

## **Public Grievance (PG) Cell**

PG Cell, Department of Legal Affairs manages to dispose the public grievances that are being received online as well as offline mode. Online grievances are handled through the Centralized Public Grievance Redress and Monitoring System (CPGRAM). The CPGRAMS is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to 'service delivery'. Tracking of grievance has been facilitated on this portal through the system generated unique registration number. However, issues such as (i) subjudice cases or any matter concerning judgment given by any court, (ii) personal and family disputes, (iii) RTI matters, (iv) anything that impacts upon territorial integrity of the country or friendly relations with other countries and (v) suggestions are not redressed. Further, any grievance sent by e-mail will not be attended to/entertained, and the complainant must lodge his/her grievance on the CPGRAM portal. So far, approximately, about 4K grievances redressed during the year 2022.