

CPGRAMS / Government Grievance Drafter

Document type: Letter / notice · Generated 15 Oct 2026

This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Drafts a public grievance for the CPGRAMS portal (or a state CM-helpline / grievance portal) that is framed to actually get resolved — a crisp statement of the issue, the specific action sought, the correct department and category to route it to, and the escalation and appeal if the service timeline is breached or the reply is evasive.

Purpose of this tool & output

Draft a well-framed CPGRAMS or state grievance, routed to the correct department, with SLA-breach escalation and appeal

How the output is used

Use the framed grievance — the crisp issue, the specific action sought and the correct department/category — to file on CPGRAMS (or the state grievance/CM-helpline portal), and use the escalation/appeal if the timeline is breached or the reply is evasive.

Who receives it

The CPGRAMS portal routed to the correct central department/ministry, or the state grievance / CM-helpline portal; the appellate authority on escalation.

How to submit / file it

File online on CPGRAMS/state portal with the issue, the documents and the action sought, correctly categorised; note the registration number and file the appeal if the SLA is breached or the reply does not resolve it.

Who should vet it

No professional is needed — the tool frames it to be self-filed; a persistent or high-value matter may then need the escalation-ladder tool or a lawyer.

Important cautions

A grievance routed to the wrong department is closed without action; CPGRAMS is not for sub-judice or service/RTI matters. Frame it crisply, categorise correctly, and keep the registration number for the appeal.

Companion documents

No related documents are listed on the portal for this tool.

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.

