GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4538
ANSWERED ON:11.08.2014
DEVELOPMENT OF ONLINE PORTAL
Shekhawat Shri Gajendra Singh

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

(a) whether the Government has any proposal to develop an online portal in order to register complaints for basic problems such as electricity, water, road and other basic problems in the country;

(b) if so, the details thereof; and

(c) the time by which it is likely to be implemented?

Answer

MINISTER FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a): Yes, Sir.

(b) and (c): A Centralised Public Grievance Redress and Monitoring System (CPGRAMS) was developed by the Department of Administrative Reforms and Public Grievances as a tool to create a Citizen-Centric Grievance Redressal Mechanism. CPGRAMS is an online portal for registration and redressal of grievances. It covers all types of complaints including complaints related to electricity, water, road and other basic facilities in the country.