


**Government of India**  
**Ministry of Information & Broadcasting**  
**CPGRAMS Section**

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Subject: Implementation of suo motu disclosure under Section 4 of RTI Act, 2005 –  
reg.

The undersigned is directed to refer to RTI Section's ID No. R-11013/4/2026-RTI Cell dated 30-03-2026 on the subject mentioned above, and enclose the requisite information in respect of the CPGRAMS Section.

Encl: As above

  
(Upma)  
13/04/2026  
Section Officer

**Section Officer, RTI Cell, M/o I&B**

M/o I&B, ID No. L-15/3/2026-CPGRAM/EW dated 13.04.2026

## Grievance Redressal Mechanism

### **Name of Section: CPGRAMS**

The Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) provides citizens a platform to lodge their grievances from anywhere and anytime (24x7) to public authorities in Central Ministries/Departments/State Governments/UTs. As per extant DARPG guidelines, Grievances and Appeals shall be resolved within time frame of 21 days and 30 days, respectively.

2. The mandate of the CPGRAMS Section is to scrutinize the grievances received on the CPGRAMS portal of the Ministry at the initial stage and transfer the grievances to the concerned Section/Media Units under the Ministry for taking appropriate action and providing a suitable reply to the petitioner within the stipulated time limit on the CPGRAMS portal. In case the petitioner is not satisfied with the reply, he/she is entitled to file an appeal on the Portal.

3. The Status of the Grievances and Appeals lodged on the CPGRAMS Portal can be tracked with the unique registration ID provided at the time of registration of the complaint. Secretary (I&B) monitors the pendency of Grievances and Appeals through meetings at regular intervals.

4. CPGRAMS Section sends periodic reminders to the concerned Grievance Redressal Officers to expedite the redressal of pending Grievances/Appeals and prepares various reports as per directions received from senior officers.

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