

PRAGATI platform

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Recently, Prime Minister Narendra Modi chaired the meeting of the 43rd edition of **PRAGATI (Pro-Active Governance And Timely Implementation)** platform involving Centre and State governments.



[ref-PIB]

About PRAGATI platform:

- Launched in 2015, PRAGATI is the ICT-based multi-modal platform for Pro-Active Governance and Timely Implementation.
- It is a **three-tier system** which includes PMO, Union Government Secretaries, and Chief Secretaries of the States.

PRAGATI Integration:

- The system builds upon and enhances the databases of the **CPGRAMS** for grievances, the Project Monitoring Group (**PMG**), and the **Ministry of Statistics** and Programme Implementation.
 - PRAGATI provides an interface and platform for all these three aspects.

Key Features of PRAGATI:

- It is a robust system for bringing **e-transparency** and **e-accountability** with **real-time presence** and **exchange** among the **key stakeholders**.
- It is a **multi-purpose** and **multi-modal platform** that is aimed at addressing common man's grievances, and simultaneously **monitoring** and **reviewing** important programmes and projects of the Government of India as well as projects flagged by State Governments.
- It uniquely combines 3 state-of-the-art technologies: **digital data management**, **video-conferencing**, and **geo-spatial technology**.

Role in Promoting Cooperative Federalism:

- It **promotes cooperative federalism** by bringing together both the **Secretaries of the Government of India** and the **Chief Secretaries of the States** on a single platform.
- This allows the Prime Minister to engage in discussions with the relevant central and state officials while having access to **comprehensive information** and the **latest visuals of the ground-level situation**.

Workflow of Issues on PRAGATI:

- The issues flagged are uploaded 7 days prior to the **PRAGATI day** (i.e. on third Wednesday of every month).
- **Union Government Secretaries** and **Chief Secretaries** have to put their comments and updates about the flagged issues within **three days**.

About Centralised Public Grievance Redress and Monitoring System (CPGRAMS):

- **CPGRAMS** is an **online platform** available to the citizens **24x7** to lodge their **grievances** to the **public authorities** on any subject related to **service delivery**.

Connectivity and Accessibility:

- It serves as a **single portal connecting** all the **Ministries** and **Departments** of the **Government of India** and the **states**.

- Every **Ministry and States** have role-based access to this system.
- Citizens can access **CPGRAMS** through a mobile application which is integrated with the **UMANG mobile application**.

Tracking and Feedback:

- The **status of the grievance** filed in CPGRAMS can be tracked with the **unique registration ID** provided at the time of registration of the complainant.
- CPGRAMS also provides **appeal facility** to the citizens if they are **not satisfied** with the **resolution** by the Grievance Officer.
- After closure of grievance if the complainant is not satisfied with the resolution, he/she can provide feedback.
- If the **rating is Poor** the option to file an appeal is enabled.
- The **status of the Appeal** can also be **tracked** by the petitioner with the **grievance registration number**.