

EDN-HE(14)-4/2014-e-Samadhan
Directorate of Higher Education
Himachal Pradesh

Dated: Shimla

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14 MAR 2016

March, 2016

To

All the DDHE / All the Principals of Govt. Colleges,
All the Principals of GSSS, Himachal Pradesh

Subject:- Regarding Mobile App for lodging of Public Grievances on the pg Portal.


Sir,

This is with reference to the letter received from Under Secy. to the Govt. of India Ministry of Human Resources Development Department of School Education & Literacy New Delhi through Addl. Chief Secretary(Edu.) to the Govt. of Himachal Pradesh vide letter No. EDN-B-F(10)5/2010 dated 5.3.2016 on the subject cited above.

It is to inform you that the Department of Administrative Reforms and Public Grievances has created a Mobile App for loading of 'Public Grievances' on pg portal which can be installed on Android based Mobiles. In this connection, a brochure containing the salient feature of the CPGRAMS and the Mobile App is forwarded herewith.

Therefore, you are requested to inform and aware the people thereof, so that an aggrieved citizen may be able to lodge their grievances easily.

(Copy attached)


Director of Higher Education
Himachal Pradesh

CPGRAMS Quick Help

About CPGRAMS

CPGRAMS is a web based application which facilitates Ministry/Deptt/Organizations to receive, forward and monitor grievance.

- Receive grievances from various sources like nodal organizations viz. D/o Administrative Reforms & Public Grievances, DPG(Cab. Sectt), President Sectt. ,PMO, D/o Pension etc
- Facility to create immediate subordinate organizations.
- Grievances can be forwarded to concerned subordinate organizations or taken up at the organization level for redress process.
- Action taken report from subordinate organizations can be received and reviewed and can be taken up for further action.
- Action taken reports can be sent to higher authorities
- Local/Postal grievances can be lodged into the system and can be forwarded to subordinate organizations
- Facility to lodge Reminder/Clarification.
- Letters to complainant like initial acknowledgement, final reply, interim reply etc can be generated from the system.

Pre-requisite for using CPGRAMS.

- Get UserID & Password from your Parent Organization
- After successful login, Create your Immediate subordinate organization(s) so that grievances can be forwarded to the organization concerned.
(By using the option *Subordinate Organizations -> View/Add/Edit*)
- Also create subject categories so as to classify the received grievances.

Monitoring Desk

This Desk gives a holistic view of the grievances handled by the organization. CPGRAMS can be configured as per requirements of the user organization by creating subordinate redress units, classification of grievances handled (grievance categories) etc.

Operational Desk

This desk facilitates PG Officer to take various actions like forwarding grievances to subordinate units, sending action taken reports to higher authorities, sending reminders, seeking clarifications, disposing of grievances etc. It also facilitates the registration of locally received grievances (through post) to the system and attach scanned copy of grievance. Global search facility is available in all desks.

The Flow (Major Actions available under Operational Desk)

1. The moment you get a grievance, it will be available under **New** in Operational Desk
2. Take any of the following action on the new grievances
 - a. **Examined at Our level:** Take this action if the case is to be redressed within this office. It cannot be forwarded to any subordinate unit. The case will get transfer to PENDING
 - b. **Taken up with subordinate organization:** if the case is to be redressed at any of your subordinate organization(s). List of subordinate organizations created will be listed. Choose one or many organizations where the case is to be forwarded any submit. The case will get transfer to Pending tab from new.
 - c. **No Action Required:** If case is received manually/electronically directly by the department and if there is no action is to be done, choose this option with a reasoned reply. The reply can be chosen from the combo box/ or a text can be entered.
 - d. **Not pertaining to this organization:** If the case is forwarded by Parent Org/Nodal Agency and it is not at all related this

organization or its subordinate organizations, this option can be taken. The case will get return back to higher authority who has forwarded it.

3. In Option (a) & (b) case will appear under pending with organization. In Option (c) & (d) case will get disposed of from your Desk. (c) is complete disposal. In Option (d), higher authority has power to re-forward the case to the organization for necessary action.
4. On clicking on the case under Pending the following Actions are possible
 - a. **Send report:** In the case of forwarded case, action taken report or an Interim report can be send using this option. If it is an Interim reply, choose radio button "Pending" otherwise "Disposed" and give the action taken text. It is also possible to upload scanned copy of report as an attachment.
 - b. **Dispose of:** if the case received directly by the organization/forwarded with closure permission, this option can be taken. Give correct final reply text while disposing of the case
 - c. **Clarification sought from complainant:** If organization wants to seek any more information from the complainant regarding the grievance, the text can be entered. A corresponding letter can be generated.
 - d. **Clarification sought from subordinate:** Additional information can be sought from subordinate units where case has been forwarded. A corresponding alert will be available to the subordinate organization.

The following Options are available under Operational Desk

1. **New :** (New => Cases for which initial action has not taken so far by the organization) This shows new cases received from various sources like DARPG,DPG,PMO, higher Organization etc

2. **Pending** : Any grievance where action has been initiated and it is pending with the organization or pending with its subordinate organization.
3. **Return Back Received** : Cases forwarded to subordinate units and returned back by them because it does not pertain to them. It can be either re-forwarded to correct organization or disposed of.
4. **Re-Forwarded**: The cases that returned back to higher authority and the higher authority again forwarded to you for action.
5. **Reminder/Clarification**: These are reminders for earlier grievances or clarification sought by higher organization.
6. **Case Report Received**: These are the Action Taken Reports received from subordinate organizations, for review and disposal.
7. **Lodge Grievance**: Using this option it is possible to lodge a locally received grievances (by post/email etc) into the system.
8. **Attach document**: To attach scanned (in pdf format) grievance for locally lodged grievances.
9. **Correspondence letters**: Using the option it is possible to generate pre-formatted acknowledge letter, final reply letter, interim reply letter etc. to the complainant.

FAQs -

1. How to dispose a grievance

For disposing any grievance, it required to take initial action from New grievances (Under Operational Desk). Under new grievances, search for the any new grievances under various sources like DPG,DARPG,PRSEC etc. Click on any registration number. Then Under take action choose appropriate decision. The case will appear under Pending Menu. Choose the registration number from Pending. Take further action as "Dispose of" or "Send Report". Fill the form and submit to dispose of the case.

2. How to attach Action Taken Report (Disposal Report)

Take initial action from New grievances (Under Operational Desk). Under new grievances, search for the any new grievances under various sources like DPG,DARPG,PRSEC etc. Click on any registration number. Then Under take action choose appropriate decision as "examined at our level/Forwarded to subordinate". The case will appear under Pending Menu. Choose the registration number from Pending. Take further action as "Send Report". Fill the form. While filling, there is option to browse and attach document, if any. Then submit to sent action taken report.

3. How Do I forward a case concerned unit under me

At first, create your subordinate unit from monitoring desk (under Subordinated Organizations in the left menu). Then go to **new** . Click on registration number. Below Take Action, choose decision as Taken-Up with subordinate organization. Select organization from the list and submit. Case will be forwarded to that organization

4. How my subordinate units

At first, create your subordinate unit from monitoring desk (under Subordinated Organizations in the left menu). Then go to **new** . Click on registration number. Below Take Action, choose decision as Taken-Up with subordinate organization. Select organization from the list and submit. Case will be forwarded to that organization

5. I am not able to open attachments

Install any latest **Acrobat PDF** reader in your computer to open the attachments.

6. I have forgot the password/Password not accepting

Send a request to re-set password to CPGRAMS Administrator at cpgrams-darpg@nic.in clearly mentioning the UserID and corresponding organization name

7. My Login has been Locked

Wait for 10 minutes and login using correct userID and Password. Still it fails, go to the above step (5) to reset the password

8. How do I change my nodal officers name, still old name appears

Go to my Account User Profiles and Edit and give name, and designation of the new officer. Also change email address & Mobile number to correctly received e-mail alerts & SMS alerts to the correct dealing officer.