

2

Ministry of Communication & Information Technology
Department of Telecommunications
Sanchar Bhawan, 20-Ashoka Road
New Delhi-110001

NO. 6-24/2015/TA-I/28/CPGRAMS/34040366

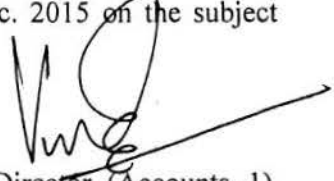
Dated 22.01.2016

To
All Pr. CsCA/CsCA
.....

Sub: - CPENGRAMS-Central Public Grievances Redress and Monitoring System-
Mobile App

Enclosed please find Govt. of India, Department of Personnel, P.G. & Pensions,
Department of Administration Reforms & Public Grievances, New Delhi letter No
DARPG D.O.F No. K-11016/1/2015-PG (Ploicy) dated 30 Dec. 2015 on the subject
cited above for necessary compliance.

Encl :-As above


Director (Accounts -1)
Ph 011- 23036511

Copy to :-

- I) Director (Accounts-II), DoT HQ, New Delhi
- II) ADG(PG) DoT , Mahanagar Door Sanchar Bhavan 6th Floor, Old Minto Road,
New Delhi for information

Devendra Chaudhry, IAS

सचिव
SECRETARY

S(T)
F171825/2016/CR
7/1



सत्यमेव जयते

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

भारत सरकार
कार्मिक लोक शिकायत तथा पेंशन विभाग
प्रशासनिक सुधार और लोक शिकायत विभाग
सरदार पटेल भवन, संसद मार्ग
नई दिल्ली-110001

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
SARDAR PATEL BHAVAN, SANASD MARG
NEW DELHI-110001

Dated 30 December, 2015

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,

PI SPK

11-1-16

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 Telecommunications,
Sanchar Bhavan,
New Delhi-110001.

- M(F)
- M(S)
- AS(T)
- JS(T)
- JS(A)
- W.A.
- Sr. DDG(TFC)
- Sr. DDG(BW)
- Sr. DDG(Perm)
- DDG(DS)
- DDG(AS-I)
- DDG(CS)
- DDG(Security)
- DDG(IR)

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

Phone: 91-11-23742133, Telefax: 91-11-23742546 e-mail: secv-arpe@nic.in dirh-darpg@nic.in

109 MUP/16
12/1

86/Adv.(A)
12/11/16

12/11/16
14/11/16



सूचना का
अधिकार

Handwritten signatures and initials: AD/TA, AD/CD, AD/MS, AD/ACT, etc.

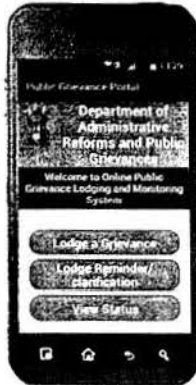


CPGRAMS - Centralized Public Grievance Redress and Monitoring System Mobile App



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



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

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