

NOTE ON CPGRAMS

Guidelines for BSNLEU Circle Secretaries on Filing Public Grievances, CPGRAMS stands for Centralised Public Grievance Redress and Monitoring System. It is a Government of India online portal through which citizens can submit grievances to the concerned Ministries and Departments and monitor their progress.

1. How to open CPGRAMS.

- (a) Open the official website: <https://pgportal.gov.in/>
- (b) Click Sign Up if you are a first-time user. Enter your name, mobile number, email ID and other required details to create an account.
- (c) Existing users can log in using their registered credentials.

2. How to lodge a grievance.

- (a) After logging in, select Lodge Public Grievance.
- (b) Select the appropriate Ministry/Department or organisation concerned with the issue.
- (c) Enter a clear subject and describe the grievance briefly, mentioning the facts, relevant dates, previous representations and the action requested.
- (d) Upload supporting documents, such as copies of representations, official letters, circulars or replies, wherever relevant.
- (e) Check all details and click Submit.
- (f) Note down the unique Registration Number generated after submission. Keep it safely for future reference.

3. How to track the grievance

- ❖ Log in to the portal and select View Status to check progress.
- ❖ If there is no satisfactory response, use the available reminder or clarification facility, where appropriate.
- ❖ If the grievance is closed without satisfactory resolution, submit feedback and use the Appeal facility, where enabled, following the portal's procedure.

4. Important instructions for Circle Secretaries

- ❖ Identify the appropriate authority before filing the grievance.
- ❖ State the issue clearly, factually and concisely.
- ❖ Attach relevant documents and retain copies of all submissions.
- ❖ Maintain a register of grievances filed, registration numbers, dates and replies received.
- ❖ Follow up regularly and inform the concerned members about the progress.
