

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:4202  
ANSWERED ON:19.12.2012  
PORTAL FOR COMPLAINT REGISTRATION  
Punia Shri P.L.

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Government has made or proposes to make an online portal to register the various type of complaints such as power, water and roads, etc;
- (b) if so, the details thereof and the progress made in this regard; and
- (c) the time by which the portal is likely to start functioning across the country?

**Answer**

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) to (c): The Government of India has created a online portal, for speedier redress of all Public Grievances against any Government ministry / department / organization, as part of the Grievance Redress Mechanism. The portal, known as the `Centralized Public Grievance Redress and Monitoring System (CPGRAMS)`, is accessible at [www.pgportal.aov.in](http://www.pgportal.aov.in). The System interlinks all the Central Ministries / Departments / Organizations, currently 105 in number, and over 6000 subordinate and field offices across the country. The System also has a facility for digitization of grievances received by post. or given in person, for online redress. Thereafter, the printout of the final response is printed out and sent by post to the complainant.

Through the CPGRAMS, the citizens can lodge complaints through the internet at any time and from anywhere in the country or the world. Citizens have a choice to lodge the grievance directly with the Ministry/Department/ Organization concerned or to send it to the Department of Administrative Reforms and Public Grievances (DAR&PG). Immediately after lodging the complainant received an acknowledgement with a unique registration number. The registration number can be used for checking the progress on redress of the grievance, and also for sending reminders. The time limit for final redress by the government organization concerned, is sixty days. In-cases likely to take longer, the complainant is sent an interim reply with reasons for the longer period involved. After the final redress, the citizen can give his / her feedback in a very simple formal, for conveying the satisfaction with the redress. Other benefits of the System include multi-level monitoring and generation of various reports as required. Analysis of reports can further be used or analyzing `grievance prone areas` for taking remedial action in change of processes / regulation, for preventing similar grievances from arising in future.

The CPGRAMS with a local language interface covering all departments of the State Government, has been inaugurated in the Government of Haryana and Government of Orissa in 2010, in Government of Rajasthan in May 2011, and in Government of Puducherry in March 2012.

In addition, many Central Government organizations having a very large citizen interface, such as the Railways, have their internal online systems also. The grievances relating to other ministries / departments as received in DARPG, by default or otherwise, are forwarded to the Ministry / Department concerned, for redress.