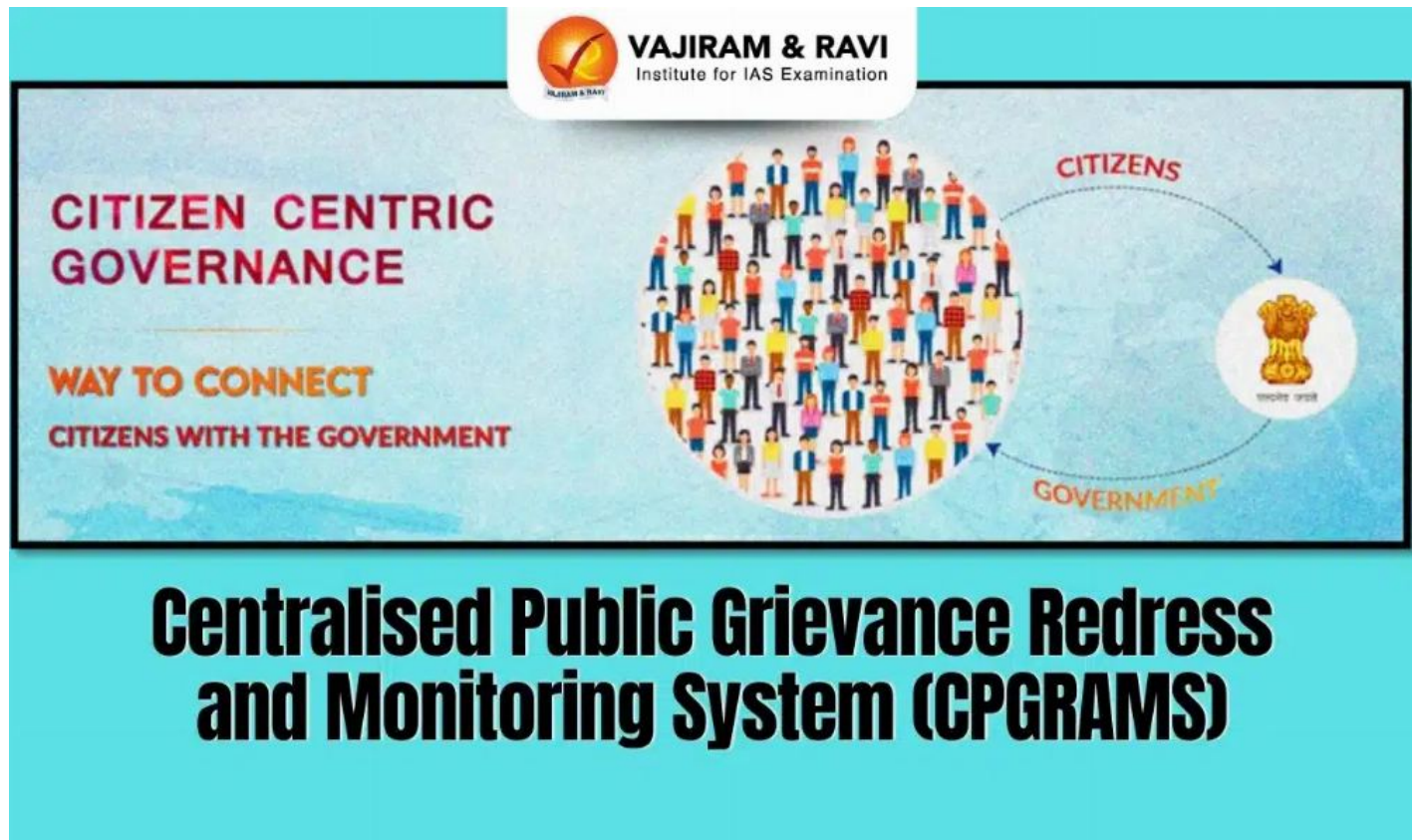


Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

August 9, 2026 • vajiramandravi.com



Centralised Public Grievance Redress and Monitoring System (CPGRAMS) Latest News

The Centralised Public Grievance Redress and Monitoring System (CPGRAM) over the last decade has emerged as one of the world's largest digital public grievance redressal platforms.

About Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

- It is the Government's **flagship digital grievance redressal platform**.
- It functions as a **comprehensive digital ecosystem** that combines technology, accountability, and citizen participation to ensure effective and accessible grievance redressal.
- It was developed and monitored by the **Department of Administrative Reforms and Public Grievances (DARPG)**, Ministry of Personnel, Public Grievances, and Pensions.

Features of CPGRAM System

- It is **available to citizens 24x7**, CPGRAMS provides a single portal connected to all Central Ministries, Departments, State Governments, and Union Territories.
- **Language Inclusivity:** To make grievance redressal more accessible, CPGRAMS supports **submissions in 22 scheduled languages**, in addition to English.
- **One Nation-One Portal:** Integration of State grievance portals and other Government platforms with CPGRAMS has created a unified and streamlined grievance redressal ecosystem across the country.
- 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.
- **Resolve within 21 Days:** The grievances received on the CPGRAMS shall be resolved promptly as soon as they are received but **within a maximum period of 21 days**.
- **Appealing Facility:** CPGRAMS also provides an appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer.
 - After closure of grievance, if the complainant is not satisfied with the resolution, he/she can provide feedback.
 - If the rating is 'Poor' the option to file an appeal is enabled.
 - The status of the appeal can also be tracked by the petitioner with the grievance registration number.

Source: PIB

Source: <https://vajiramandravi.com/current-affairs/centralised-public-grievance-redress-and-monitoring-system/>

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