

FAQ for CPGRAM(Jharkhand Samadhan)

Q1 [What is Jharkhand Samadhan?](#)

Ans1. It is a online grievance Redressal system where a complainant (citizen) can lodge his grievance addressed to Jharkhand Government.

Q2 [CPGRAM for Whom?](#)

Ans2. Citizen and Government Departments ..

Q3 [Is it user-friendly to the citizen?](#)

Ans3. Yes, once a person knows how to lodge his/her grievance and track its status, it is very easy to use.

Q4 [How the transparency is maintained in CPGRAM?](#)

Ans4. Whatever action is taken against a grievance is always visible to the complainant at his end in its status page, hence transparency is absolute.

Q5 [How much our grievance is important to the department?](#)

Ans5. The departments have their strict obligations towards grievances addressed to them, so our grievance is very important to them. The action against a grievance is traceable directly even from the Governor Office or the CMO.

Q6 [Is there protection against our grievances?](#)

Ans6. Yes, the grievances are visible only to the concerned Government authority . It can be password protected by the citizen.

Q7 [How to recover our grievance password, if lost?](#)

Ans7. A password can be recovered online using the “forgot password” link in citizen corner.

Q8 [How much time the system will take to redress the grievance?](#)

Ans8. Generally a complete grievance Redressal cycle is of 30 to 60 days depending upon the nature of the complaint.

Q9 [What is the level of Communication with the department’s Nodal Officer?](#)

Ans9. A citizen is free to communicate directly with the Nodal Officer of the department who is presently dealing with the grievance , through phone or email.

Q10 [What is the cost to lodge the grievance?](#)

Ans10. It is absolutely free of cost service to the citizen.

Q11 [What are the other means to lodge the grievance in absence of internet connectivity?](#)

Ans11. One can also lodge a grievance manually either by hand or by post to the respective grievance handling department.

Q12 [How to know that which department will redress my grievance?](#)

Ans12. There is list of all the departments given on the grievance lodging page from the citizen's end. One can select department based on the nature of his/her grievance or if not aware about it, one can also directly send his/her grievance to the Hon'ble Governor Office or CMO. But a complaint should always try to specify the respective department which will handle his/her grievance because this will avoid unnecessary movement of the grievance and hence will shorten the period of grievance redressal operation.