



**CENTRAL WAREHOUSING CORPORATION**  
(A GOVT. OF INDIA UNDERTAKING)

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CO.: 4/1, Siri Institutional Area,  
August Kranti Marg, Hauz Khas  
New Delhi-110016.

No.CWC/IRO-Pub.Comp./2016

Dated: 04.02.2016

**CIRCULAR**

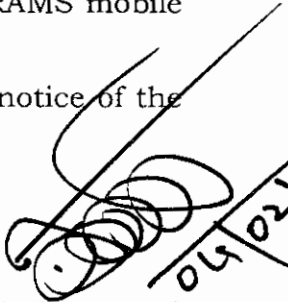
Enclosed please find herewith an OM F No.12011/2/2016-PG dated 14.01.2016 received from Ministry of Consumer Affairs, Food & Public Distribution, Department of Food & Public Distribution, New Delhi enclosing therewith a DO letter FNo.K-10016/1/2015-PG(Policy) dated 30.12.2015 of Ministry of Personnel, Public Grievances & Pension, Department of Administrative Reforms & Public Grievances.

Ministry of Administrative Reforms & Public Grievances under the guidance of PMO has created a mobile App for lodging public grievances on the pportal, which can be installed on Android based Mobile. It would facilitate easy lodging of a grievance by an aggrieved citizen.

The DO letter is supported with procedure of CPGRAMS mobile App, with the details.

The content of the circular may be brought to the notice of the staff working under your jurisdiction.

Encl:a/a.

  
04/02/2016



**(A.K. SHARMA)**  
**GENERAL MANAGER(PERSONNEL)**

Circulated to:

All Regional Managers/ CC Heads /

Copy to:

1. All Divisional Heads/Sectional Heads, CO, CWC, New Delhi.
2. Sr.PA to Chairman/PPS to MD/AM to D(F)/Manager to D(P)/CWC,CO, New Delhi.
- ✓ 3. GM(Systems), MIS Division with the request to upload in CWC website.

  
5/2/2016 -  
  
SKH



F. No. 12011/2/2016-PG  
Government of India

Ministry of Consumer Affairs, Food & Public Distribution  
Department of Food and Public Distribution

Krishi Bhawan, New Delhi  
Dated the 14<sup>th</sup> January, 2016

Office Memorandum

**Subject:- The launch of Mobile App for facilitating easy lodging of a grievance by an aggrieved citizen.**

The undersigned is directed to enclose herewith a copy of D.O. letter No. K-11016/1/2015-PG (Policy) dated 30.12.2015 received from Department of Administrative Reforms and Public Grievances and to say that Mobile App for lodging of public grievances on the pg portal was launched by Hon'ble MOS (PP) on 21.10.2015, which can be installed on Android based Mobiles for information & compliance.

Encl. As above

*Asit Halder*  
(Asit Halder)

Under Secretary to the Govt. of India  
Tele No. 23382504

To,

1. Shri Yogendra Tripathi, Chairman & Managing Director, Food Corporation of India (FCI), 16-20, Barakhamba Lane, New Delhi.
2. Shri Harpreet Singh, Managing Director, Central Warehousing Corporation (CWC), 4/1, Siri Institutional Area, August Krant Marg, New Delhi.
3. Shri G. Sahu, Director (Directorate of Sugar & Veg. Oils), 5<sup>th</sup> Floor, D/o Food & PD, Krishi Bhawan, New Delhi-110001.
4. Shri Narendra Mohan, Director, National Sugar Institute (NSI), P.O.- NSI- Kalyanpur, Kanpur- 208017, U.P.
5. Shri P.K. Dash, Director (HVOC), D/o Food & PD, Krishi Bhawan, New Delhi-110001.
6. Deputy Secretary (NFSA), D/o Food & PD, Krishi Bhawan, New Delhi
7. Deputy Secretary (Impex), D/o Food & PD, Krishi Bhawan, New Delhi.
8. Director (Movement), D/o Food & PD, Krishi Bhawan, New Delhi.
9. Director (Storage), D/o Food & PD, Krishi Bhawan, New Delhi.
10. Director (FCI), D/o Food & PD, Krishi Bhawan, New Delhi.
11. Deputy Secretary (SDF), D/o Food & PD, Krishi Bhawan, New Delhi.
12. Deputy Secretary (Sugar), D/o Food & PD, Krishi Bhawan, New Delhi.
13. Deputy Secretary (Welfare), D/o Food & PD, Krishi Bhawan, New Delhi.
14. Deputy Secretary (BP Division), D/o Food & PD, Krishi Bhawan, New Delhi.
15. Deputy Secretary (Admn.), D/o Food & PD, Krishi Bhawan, New Delhi.
16. Director (PD Division), D/o Food & PD, Krishi Bhawan, New Delhi.
17. Deputy Secretary (Vigilance), D/o Food & PD, Krishi Bhawan, New Delhi.
18. Deputy Secretary (ICT), D/o Food & PD, Krishi Bhawan, New Delhi.

*Mgr (R)*  
*19/1/16*  
*GMP*  
*19/1/16*  
*19/1/16*



सत्यमेव जयते

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES &  
DEPARTMENT OF ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES  
SARDAR PATEL BHAVAN, SANJAD MARK  
NEW DELHI-110001

DARPG D.O. F.No.K-11016/1/2015-PG(Policy)

Dated 30 December, 2015

65535/03/3  
17/1/16

Dear Secretary,

The Department of Administrative Reforms and Public Grievances under the guidance of PMO has created a Mobile App for lodging of public grievances on the pg portal which can be installed on Android based Mobiles. The Mobile App was launched by the Hon'ble MOS(PP) on 21.10.2015.

I am forwarding to you 50 copies of the Brochure containing the salient features of the CPGRAMS and the Mobile App which has been got printed as a pamphlet.

I shall be grateful, if wide publicity is given to the launch of Mobile App by the Government of India for facilitating easy lodging of a grievance by an aggrieved citizen.

With regards,

WS(PA) *12 and an copy to CWC; P&L, NSI, PD/PL etc.*  
17/1/16

Yours sincerely

(Devendra Chaudhry)

To

The Secretaries of all Ministries/Departments.

Copy to : 1. Secretary, Co-ordination, Cabinet Secretariat.  
2. The Additional Secretary, PMO.

Secretary,  
Department of Food & Public Distribution,  
Krishi Bhavan,  
New Delhi-110001.

JS(PG)  
12/1/16  
WS(PG)  
12/1/16



सूचना का अधिकार

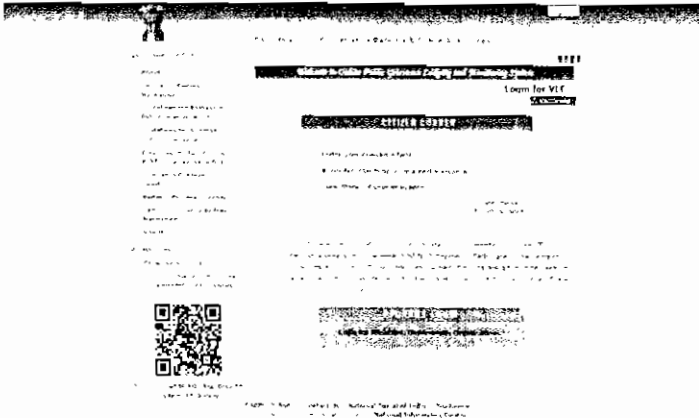
Please visit our websites <http://darpg.gov.in>: <http://goicharters.nic.in>

Phone: 91-11-23742133, Telefax: 91-11-23742546 e-mail: [secy-arp@nic.in](mailto:secy-arp@nic.in), [dch-darpg@nic.in](mailto:dch-darpg@nic.in)

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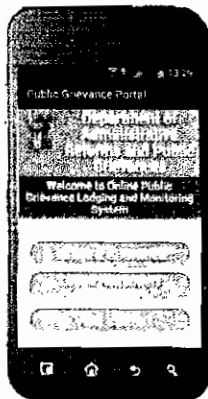
# CPGRAMS - Centralized Public Grievance Redress and Monitoring System

## MOBILE APP



### Steps to install the mobile App

- Log on to <http://pgportal.gov.in>
- Capture the QR Code using the QR Code Reader
- Download the App through the captured link
- Install the app in your Android mobile
- Open the App after installation



The mobile App looks as shown

The citizen can select

- Lodge a Grievance
- Lodge Reminder/Clarification
- View Status

They may provide required information

The citizen can view the status any time - anywhere using the mobile App



Hon'ble MoS(PP), Dr Jitendra Singh with the senior officers of DARPG and DoPT

Hon'ble MoS(PP), Dr Jitendra Singh addressing the gathering



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Government of India

Department of Administrative Reforms & Public Grievances  
5th Floor, Sardar Patel Bhawan, New Delhi-110 001  
011-23401468

Technology Partner

NATIONAL  
INFORMATICS  
CENTRE



THE IT SUPPORT PROFESSIONALS

National Informatics Centre

Department of Electronics & Information Technology  
Government of India  
011-23367682 • E-mail : [cpgrams-darpg@nic.in](mailto:cpgrams-darpg@nic.in)

# CPGRAMS - Centralized Public Grievance Redress and Monitoring System

## Overview:

CPGRAMS is an online web-enabled application that facilitates/provides the following:

- Online lodging and status-tracking of grievances by citizens
- Lodging of Grievances received locally by post including the facility to electronically store the complaint as a scanned document.
- Online forwarding of Grievances to sub-ordinate offices
- Electronic (online) dispatch of Action Taken Reports (ATR's) by various ministries/departments
- Query on the Status of any of the Registered Grievances.
- Forwarding of Reminders/Clarifications for the grievances lodged earlier

## Objective

The objective of CPGRAMS is to facilitate speedy redress through effective & efficient monitoring of grievances by various Ministries/Departments/Government Organizations, including the nodal agencies.

## Features of CPGRAMS:

- An integrated application, enabling the Public Grievance Officers (PGO's) to register the grievances received by Post/Hand and also to monitor the grievances received from the nodal agency/higher authority online.
- Facilitates an automatic system generated **unique registration number** upon the online submission of a grievance by a citizen, which can be used for future reference.
- Can be accessed by all stakeholders through a PC using an internet connection and an internet browser.
- CPGRAMS provides information online to the PGO of the concerned Ministry/Department/Government Organization on all cases as and when they are forwarded to him/her.
- A feature to attach any electronic grievance details/related documents, which can be seen at all levels wherever the grievance is forwarded to.
- CPGRAMS helps generate need-based monitoring and query reports for effective monitoring of pending grievances at various levels.
- The system is flexible enough to be extended to multiple levels below as per the requirement of the concerned Ministry/Department/Government Organization for speedy forwarding and redress of grievance.
- SMS/E-mail alerts to citizens and PGOs are enabled at various stages.
- Senior Officers Dashboard has been made available

URL: <http://pgportal.gov.in>



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5th Floor, Sardar Patel Bhawan, New Delhi-110 001

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