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

NO. 6-24/2015/TA-I/28/CPGRAMS/340+0366

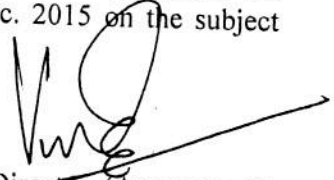
Dated 22.01.2016

To
All Pr. CsCA/CsCA
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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)
F17/825/2016/CR
7/1



सत्यमेव जयते

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

भारत सरकार
व्यक्तिगत लोक शिकायत तथा पेंशन संबंधित
समासंगिक 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, SANSAD 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)

PPS

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(TEL)

Sr. DDG(BW)

Sr. DDG(Perm)

DDG(DS)

DDG(AS-I)

DDG(CS)

DDG(Security)

DDG(IR)

DDG(NT)

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

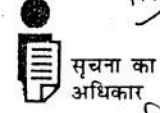
Phone: 91-11-23742133. Telefax: 91-11-23742546 e-mail: secv-arn@nic.in trch-darpg@nic.in

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12/11/16

12/01/TA I/2016
14/1/16



सूचना का अधिकार

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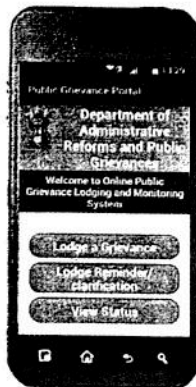
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CPGRAMS - Centralized Public Grievance Redress and Monitoring System Mobile App



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



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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
THE IT SUPPORT PROFESSIONALS

National Informatics Centre

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