

CPGRAMS: Advancing Grievance Resolution in the Commonwealth

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Context

CPGRAMS (Commonwealth Public Grievance Redressal and Management System) is bringing about a complete change in the way public grievance is addressed in the Commonwealth. This leadership movement introduces innovative solutions for working governance.

What is CPGRAMS

- CPGRAMS is an internet-based one that facilitates the percentages of grievances transmission and tracking in real time. It was created in order to help cut the needless waiting time that has become a trait of the process of complaint resolution, doing it in a quick and reputable manner over a transparent and generalised way.
- CPGRAMS, which is the short form of Citizen Portal GRAMS, possesses certain notable characteristics that makes it appropriate for citizens to file their appeals and lodging their complaints. These placements also involve a user-friendly interface, multiple languages options, and a possibility to track the reports status. Moreover, the citizen can lodge anonymous complaints, demand confidentiality, alongside citizens' platform to interact with the government officers.
- Citizens may now perform their complaints at any time per their convenience with the web-based services provided.
- With the actual timetable, citizens are provided with the information about the

progress through their issue without any more need to wait for a written answer.

- The algorithm takes charge of the schedule plan to add complaints to the queues facing the right officials to ensure fast resolve.
- The people of CPGRAMS can comment on any matter and give their suggestions in the language basic to them such as their mother tongue.
- Through a mobile app, the citizens can make it easy for them to access the services while they are still within the city.

Advantages of CPGRAMS

- In the manner in which CPGRAMS responded to grievances, people's conscience was calmed and it was more convenient for civil servants to solve citizen's misdemeanours.
- The system which enables tracking complaints in a real time frame and timely and fair grievance redress is one of the aspects which boost transparency.
- The primary advantage of e-GRIEVANCE is as the complaints can be submitted regardless of the place and place that they are located.
- It is a language-supported program, in which there are numerous languages, that provide assistance to the residents with different cultural roots on the platform.
- Through Data Analytics into CPGRAMS, governments leaders are able to analyse the data and collect it for them, which helps them to discover cause-effect relations and patterns of the public complaints

Impact of CPGRAMS

- **Improved Citizen Engagement:** E-Governance has brought the citizens of the town closer to the administration with the number of grievances lodged on line going up by many manyfold. In addition, this has increased the transparency of the government.
- **Enhanced Transparency:** The road has been designed to achieve transparency in the grievance redressal process while lessening governmental corruption and impropriety.
- **Swift Response:** CPGRAMS has shortened the time needed to solve the issues posed by the general public, and it also eliminates the delays in handling the matters of citizens.
- **Improved Governance:** Authorities have not only been able to enhance governance, but they also have been able to establish for institutions and stakeholders to own matters of governance.
- **International Recognition:** CPGRAMS has been given the chance to make a best practice in the world and many countries have been willing to use this model for replication.

Conclusion

- CPGRAMS is a tool that has changed the way people access the remedy system for public grievances by introducing a quick, transparent, and accountable platform for citizens who want to present their complaints easily.
- The system's achievement is cannot be underestimated and it brought such great effects: citizens were more engaged, the government more transparent, prompt response patterns, developed governance and political recognition by the world.

- CPGRAMS will remain as a paradigm of good public grievance mechanism, and countries wishing to overcome current challenges may learn from our experience.

Source: PIB

UPSC Mains Practice Question

Q. Discuss the features, benefits, and impact of CPGRAMS (Commonwealth Public Grievance Redressal and Management System) in revolutionising public grievance resolution. Also, provide recommendations for its continued improvement and global adoption.