केन्द्रीय उत्पाद शुल्क, सीमा शुल्क एवं सेवा कर आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE, CUSTOMS & SERVICE TAX
केन्द्रीय राजस्व भवन, आई.एस.प्रेस रोड, कोचिन -682018
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व्यापार सूचना सं./ TRADE NOTICE NO.: 03/2016 ST

The Centralised Public Grievance Redress and Monitoring System 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 of electronically store the complaint as a scanned document.
- Online forwarding of Grievances to subordinate offices
- Electronic (online) dispatch of Action Taken Reports (ART's) by various ministries/departments
- Query on the Status of any of the Registered Grievances.
- Forwarding of Reminders/Clarifications for the grievances lodged earlier.

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

- 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 Organisation 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 Organisation 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.

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 PGPORTAL which can be installed on Android based mobiles. The Mobile App was launched by the Hon'ble MOS (PP) on 21.10.2015.

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 citizen can select :

- Lodge grievance
- Lodge Reminder/Clarification
- View status

They may provide required information. The citizen can view the status any time – anywhere using the mobile App.

Reshma Lakhani

[रेशमा लखानी / RESHMA LAKHANI]
आयुक्त / COMMISSIONER

सेवा में/ To

1. प्रेषण सूची -1 व 2 के अनुसार / As per DL-I & II of Cochin Commissionerate

प्रति प्रस्तुत है / Copy submitted to :-

मुख्य आयुक्त कार्यालय / The Chief Commissioner's office