

F.No. G-25021-1-2010-F&A
National Rural Infrastructure Development Agency
Ministry of Rural Development, Government of India
5th Floor, NBCC Towers, Bhikaji Cama Place
New Delhi -110066

Dated the 24th December, 2019

To,
The Principal Secretary / Secretary in-charge of PMGSY of all the States/
UTs.

Subject: Creation of Login id for PIUs for updated version of Central Public Grievance Redressal and Monitoring System (CPGRAMS)

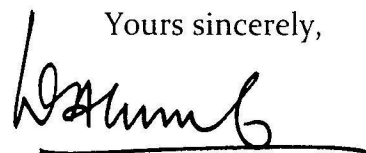
Sir,

The Department of Administrative Reforms & Public Grievances (DARPG) is in the process of reviewing and revising the existing version of Central Public Grievance Redressal and Monitoring System (CPGRAMS) to make it more robust and citizen friendly. The modified approach would be that the complainant through a series of drop down menus and related inputs would himself be directed to the concerned officer at the sub-ordinate office / Field office level responsible for resolution of the grievance directly.

2. In order to achieve the above objective, it is essential that Login id's for all PIU's in your state are created by the Nodal Officer nominated for CPGRAMS portal immediately. The Nodal Officer can create log in id for PIUs by using option **Manage Subordinate Organization** available under **Monitoring Desk** menu in their present CPGRAMS account. For any further assistance in this matter Shri. Vijay Ingle, Programmer in this office may be contacted at nrrda@pmgsy.nic.in

3. It is requested that the details of log in id of PIUs be intimated to this office latest by **Monday, 30th December, 2019** positively to enable this office to provide the source code of the mapping information at PIU level to the Ministry for revision of the existing CPGRAMS version.

Yours sincerely,



(Deepak Ashish Kaul)

Copy to:

1. The Engineer-in-Chief / Chief Engineer in-charge of PMGSY in the States / UTs
2. All PMGSY State Quality Coordinators.