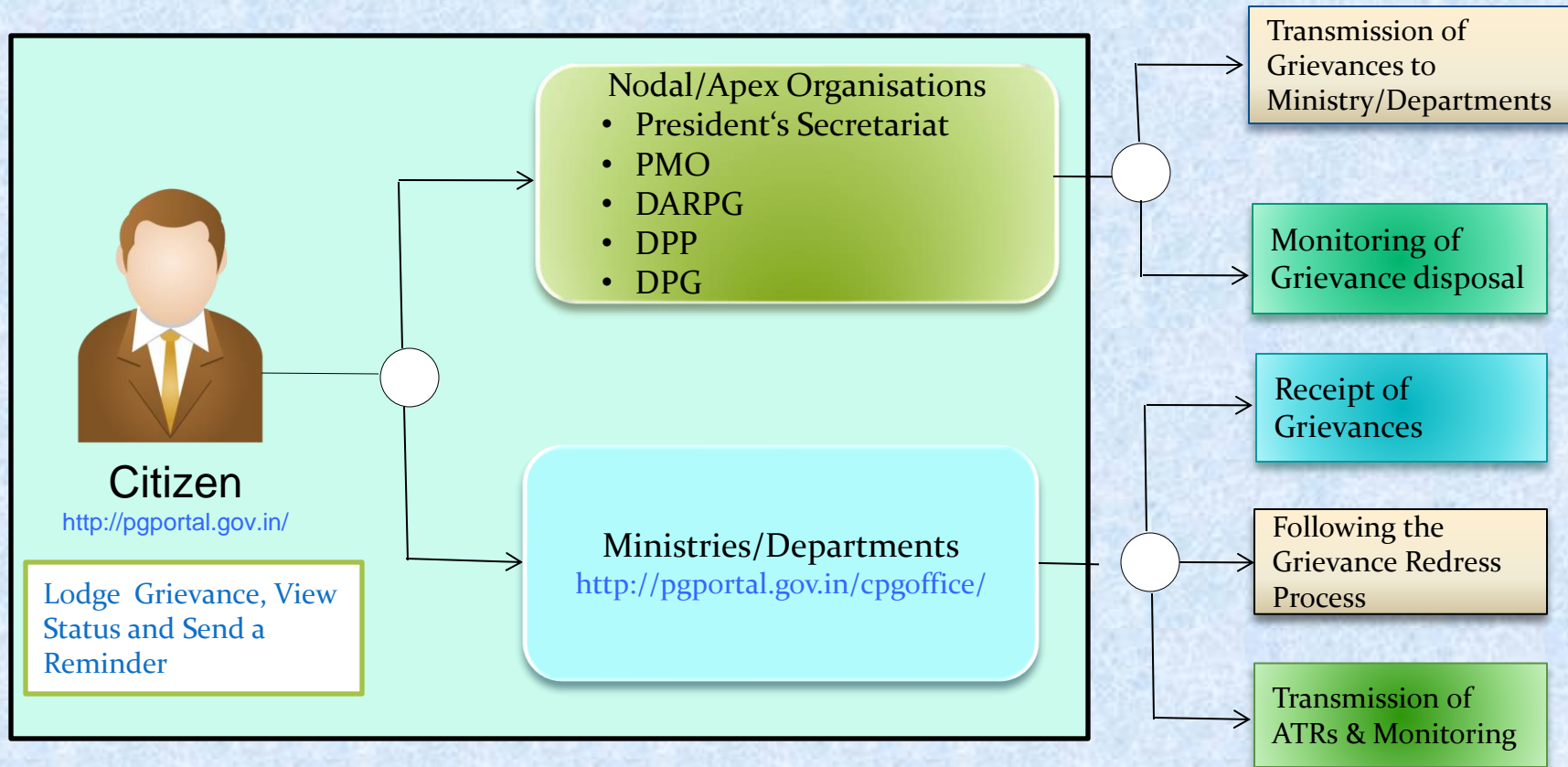


Centralized Public Grievance Redress And Monitoring System (CPGRAMS)

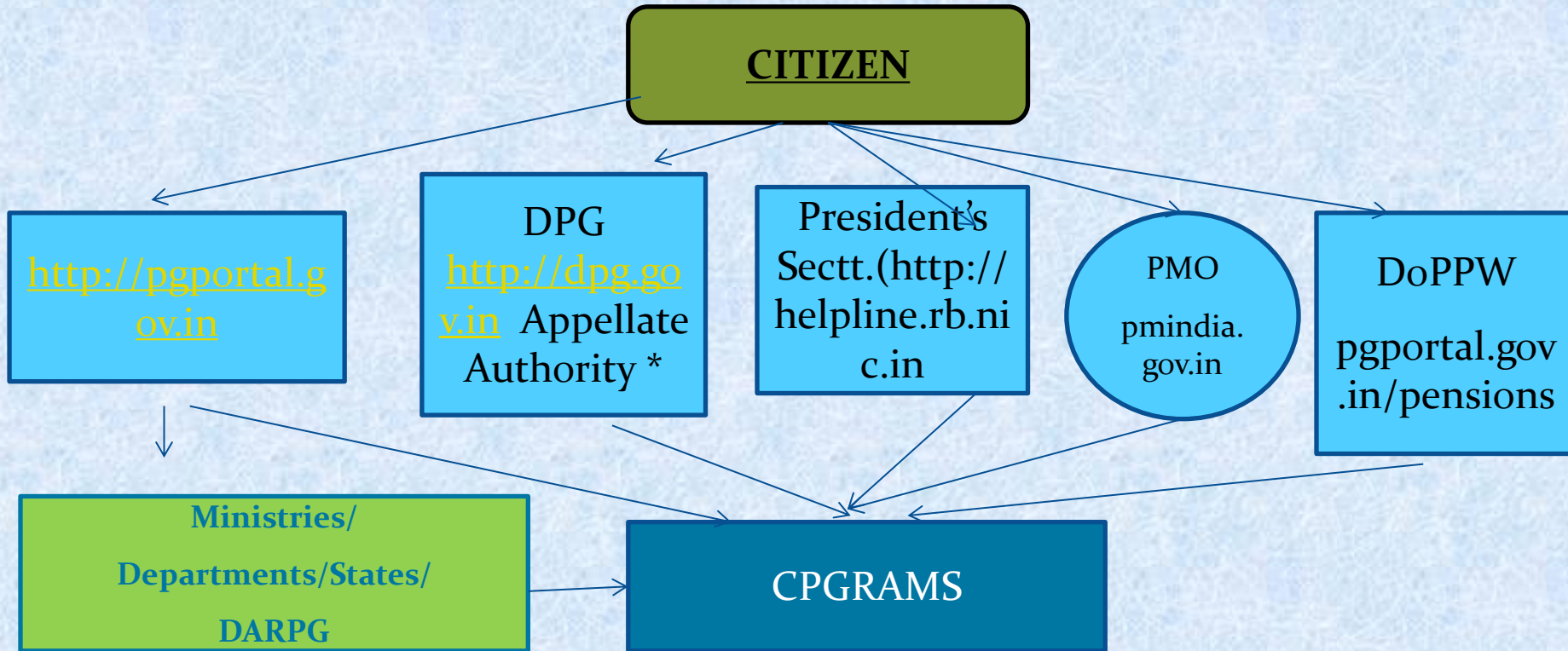
About CPGRAMS

- **C**entralised **P**ublic **G**rievance **R**edressal **A**nd **M**anagement **S**ystem (CPGRAMS), is a web application that aims at providing the citizens with a platform for redress of their grievances.
- If the **Citizen** has a grievance against any Government organization in the country, he may lodge the grievance online through this application.
- The lodged grievance will go to the **Ministry/Department/State** Government concerned for immediate redress.
- Grievance Disposal Monitoring done by **Nodal Agency/ Apex Organisations**

Stakeholders In CPGRAMS



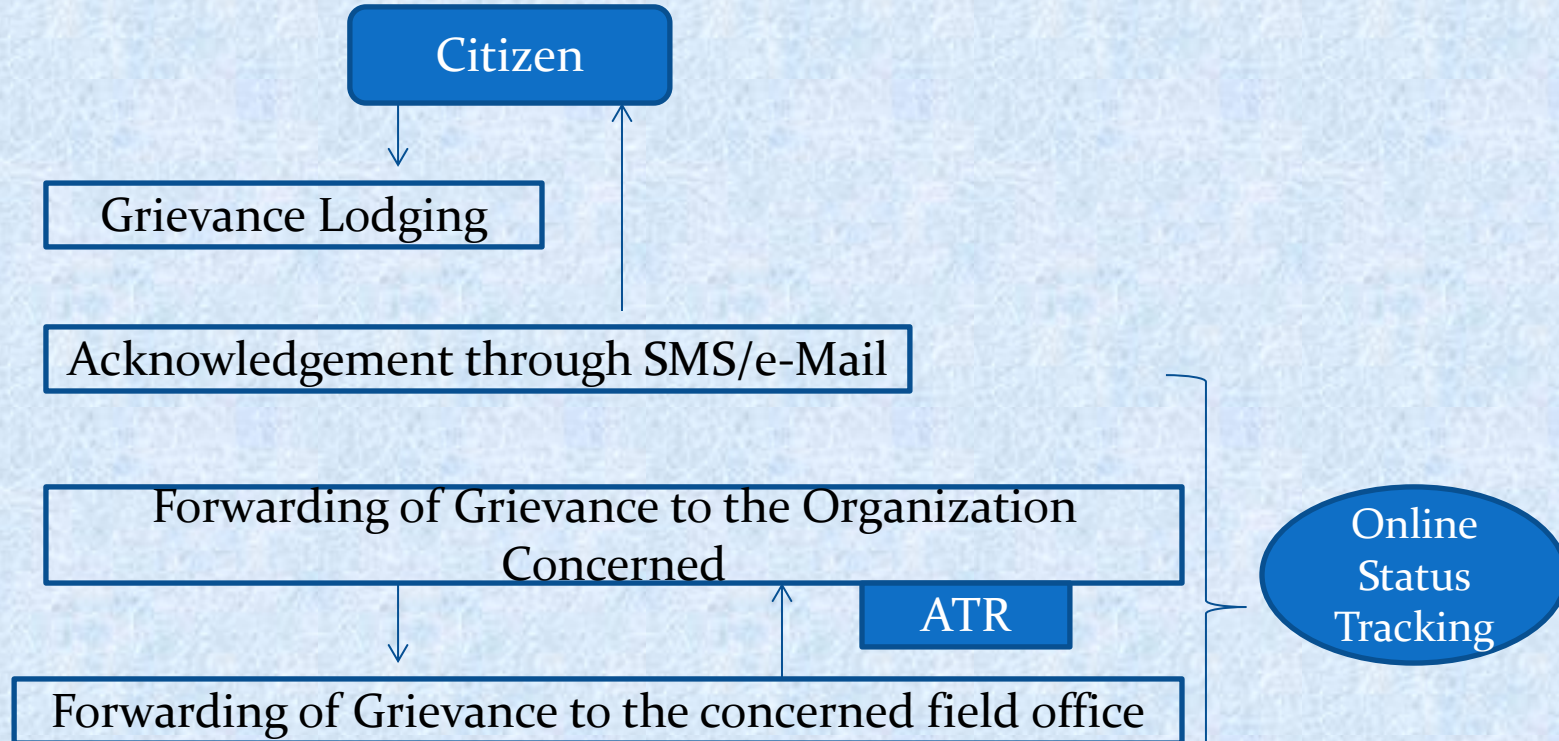
Public Grievance Management Online Web portal : CPGRAMS – Centralised Public Grievances Redress and Monitoring System



*if the citizen has exhausted all the administrative channels then approach DPG for Sectors:- Railways, Post, Telecom, Urban Development Petroleum & Natural Gas, Shipping and many more

<http://dpg.gov.in/>

GRIEVANCE TRACKER

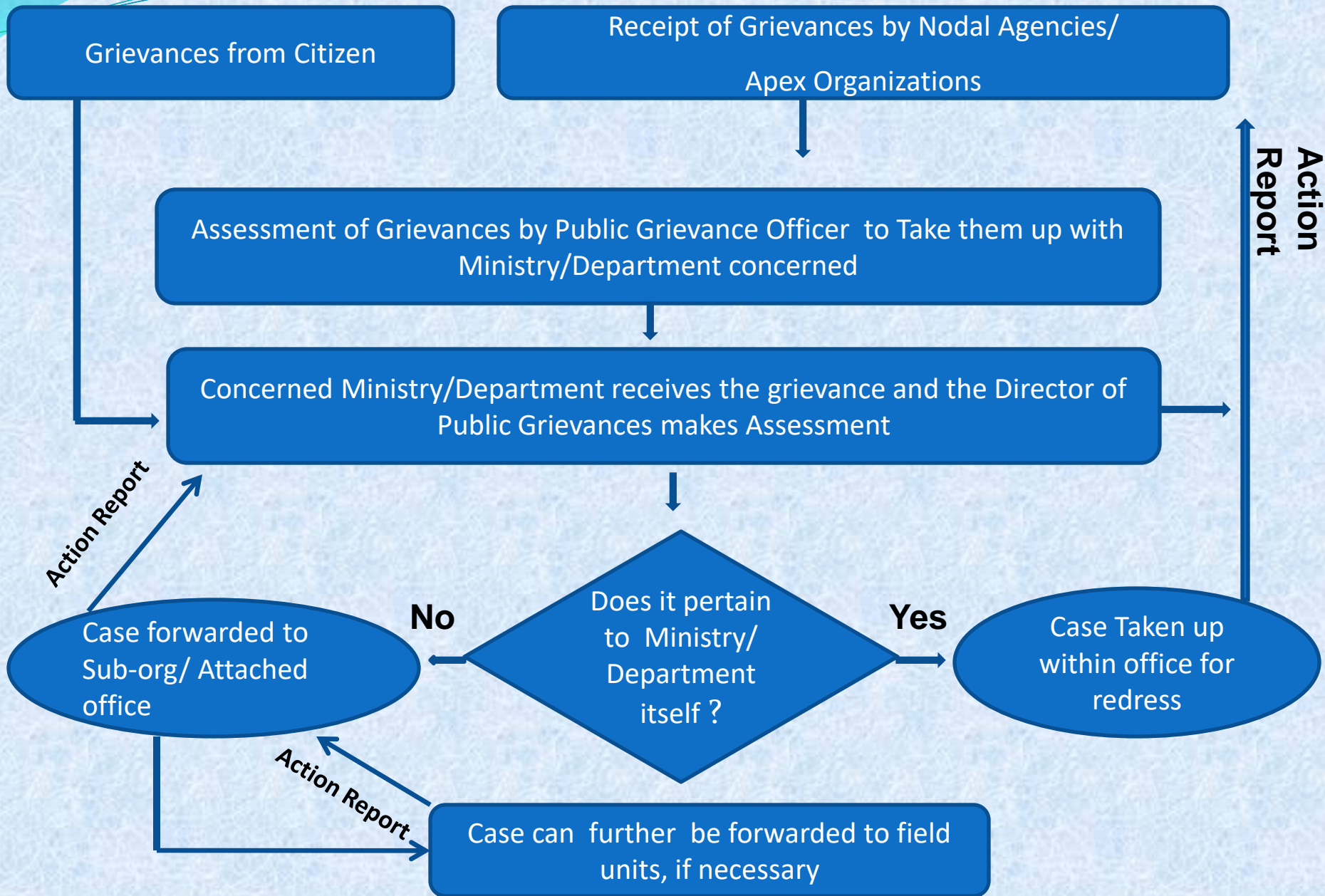


- **Grievances received in hard copy scanned / uploaded**
- **Acknowledgment: Online /post**
- **Online transfer to GOI dept/state**
- **GOI grievances monitored in DAR&PG**

Objectives of CPGRAMS

- To facilitate Citizens through
 - Online lodging of grievances
 - Viewing status and keeping track of the Grievance(s) lodged
 - Provision of Reminder and Feedback
- To facilitate Nodal /Apex Organisations
 - Online forwarding of the grievance received to concerned ministries/Departments
 - Online Monitoring of Grievance Disposal
- To facilitate Public Grievance Officers
 - Online forwarding/processing of the grievance received
 - Online disposal/ closure of grievance
- Efficient & Speedy redress of public grievances

Grievance Flow



CPGRAMS : The interfaces

- The Public Grievance Redress portal has the interfaces for
 - **Citizen** to lodge/monitor grievances

PMO

<http://www.pmindia.gov.in/en/>

**Presidents'
Secretariat**

<http://helpline.rb.nic.in/>

D/o Pension

<http://pensionersportal.gov.in/>

DARPG

<http://pgportal.gov.in/>

**DPG, Cabinet
Secretariat**

<http://dpg.gov.in/>

- **Ministries & Departments** to manage the Grievances and send ATRs through CPGRAMS

<http://pgportal.gov.in/cpgoffice>



Illustration of
CPGRAMS



Government of India

PORTAL

Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

Brought to you by Department of Administrative Reforms & Public Grievances

English

Select Theme

- About Us
- Grievance Redress Mechanism
- Guidelines for Redress of Public Grievances 2010
- Other Guidelines for Redress of Public Grievances
- Directors (Nodal Officers) of Public Grievances in GoI
- Grievance Redress Flow Chart
- FAQ on Grievance Redress Mechanism
- Ministry Wise Pendency Details

Related Links

- Pensioners' Portal
- Citizen's Charters of Central Government Organisations

YOUR MOBILE APP



To Download Mobile App Scan QR Code or click here

Welcome to Online Public Grievance Lodging and Monitoring System

Login for VLE/CSC

CSCConnect

CITIZEN CORNER

- Please Lodge your grievance here
- You may send a Reminder/Clarification on a past grievance
- Please View Status of your grievance

Change Password
Forgot Password ?

KEY FAQ
POINTS

Please
Read
Before
Proceeding

- Your valuable feedback on quality of grievance disposal will help us to improve the service
- Any Grievance sent by email will not be attended to / entertained. Please lodge your grievance at the website.
- Request : 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.
- Note :- If you have not got a satisfactory redress of your grievance within a reasonable period of time, relating to Ministries/Departments and Organisations under the purview of Directorate of Public Grievances(DPG), Cabinet Secretariat, GoI, you may seek help of DPG in resolution. Please click here for details.

CPGRAMS LOGIN

- Login for Ministries/Departments Organisations



[Lodge a Grievance](#)

[Lodge Reminder/Clarification](#)

[View Status](#)

[Change Password](#)

[Forgot Password](#)

SELECT AN OPTION

- Public Grievance
- Pension Grievance

LIST OF SUBJECTS/TOPICS WHICH CAN NOT BE TREATED AS GRIEVANCES

- RTI Matters
- Court related / Subjudice matters
- Grievance against foreign Government
- Religious matters
- Suggestions
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015

I agree that my grievance does not fall in any of the above listed categories

* Recommended Browsers * 1. Microsoft Internet Explorer 7.0 or higher for Windows

Grievance Registration Form

Entries Prefixed with * are Mandatory

* Grievance Concerns Central Government State Government Not Known or Listed

* Select Ministry/Department

* Grievance Category

* Name

Aadhaar No

Do You want to have a Password for this Grievance? Yes No

* Address

Pincode

Country

* State

District

Phone No.

(ISD Code+STD Code-without '0' prefix+Tel.No) eg : 911123367688

Provide Mobile number/e-mail address in order to Receive SMS/e-mail alerts related to this grievance

Mobile No

(ISD Code & Mobile Number) eg : 919999999999

Email Id.

Enter PAN/TAN No.

* Please enter Grievance Description upto 3839 characters
* Special characters like ^ [^ { } ` ~ | ^ & # ! \ [\] < >] \$ are not allowed.

i have not received my income tax refund for assessment year 2016-17 till date despite repeated email at refunds@incometaxindia.gov.in . Kindly return my refund

Please provide the details of Past Reference(s), with date :-

Reference Number (If any) And Date of Reference

Do you want to upload PDF Attachment ? Yes No



[Lodge a Grievance](#)

[Lodge Reminder/Clarification](#)

[View Status](#)

[Change Password](#)

[Forgot Password](#)

SELECT AN OPTION

- Public Grievance
- Pension Grievance

Your Grievance is Registered Successfully!!

Your Registration Number is : CBODT/E/2016/07198

[Logout](#)

Note: Kindly note your Grievance Registration Number for further references

Office Interface at the Min/Deptt. Level



Centralized Public Grievance Redress And Monitoring System (CPGRAMS) version 5.0

Department of Administrative Reforms & Public Grievances, Government of India

Login

SALIENT FEATURES OF CPGRAMS 5.0

- Complainant can upload a relevant document
- Monitoring dash board for the senior officers
- Grievance Monitor to have holistic view
- Enhanced Operability
- Provision to forward multiple grievances to a single department in one stroke
- Provision to forward grievance to multiple departments

Login Here

Username :

Password :

Sign in

(For Ministries/Departments/Organisations)

* Recommended Browsers * 1. Microsoft Internet Explorer 7.0 or higher for Windows (get latest Internet Exp



Monitoring Desk

Operational Desk

Reports

Help

Search || Logout

GRIEVANCES

- New Grievances(304)
- Pending Grievances(3043)
- Returned Back Received (991)
- Re-Forwarded(15)
- Reminder/Clarification(475)
- Case Reports Received(387)
- Remarks From DPG(0)
- View Disposed Grievances

UTILITIES

- Lodge Local Grievance
- Attach Document
- Correspondence Letters ▶
- Abstract Grievance
- Directions
- CD on CPGRAMS
- Edit Grievance

MY ACCOUNT

- User Profile
- Change Password
- Logout

YOU ARE AT : CPGRAMS > OPERATIONAL DESK > NEW RECEIPTS

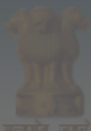
NEW POSTAL/INTERNET GRIEVANCE(S)

DPG(0) | DARPG(10) | Parent(45) | **Direct Receipts(74)** | President's Secretariat(8) | Pension(1) | Minister's Office(0) | PM's Office(166)

Multiple Forwarding Print

Select Registration No.	Name	Date of Receipt	Enclosures
<input type="checkbox"/> CBODT/E/2016/07184	RAJESH KUMAR JAIN	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07185	RAMESHKUMAR M SAHU	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07186	SHIV NARAYAN MISHRA	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07187	POOJA GOYAL	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07188	RAJESH KUMAR JAIN	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07189	AMRESH BHARDWAJ	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07190	NARENDRA KUMAR SHYAMSUKHA	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07191	GB COMMERCIAL PRIVATE LIMITED	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07192	Sachin Goel	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07193	Ghanta Srinivasulu	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07194	Ghanta Srinivasulu	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07195	SIVA PRASAD Aenugula	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07196	MEHER ARTQUEST PRIVATE LIMITED	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07197	McLeod AndCompanyLimited	07/06/2016	[+]
<input type="checkbox"/> CBODT/E/2016/07198	Amit Kumar	05/09/2016	[+]

1 2 3 4



GRIEVANCES

YOU ARE AT : CPGRAMS > OPERATIONAL DESK > NEW RECEIPTS

NEW POSTAL/INTERNET GRIEVANCE(S)

New Grievances(304)

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GRIEVANCE DETAILS

Print

Registration Number : CBODT/E/2016/07198
Registration Date : 05 Sep 2016
Complainant's Name : Amit Kumar
Grievance Category :
Letter No & Date : ,05/09/2016 00:00:00
Client Status : General Public
Address : Near Gol Chakkar,
 Palam
 New Delhi-

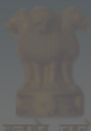
State/UT : Delhi
District : South West Delhi
Contact No. : ,9990137903
E-mail ID : amitvb@gmail.com
Enter PAN/TAN No. : ckmps7814n

Grievance Description :

i have not received my income tax refund for assessment year 2016-17 till date despite repeated email at refunds@incometaxindia.gov.in . Kindly return my refund

TAKE ACTION

Grievance Registration No. : CBODT/E/2016/07198
Classification : PUBLIC GRIEVANCE ▾



GRIEVANCES

YOU ARE AT : CPGRAMS > OPERATIONAL DESK > NEW RECEIPTS

NEW POSTAL/INTERNET GRIEVANCE(S)

New Grievances(304)

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TAKE ACTION

Grievance Registration No. : CBODT/E/2016/07198

Classification : PUBLIC GRIEVANCE

Grievance Category : 001 - Refund Matters

Local File No.(if any) :

Decision : TAKEN UP WITH SUBORDINATE ORGANISATION

Taken-Up With : CHENN - CHIEF COMMISSIONER OF INCOME TAX CHENNAI
 AHMED - CHIEF COMMISSIONER OF INCOME TAX AHMEDABAD
 ALLAH - CHIEF COMMISSIONER OF INCOME TAX

Can the Case be closed by Subordinate Organisation ?

Yes NO

[Note: If 'Yes' the case will be disposed of by Subordinate Organisation and action taken report will not be available to you]

Remarks or Reason(if any) :



GRIEVANCES

- New Grievances(5)
- Pending Grievances(66)
- Returned Back Received (2)
- Re-Forwarded(0)
- Reminder/Clarification(0)
- Case Reports Received(1)
- Remarks From DPG(0)
- View Disposed Grievances

UTILITIES

- Lodge Local Grievance
- Attach Document
- Correspondence Letters ▶
- Abstract Grievance
- Directions
- CD on CPGRAMS
- Edit Grievance

MY ACCOUNT

- User Profile
- Change Password
- Logout

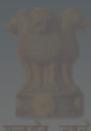
YOU ARE AT : CPGRAMS > OPERATIONAL DESK > NEW RECEIPTS

NEW GRIEVANCE(S) FROM : PARENT ORGANISATION

DPG(0) | DARPG(0) | **Parent(5)** | Direct Receipts(0) | President's Secretariat(0) | Pension(0) | Minister's Office(0) | PM's Office(0)

Multiple Forwarding | Print

Select Registration No.	Name	Date of Receipt	Enclosures
<input type="checkbox"/> CBODT/E/2016/05959	USHAKANT DAVE	21/05/2016	[+]
<input type="checkbox"/> CBODT/E/2016/06781	Rajendra Kumbhat	01/06/2016	[+] bsp;
<input type="checkbox"/> CBODT/E/2016/07107	Sushiladevi Anilkumar Singhal	06/06/2016	[+] bsp;
<input type="checkbox"/> CBODT/E/2016/07198	Amit Kumar	05/09/2016	[+] bsp;
<input type="checkbox"/> DORVU/E/2016/00837	PBSPL SHEL JV	30/05/2016	[+]



GRIEVANCES

YOU ARE AT : CPGRAMS > OPERATIONAL DESK > NEW RECEIPTS

NEW GRIEVANCE(S) FROM : PARENT ORGANISATION

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: ckmps7814n

Grievance Description :

i have not received my income tax refund for assessment year 2016-17 till date despite repeated email at refunds@incometaxindia.gov.in . Kindly return my refund

TAKE ACTION

Forwarded By : CBODT

Grievance Registration No. : CBODT/E/2016/07198

Classification : PUBLIC GRIEVANCE

Grievance Category : --Select--

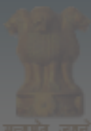
Local File No.(if any) :

Decision : --Select--

Remarks or Reason(if any) : EXAMINED AT OUR LEVEL
TAKEN UP WITH SUBORDINATE ORGANISATION
NOT PERTAINING TO THIS ORGANISATION

Submit

Cancel



GRIEVANCES

YOU ARE AT : CPGRAMS > OPERATIONAL DESK > PENDING GRIEVANCE(S)

PENDING GRIEVANCE(S) AT OUR OFFICE

New Grievances(4)

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TAKE ACTION

Received From : CENTRAL BOARD OF DIRECT TAXES (INCOME TAX)

Grievance Registration No. : CBODT/E/2016/07198

* Decision : SEND REPORT

Whether the case has been disposed of ? : Disposed Pending

* Give Details of the Action Taken on Grievance : The refund of ~~mcamit~~ has been processed through sbi bank on date :-20/08/2016.

Type of Disposal : Accepted Partially Accepted Rejected

* Whether the complainant has been informed accordingly ? : Yes NO

Attach Documents (if any) : No file chosen

details



GRIEVANCES

- [New Grievances\(303\)](#)
- [Pending Grievances\(3043\)](#)
- [Returned Back Received \(991\)](#)
- [Re-Forwarded\(15\)](#)
- [Reminder/Clarification\(475\)](#)
- [Case Reports Received\(388\)](#)
- [Remarks From DPG\(0\)](#)
- [View Disposed Grievances](#)

UTILITIES

- [Lodge Local Grievance](#)
- [Attach Document](#)
- [Correspondence Letters](#)
- [Abstract Grievance](#)
- [Directions](#)
- [CD on CPGRAMS](#)
- [Edit Grievance](#)

MY ACCOUNT

- [User Profile](#)
- [Change Password](#)
- [Logout](#)

YOU ARE AT : CPGRAMS > OPERATIONAL DESK > CASE REPORTS

NEW CASE REPORT(S) RECEIVED

[New Reports \(344\)](#) | [Reviewed Reports \(328\)](#) | [Sent to Higher Authority \(33\)](#) | [Pension Case Report \(44\)](#)

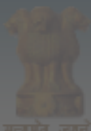


SEARCH RESULT

Cases found :1

[Back to New Case Report Received](#)

Sno.	Registration No.	Name	Date of Action	Organisation	Enclosures
1.	CBODT/E/2016/07198	Amit Kumar	05/09/2016	CHIEF COMMISSIONER OF INCOME TAX AHMEDABAD	



GRIEVANCES

YOU ARE AT : CPGRAMS > OPERATIONAL DESK > CASE REPORTS

NEW CASE REPORT(S) RECEIVED

New Grievances(303)

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CASE REPORT

Print

RECEIVED FROM : CHIEF COMMISSIONER OF INCOME TAX AHMEDABAD

Registration Number : CBODT/E/2016/07198

Report Received Date : 05/09/2016 00:00:00

Case Status : Disposed

Details of decision taken : The refund of mr.amit has been processed through sbi bank on date :-20/08/2016.

Type of Disposal : Accepted

Whether the Complainant has been informed accordingly : Yes

?

TAKE ACTION

Forwarded By CBODT

Grievance Registration No. : CBODT/E/2016/07198

Decision : CASE DISPOSED OFF

Reason : FAVOURABLY REDRESSING THE GRIEVANCE

Enter Remarks or Reason : The refund of mr.amit has been processed through sbi bank on date :-20/08/2016.

Citizen Interface



सत्यमेव जयते

Government of India

PORTAL

Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

Brought to you by Department of Administrative Reforms & Public Grievances

Home

[Lodge a Grievance](#)

[Lodge Reminder/Clarification](#)

[View Status](#)

[Change Password](#)

[Forgot Password](#)

View Status

Registration Number :

Your Password(If any) :

Please type the characters appearing in the image below:

4 6 8

Enter the above characters

Can't read? Try different words.

[Forgot Password ?](#)

Compatible for Mac, Windows, and Linux (get latest Firefox browser)



[Lodge a Grievance](#)

[Lodge Reminder/Clarification](#)

[View Status](#)

[Change Password](#)

[Forgot Password](#)

Grievance Status

[Print](#) || [Logout](#)

Status as on 05 Sep 2016

Registration Number : CBODT/E/2016/07198

Name Of Complainant : Amit Kumar

Date of Receipt : 05 Sep 2016

Received by : Central Board of Direct Taxes (Income Tax)

Forwarded to : CHIEF COMMISSIONER OF INCOME TAX AHMEDABAD

Contact Address : Pr.CCIT(Gujarat), Ahmedabad
R.B.NO.21, Aayakar Bhawan,
Ashram Road, Ahemadabad-380 009380009

Contact Number : 07927546340

Grievance Description : i have not received my income tax refund for assessment year 2016-17 till date despite repeated email at refunds@incometaxindia.gov.in . Kindly return my refund

Current Status : **CASE CLOSED**

Date of Action : 05 Sep 2016

Details : The refund of mr.amit has been processed through sbi bank on date :-20/08/2016.

Please Give Your Valuable Feedback

Excellent Very Good Good Average Poor



Excellent

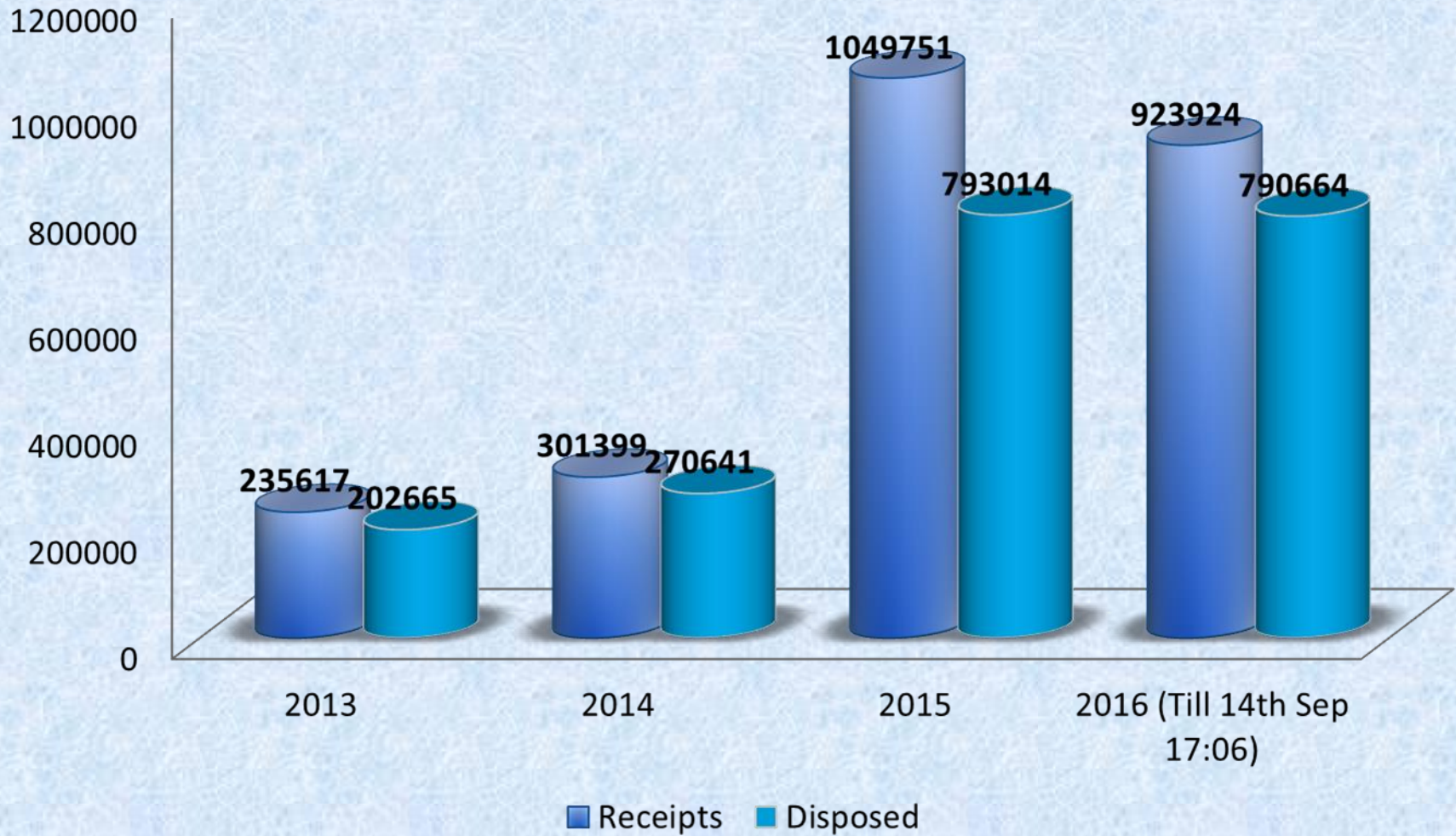
Enter Your Comments

[Submit](#)

Highlights of CPGRAMS...

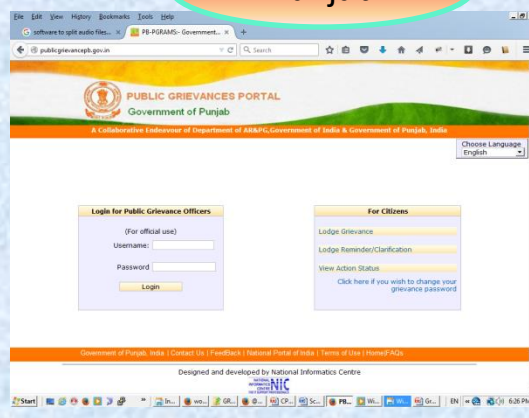
- Online Receipt of grievances forwarded by Nodal agencies
- Online receipt of grievances by Ministry/Department lodged through Internet by citizens.
- Lodging of grievances in the system received locally in respective offices of Ministry/Department/ Organization.
- Provision to Ministry/Department/Organization to create subordinate organisations
- Online Forwarding of grievances to subordinate organizations.
- SMS Alerts to citizens at different stages
- Citizen can view the status at any point of time
- E-mail & SMS alert to the citizen as soon as a complaint is lodged.
- SMS alert to Secretary and Nodal PG Officer of Ministry/ Department regarding Pendency and rate of Disposal
- Various Monitoring reports at all levels
- Attachment of documents while lodging the grievance
- Attachment of supporting documents while sending the ATR to the higher authority

CPGRAMS - The numbers

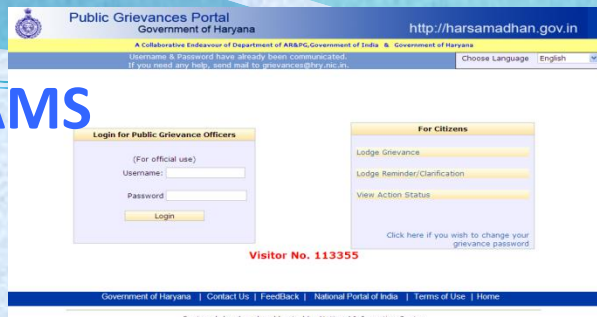


State Instances of CPGRAMS

Punjab



Haryana



Jharkhand



Odisha



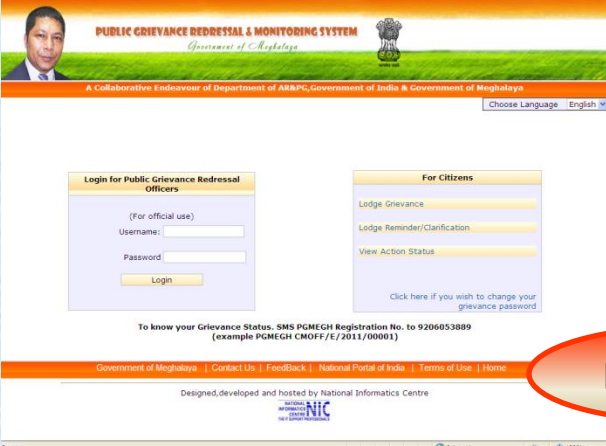
Puducherry



Mizoram



Meghalaya





Thank You