

The Department of Governance Reforms and Public Grievances (DGR&PG), Government of Punjab has released a comprehensive Public Grievance Redressal Policy, 2020 which was approved by the Council of Ministers on 22nd June 2020. The Policy ensures that all State Departments have a single grievance redressal interface under the ambit of 'Digital Punjab'.

In accordance with the Policy, DGR&PG has launched a web portal titled 'Public Grievance Redressal System (PGRS)'. Citizens can, at present, submit their grievances for resolution at [connect.punjab.gov.in](http://connect.punjab.gov.in) or on the M-sewa Mobile App or physically submit their grievances at CM Office, DC Offices and Department Offices from where they will be uploaded onto the portal. Soon, citizens will be able to submit grievances at Sewa Kendras and a Call Centre will also be established for this purpose. All State Departments have been onboarded and officials from all Departments and 22 Districts have been trained.

Under the Policy, there is a clear standardised workflow for grievance redressal, strict timelines are assigned to each officer in the workflow, citizens are able to track the status of their grievances online and are also alerted by SMS on the status of their grievance redressal, citizens are able to submit their feedback through IVR system on the resolution provided, and in case they are not satisfied with the redressal provided grievances are escalated to higher authorities in the workflow. All data collected from the portal will be analysed for evidence-based decision making.

All citizens are therefore requested to utilize the PGRS portal for registering their Public Grievances in order to enhance citizen-centric, transparent and accountable governance in the State.