

**PUBLIC NOTICE NO.39**  
**DTD.03.03.2016**

Attention to all the Importers, Customs Brokers and the Members of the Trade is invited to the Mobile App for the Centralized Public Grievances Redress & Monitoring System (CPGRAMS). The Department of Administrative Reforms and Public Grievances (DARPG), the nodal agency to formulate policy guidelines for citizen-centric governance in the country and to redress grievances of citizens, has been making endeavours to bring excellence in public service delivery and to redress grievances of citizens in a meaningful manner by effectively coordinating with different Ministries and Departments of the Government and trying to eliminate the causes of grievances. In this direction, a further step has been taken by providing access to citizens through mobile phones. The Mobile App will not only allow the people to lodge their grievances, but can also track the status of the redress of their grievances.

The Department of Administrative Reforms and Public Grievances (DARPG) Quick Response under the guidance of PMO has created a Mobile App for Android based mobiles to facilitate lodging of public grievances on the public Grievances (PG) portal. The Mobile App can be installed by logging to the portal. The (QR) code has been provided on the PG-portal <http://pgportal.gov.in> which can be captured & scanned on to the smart phone using QR Code Reader. Download the App through the captured link and install the app in your Android mobile, after which grievances can be sent from the smart phone directly on the CPGRAMS. The citizen can lodge a grievance, lodge a reminder/clarification, view status, etc any time – anywhere using this Mobile App.

You are requested to avail this facility for easy lodging of grievance and give wide publicity to the Mobile App.

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**(D. K. SRINIVAS)**