

# Tripura Grievance Portal Launched

## Hon'ble CM, Shri Biplab Kumar Deb inaugurated Portal during Civil Service Day 2018 celebration



Lighting of Lamp by Hon'ble Chief Minister, Shri Biplab Kumar Deb along with other dignitaries

The Tripura Grievance Portal, Centralized Public Grievance Redress and Monitoring System, URL: (<https://grievance.tripura.gov.in>) was inaugurated by Hon'ble Chief Minister of Tripura, Shri Biplab Kumar Deb, along with the Chief Secretary, Shri Sanjeev Ranjan, IAS during the Civil Service Day celebration on 27th April, 2018 at Agartala, Tripura. Secretaries of all Departments of the State Government were also present during the occasion.

Speaking on the occasion, Hon'ble Chief Minister emphasised the importance of the Civil Service Day wherein civil servants rededicate themselves to the cause of citizenry and renew their commitment to public service.

Dr. Rakesh Sarwal, IAS, Principal Secretary in GA (AR) Department, demonstrated the Online Grievance Lodging Mechanism, Departmental Monitoring of Pending Grievances and broad functionalities of the grievance portal. He appreciated the commitment demonstrated by NIC in

getting the portal deployed expediently.

The CPGRAMS portal of DAR&PG has been customized for localized front-end, simplified registration, auto-forwarding of grievances, grievance status and feedback on disposed grievances. The portal's back-end is being leveraged along with physical/ offline digitization facilities that takes care of the grievances received at the scheduled CM-Citizenry interaction programmes.

By **AVIK RAY, TRIPURA**



Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Tripura