward to any Department or District.

On submission of the form a unique registration no. will be generated and SMS will be sent to the Applicant. The Registration No. will uniquely identify the Grievance and for any future reference this no will be required.

c) Lodge Reminder

This form will enable user to send a reminder to the Government by entering the Applicant no. and a brief remarks if the Grievance is not taken up in the stipulated time for redressal.

d) View Action Status

This form will enable the user to view the latest status the Grievance submitted by entering the Application no.

e) Change password

This form will enable the user to change his password of the Grievance given at the time of submitting the application.

f) Search Application No.

This form enable the user to search his Application No., in case he forgets his application no. by typing his name (min 4 Characters) and Mobile no. or Date of Birth.

2) For Government Departments/ Authorised Users

The right hand side menu is for login to the system by the Public Grievance Officer of any Government Department. Every Department will designate an Officer as Public Grievance Office (PGO) and the Officer will be responsible for receiving of Grievances Submitted/Forwarded to the Department. The PGO will take action of each Grievances received by the Department. He will forward the Grievance to his Sub-Ordinate Office if necessary. The PGO will dispose Grievance which is applied directly to the Department and will forward to the Higher Authority if the grievance is forwarded to him by Higher Authority.

On successful login the PGO will get the screen as below:

The form contains
   a) Administration
   b) Grievance Abstract
   c) Monitoring Desk
   d) Correspondence Letters
   e) Search
   f) Reports and
   g) Logout

At the top of the screen, it will display any new Grievances received and grievance not yet addressed on the middle of the screen.

The PGO can also view Pending Grievances, Disposed Grievances, Action taken report sent and All Grievances by clicking the link on top of the middle screen.

The new Grievances received and grievance not yet addressed will display the Application no., Registration Date and the Target Date. The target date will be marked in green if the target date does not exceed the permissible limit; otherwise it will be marked in red.

1) New Grievances

To view the complete Grievance click on the Registration no.

The details part will give the complete Grievance alongwith the target date. In the Take Action part, the PGO will select/change the grievance category although the applicant had already mentioned it while applying; t hen he has

to Enter the local file no. and will take a decision by selecting the drop down option. The dropdown options are a) forward to b) examine at our level c) No action required.

a) **Forward to**: If the Grievance is related to sub-ordinate Department/Organisation the PGO will **select 'forward to',** which will display the sub-ordinate department/organisation and PGO can select single or multiple sub-ordinate Department/Organisation and forward the Grievance, with a remark.

b) **Examine at our Level**: If the Grievance is relate his Department/Organisation the PGO will select 'Examine at our Level' with a remark.

c) **No Action Required**: No action will be required if the case taken up earlier or Complain detail inadequate or not related to the Department/Organisation etc. PGO will close the case with a remark.

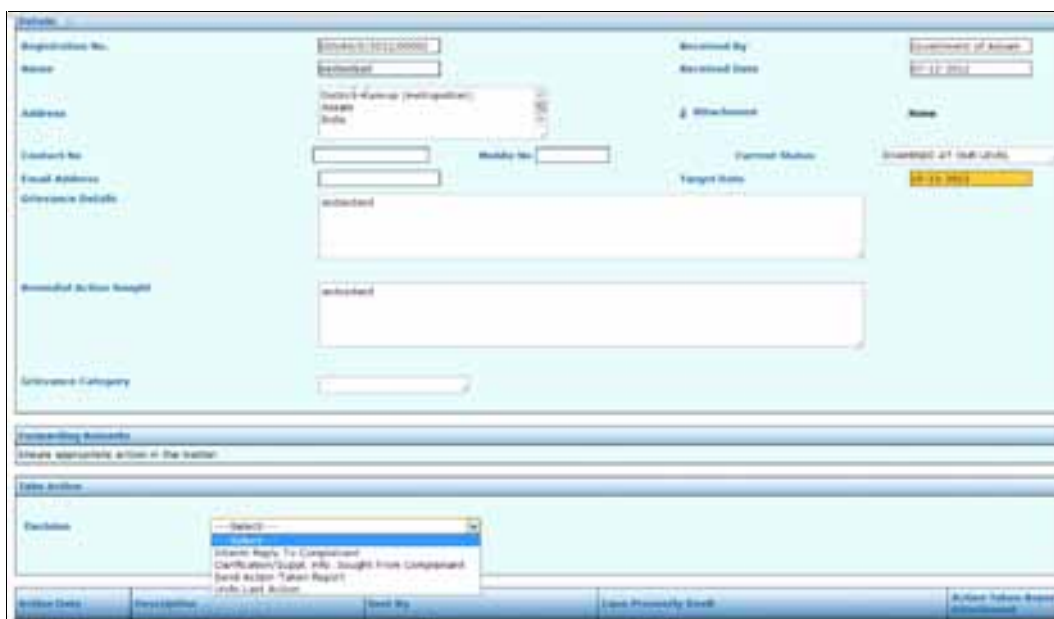After taking proper action, these Grievances will be displayed as pending application.

New Grievances Received from higher authority

There are two options for a grievance received from the Higher Authority 1) Examine at our level 2) Return back to source organisation.

1) Examine at our Level: - On receipt of the Grievance the PGO will select 'Examine at our level' and the official procedure of the grievance will initiate.

2) Return back to the source organisation: - If the Grievance do not relate to the PGO, He can return back the grievance to the Forwarding Organisation.

After marking as 'Examine at our level' the Grievance will be displayed as pending grievance.

At this stage of the pending application, the PGO can do the following
> 1) Send Interim Reply to the Complainant
> 2) Clarification/Supporting Information Sought from the complainant
> 3) Send action taken report
> 4) Undo last action

1) **Send Interim Reply to the Complainant**: The PGO can send an interim reply to the complainant.
2) **Clarification/Supporting Information Sought from the complainant:** The PGO can seek more clarification or any supporting information from the Applicant.
3) **Send action taken report :** The PGO can send the final action taken report to the Higher Authority/Forwarding Department

The Final Action report includes a brief remark of the action taken and attachment of supporting document of action taken by the PGO. On receipt of the Action Taken report from the PGO, the PGO of the forwarding department will be able to finally dispose the Grievance with remarks.

4) **Undo last action:** PGO can undo last action taken.

2) Pending Grievances

The Details part will display the complete Grievances and PGO will take the action; here the dropdown consists of a) Interim reply to the complainant b) Reminder sent to forwarding organisation c) case disposed off d) Undo last action

a) **Interim reply to the complainant:** The PGO can send an Interim reply to the applicant by giving details of Interim reply.

b) **Reminder sent to forwarding organisation:** The PGO send reminder to the sub-ordinate organisation giving detail of remainder. It is done generally when the sub-ordinate does not send reply in time.

c) **Case Disposed Off:** The PGO have the right to dispose the case if satisfied with remarks. He can only dispose those cases which come directly to the PGO. If the case is forwarded to the Department/Organisation then the PGO will forwarded to the forwarding Department/Organisation with a remark and also he attach all the relevant document if any and the forwarding Department/Organisation will disposed off the case.

d) **Undo last action:** PGO can undo the last action.

3) **Disposed Grievance**

This option will display all the disposed Grievances.

4) **All Grievances**
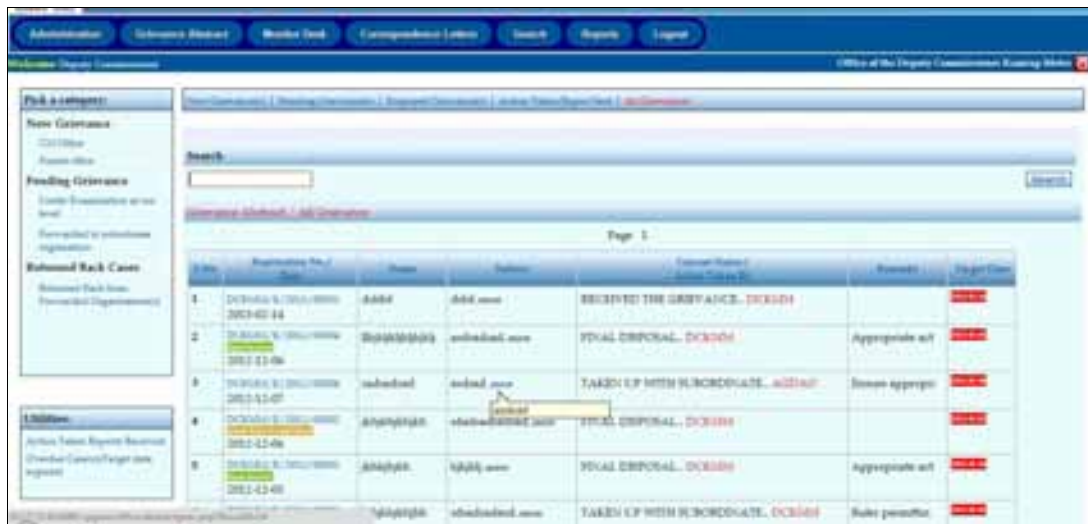
The option will display all the Grievances with latest status.

5) **Administration**

The Administration option consists of a) Grievance category Details c) Change Password d) Modify Postal (Manually Received) Grievance e)

Add/View Organisation f) Deactivation / Activation Sub/Organisation g) Reset Password h) Forwarding Remarks

a) Grievance category Details:

This form enables Department/Organisation to enter new Grievance category. All departments have their own grievance category so the PGO can decide and enter any new grievance category.

b) **Change Password:** This option to change the password of the PGO.
c) **Add/View Organisation :**

The option display all the sub-organisation of the department already entered and will allow the PGO to enter new sub-organisation by clicking the 'Create New Organisation'.

The Organisation name will be entered in multilingual. The Status option will indicate whether the organisation is an Autonomous Body, Division Office or Sub-ordinate Office etc. The name of PGO and designation will also be entered alongwith selection of the Parent Department. Mention the category

of organisation. Public can apply directly to the organisation if citizen checkbox is checked from the 'pick a source category'. Multiple source categories can also be checked if required.

6) **Deactivation / Activation Sub/ Organisation**

This Option is to Activate or Deactivate a Department/Organisation.

7) **Reset Password**

This option is to reset the password of the Organisation or Sub-Organisation of the Organisation.

8) **Forwarding Remarks**

This option allows the PGO to add/edit new forwarding remarks.

Monitoring Desk

Monitoring is an important part of the Grievance Redressal System. This option enables the parent organisation to monitor receipt, disposal and pending Grievance Applications.

It will display the receipt, disposed and Pending of Grievances of the PGO and at the bottom it will display the receipt, disposed and pending of the sub-organisation of the Organisation.

On clicking on receipt, disposed or pending will give the list of received, disposed or pending Grievance application with application no. and status etc. Click on the application no. to get the complete status of the Grievance.

Search

The search option will provide to search any Grievance Application and view the status of the application.

Reports

This option will provide various reports

a) Progress Report: This displays progress report and overall status till date.

b) Progress Report Date wise Report: Progress Report between two dates with complaint category.

c) Citizen District wise Report: Progress Report between two dates with District, Gender, complaint category and Type of Grievance Lodged.

d) Forwarded Organisation wise Report: Progress Report between two dates with organisation, complaint category and Grievance Type.

e) Particular Organisation wise Report: Progress Report between two dates with organisation, Gender, Complaint category and Grievance Lodged.

f) Query Based Report

g) Department / Office wise Report

h) Pendency Report(No. of Days)

i) Grievance Category wise Report

j) Complainant Category wise Report

k) Reminders Lodged report

Logout
Logout from the Application

Grievance Registration Form

1. Grievance relate to
   a. Name of the Department/District :
      _____

   b. Sub-Ordinate Department/Organisation :
      _____

2. Grievance Subject :
   _____

3. Name of the Applicant :
   _____

4. Date of Birth : _____

5. Gender : Male/Female/Others(If not an Individual)/Transgender

6. Complainant category : General/Differently Abled/Defence Personnel/NRI/Senior Citizen

7. Address for Correspondence
   a. Street Address
      _____

   b. City/Town/Village
      _____

   c. Post Office
      _____

   d. Pincode
      _____

   e. Country
      _____

   f. State/UT
      _____

   g. District _____

   h. Phone No
      _____

   i. Mobile No. _____

   j. Email ID _____

8. Specific details about the Grievance :

_____
_____
_____
_____
_____
_____
_____

9. Relief Sought :

_____
_____
_____
_____
_____
_____
_____

10. Document Enclosed

     a.
     b.
     c.
     d.
     e.

11. Did you earlier lodge the grievance to the Department on the same subject? YES/NO
12. If yes, please provide the CPGRAMS Registration No.

_____

Date: -   Signature of the
Applicant