



सत्यमेव जयते

অসম চৰকাৰ

Govt of Assam

HANDBOOK ON

CPGRAMS



Assam Administrative Staff College

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ARTPPG Department, GoA

ড° হিমন্ত বিশ্ব শর্মা
Dr. Himanta Biswa Sarma



মুখ্যমন্ত্রী, অসম
Chief Minister, Assam



FOREWORD

The work environment across the globe is undergoing rapid changes, and the utilization of human resources is evolving accordingly, with Assam being no exception. To keep pace with these changes, it is imperative that the Assam government focuses on empowering its human resources with a global outlook while remaining grounded in Indian values.

To achieve this vision, our government is implementing effective changes in work culture and striving to instill new ideas and a broader perspective in the minds of the officials. In line with this effort, the ARTPPG Department of the Government of Assam is introducing a set of training manuals and handbooks. Our Government is ensuring the smooth functioning of the daily administration with the help of these Training Manuals/ Handbooks for the Grade-3 officials. To effectively cater to the requirements of Grade-3 officials, experts have meticulously drafted the training manuals and handbooks, aiming to cover a wide range of relevant topics. Moreover, focused attempts have been made to embed the books with relevant case studies, examples and FAQs on different topics to enable the users to adapt to the procedural yet divergent needs of today's dynamic administration.

True to the objective of our Government in creating a spirited workforce, introduction of multifaceted learning and training programme have been thought of to enable our officials realize their true potential. This would help them to reorient themselves to the day-to-day administrative developments while performing their duties with honesty and transparency.

I believe the Training Manuals / Handbooks will hold immense value as a guiding light on diverse professional trajectories. They will also serve as a roadmap to steer capacity building of the Grade-III officials in a systematic and coherent manner.

(Dr. Himanta Biswa Sarma)

Dr. Ravi Kota, IAS
Chief Secretary
Government of Assam



ড° ৰবি কোটা, ভাঃ প্ৰঃ সেঃ
মুখ্য সচিব
অসম চৰকাৰ



Preparation of a Training policy of a State and aligning it with the needs of the variegated workforce which has to constantly prove its relevance in this era of transition towards technology forms the very backbone of the administration in the form of a challenging task. In this due course of action, capacity building of Grade-III officials not only requires them to remain efficient in their daily official duties but also must be able to motivate them to work, learn and evolve in a comprehensive manner.

The present District training manuals for Grade-III officials have been prepared under the aegis of the Administrative Reforms Training Pension and Public Grievances Department (ARTPPG) and the Assam Administrative Staff College (AASC), who were aided by renowned experts and stakeholders from all the concerned fields. The manuals are a product of much detailed and multiple deliberations on the requisite subjects and it also includes valuable inputs from The Institute of Secretariat Training and Management (ISTM), Delhi in certain applicable topics. The Training Needs Assessment (TNA) was diligently conducted by AASC to chalk out an inclusive need based approach suited for a bottom up perspective for the Grade-III officials and also to ensure that no vital subject has been overlooked.

I believe that the Training manuals will help the Trainers and the trainees as well in a holistic manner and I earnestly request all concerned to send us feedback which would be of great help when we take up further revisionary exercises.

(Dr. Ravi Kota)
Chief Secretary, Assam

Shantanu Gotmare, IAS
Commissioner & Secretary
to the Govt. of Assam
ART, PPG etc. Department
Dispur, Guwahati-6



MESSAGE

The Department of Administrative Reforms, Training, Pension and Public Grievances (ARTPPG) plays a vital role in the formulation of the State Training Policy and training its civil servants to build capacity for improving 'Ease of Living' for people of Assam.

The content of the district training manuals aims to bolster capacity of the Grade-3 employees in an elaborate and lucid manner. We have worked meticulously to prepare content of the manuals by collaborating with experts and have actively collated through appropriate stakeholders, which objectively present a comprehensive picture for the officials, covering a broad spectrum of their daily official duties.

I express my sincere thanks to the Committee for vetting the full content. ARTPPG acknowledges the contributions of Committee Members in the preparation of the training manuals. Special mention must be made to the Assam Administrative Staff College, Khanapara and my team in ARTPPG Department for relentless work to get the training manuals.

I sincerely hope that these manuals will be extremely useful to the trainers, trainees and as well as the officials.

(Shantanu Gotmare)



Foreword

The District Training Manuals for Grade-III officials of the Government of Assam have been designed by the Assam Administrative Staff College (AASC) with the help of renowned guest faculty and experts under the able guidance of the Administrative Reforms, Training, Pension and Public Grievances (ARTPPG) Department and inputs from the Institute of Secretariat Training and Management (ISTM), New Delhi.

I hope these manuals will be used extensively by the trainers and trainees and will help the officials become more knowledgeable, competent and productive at their work places.

I would like to convey my gratitude to all the renowned guest faculty and to all the individuals associated with the successful publication of the manuals for their inputs and support throughout the process of designing and printing these manuals.

A handwritten signature in blue ink, appearing to read 'Riju Gogoi', written in a cursive style.

Riju Gogoi
Director of Training
Assam Administrative Staff College

CPGRAMS

- CPGRAMS is a web-based platform that aims at providing the citizens to get the redress of their grievances.
- Citizen can lodge grievance online against any Government organization using this portal.
- Lodged grievance will be available immediately in desk of Department for redress.
- Monitoring is done by Department.

Citizen Dashboard:

Citizen Dashboard:

प्रशासनिक सुधार और लोक विचारधारा विभाग
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

CPGRAMS
Centralized Public Grievance Redress And Monitoring System

7 Total Grievances Registered | 2 Number of Grievances Pending | 5 Number of Grievances Closed

S.No.	Registration Number	Received Date	Grievance description	Status
1	DEAR/2021/9876	21/01/2021	Financial Service (Insu...	Case Closed (On 27/01/2021)
2	CGVARS/2019/9821	09/06/2019	This is test complaint...	Under process

PG Officer Login:

Login for Ministries/Departments/ Organizations:

This application has form based authentication security architecture for access control. User is required Username and Password to login which is provided by parent organization.

PG Officer Login

Username

Password

Security Code

102210

Login

Grievance Terms and Conditions:

List of subject/topics which cannot be treated as Grievance:

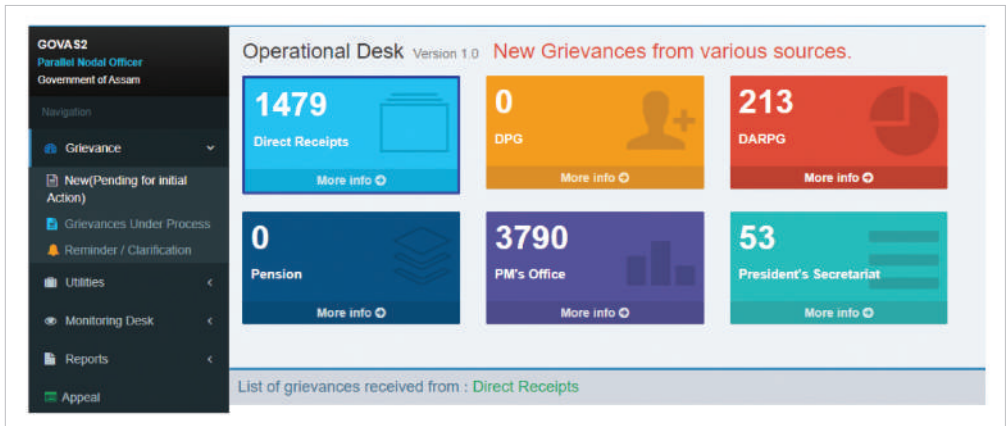
- RTI Matters
- Court related / Subjudice matters
- Religious matters
- Only grievance may be registered and not suggestions
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015

Grievance:

Operational Desk:

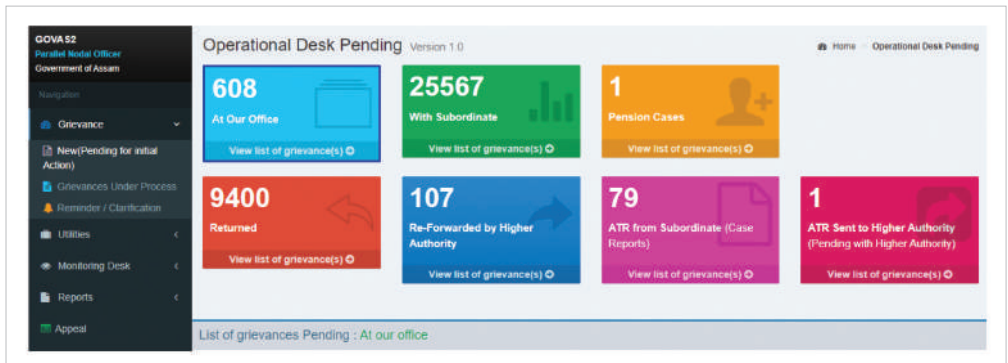
New (Pending For Initial Action)

This desk facilitates PG Officer to take various actions like forwarding grievances to subordinate units, sending action taken reports to higher authorities, sending reminders, seeking clarifications, disposing of grievances etc.



Grievance under Process:

Operational Desk Pending:



Pending grievances will be show from various sources.

1. At Our Office.

Shows pending cases which is examined at your level.

2. With Subordinate.

Shows all pending cases with subordinate office(s).

3. Pension Cases.

All pending pension related cases for concern organization.

4. Returned.

Shows returned cases from subordinate cases (not pertaining from organization).

5. Re- forward by higher authority.

Shows redirected cases by the higher authority.

6. ATR from Subordinate (Case Report).

Shows case report which is send by subordinate office(s).

7. ATR send to Higher Authority (pending with higher authority).

Here shows all cases which is already closed and send the closure report to the higher authority. These grievances are pending with higher authority. But you allowed to send any additional report especially when forgot to attached document.

Utilities:

Lodge Local Grievance: Using this option it is possible to lodge a locally received grievances (by post/email etc) into the system.

Edit Grievance: Here Officer can edit locally lodge grievance and also attached scanned PDF document (if required).

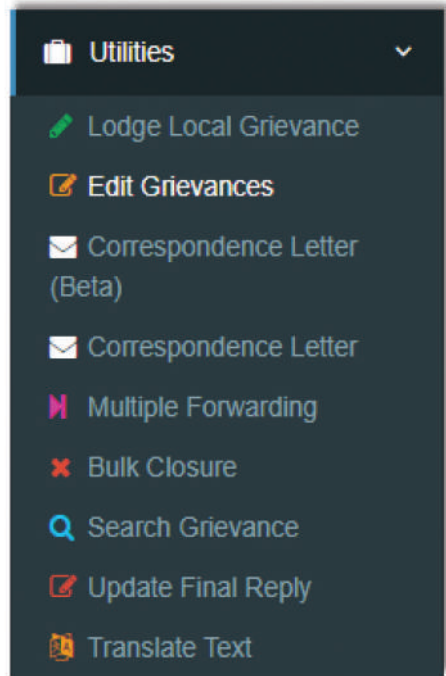
Correspondence Letter: Using the option it is possible to generate preformatted acknowledge letter, final reply letter, interim reply letter, clarification letter etc. to the complainant.

Multiple Forwarding: This option is used to forward multiple cases at once.

Bulk Closer: Using this option officer can dispose multiple grievances.

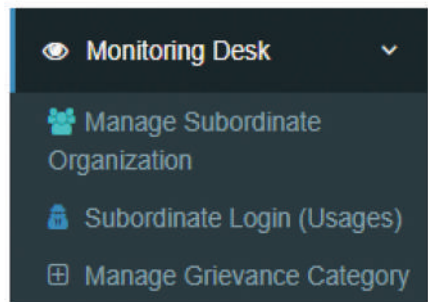
Search Grievances: This is global search facility user can search grievance using different parameter.

Manage PG Officer: Using this option PG officer can be added to the organization.



Monitoring Desk:

Manage Subordinate Organization: For forwarding grievance to subordinate first subordinate organization must be created. To create a subordinate organization expand Monitoring Desk menu and click on Manage Subordinate Organization.



Reports:

This option helps you in generating various statistical reports. These reports can be generated based on different period and domains.

Query Based Report:

This report can be customized by user as per requirement.

Age wise pendency report:

Show all pending grievance by pending days.

Subordinate-Age Wise Pendency Report

This report shows pending grievance with your subordinate organization.

Progress Report

This report shows progress of grievance by various grievance source.

Subordinate Wise Feedback Report

This report shows grievance feedback rating by customer of all subordinate.

Category Wise Report

This report shows data by Grievance Category.

State Wise Received Report

State wise report shows Number of Bought forward, Received During, Pending During, Disposed During data of grievance category for all state.

Subordinate Wise Summary Report

This report shows grievance list of subordinate office(s). This report can be filtered by grievance source and subordinate officer.



