

Functions of the PG Cell

Department of Legal Affairs manages to dispose of public grievances received both online and offline methods. Redressals of online applications to be managed on **CPGRAMS** (Centralized Public Grievance Redress And Monitoring System) an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to Ministries/Departments/Organizations, who scrutinize and take action for speedy and favourable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number.

On CPGRAMS portal grievances receives direct as well as transferred from DARPG, DPG, Prime Minister's Office and President Secretariat. Such, there is one platform online where any can lodge their grievances for quick redress.

Issues which are not taken up for redress:

- Subjudice cases or any matter concerning judgment given by any court.
- Personal and family disputes.
- RTI matters.
- Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
- Suggestions.

Any Grievance sent by email will not be attended to / entertained. One Should have to lodge their grievance at the website.

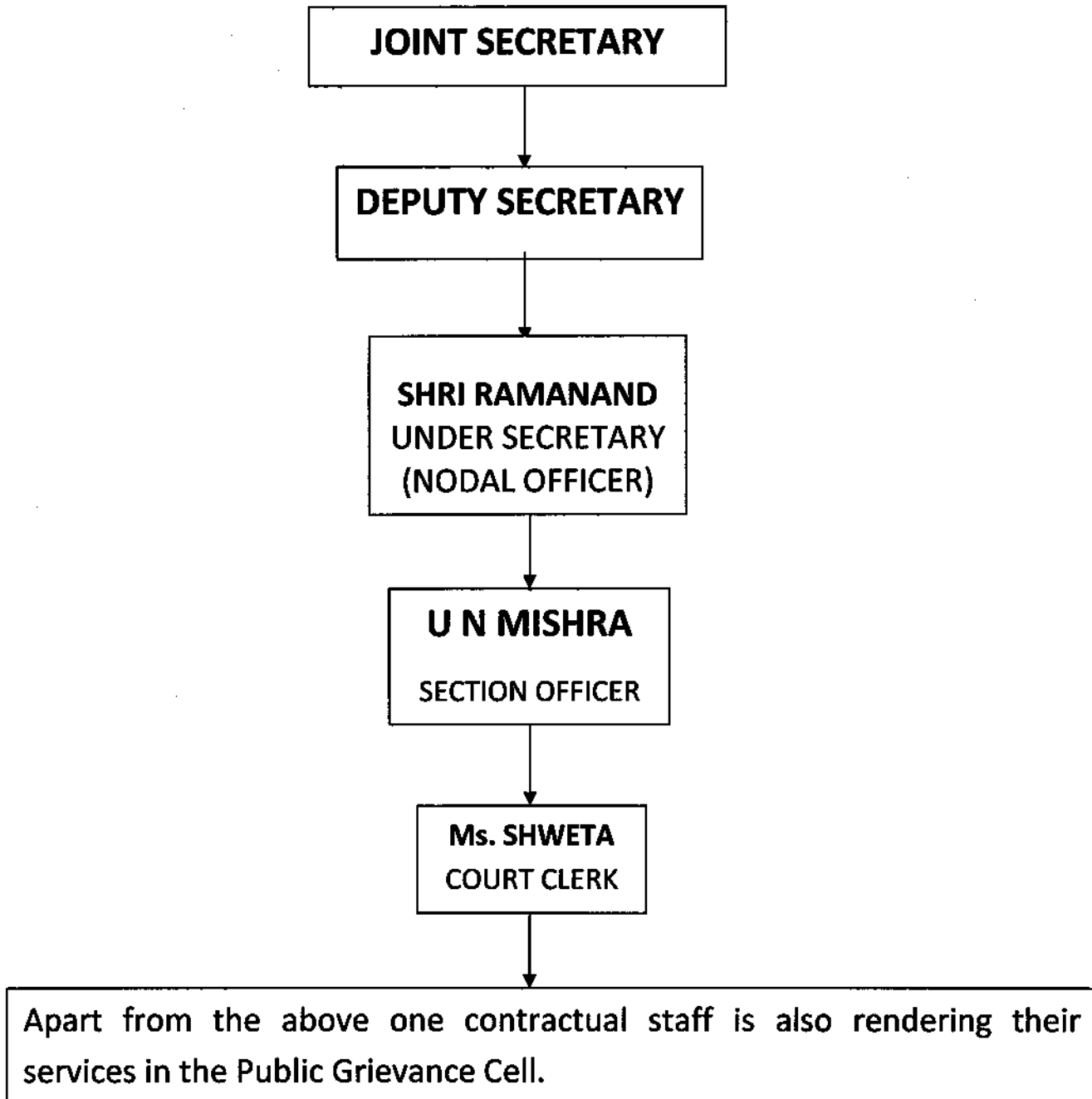
All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are to be redressed by the State/ UT/ NCT Government concerned. Citizens are advised to take up matter regarding pendency of their grievance directly with the State Government concerned.

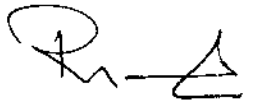

(Rama Nand)

Under secretary

**Ministry of Law & Justice
Department of Legal Affairs
Public Grievances Cell**

Report on the Working of PG Cell




(Rama Nand)
Under secretary