

What is CPGRAMS?

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Key Points:

- DARPG has **integrated the AI based language tool, Bhashini with the CPGRAMS portal.**
- This integration **would facilitate the Grievance Redressal Officers (GROs)** to translate the **regional language grievance texts into English.**
- The complainants will have the option to view **the final reply in both English and** the translated native language, ensuring better understanding and communication between the citizen and the concerned authorities.

Key facts about CPGRAMS

- Centralised Public Grievance Redress and Monitoring System (CPGRAMS) **is an online platform available to the citizens 24x7** to lodge their grievances to the public authorities on any subject related to service delivery.
- It is a **single portal connected** to all the Ministries/Departments of Government of India and States.
- Every Ministry and States have role-based access to this system.
- CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG.
- The status of the grievance filed in CPGRAMS can be tracked **with the unique registration ID provided** at the time of registration of the complainant.
- CPGRAMS also provides an appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer.

Q1) What is good governance?

Good governance refers to the effective and transparent management of public affairs and resources by a government or organization. It involves principles and practices that aim to ensure accountability, rule of law, participation, responsiveness, equity, inclusiveness, and efficiency in decision-making and service delivery.

Source: [12th Report on States/UTs performance on CPGRAMS released by DARPG for the month of July, 2023](#)

Source: <https://vajiramandravi.com/current-affairs/what-is-cpgrams/>

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