

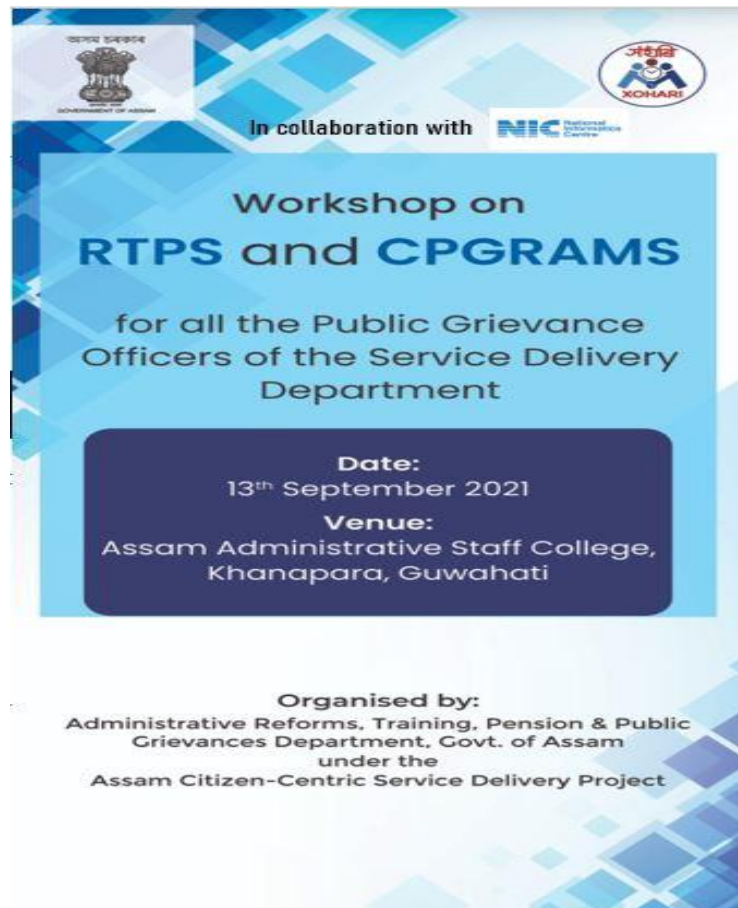
# **Workshop on RTPS and CPGRAMS for all the Public Grievance Officers of the Service Delivery Department in collaboration with NIC**

*at the Assam Administrative Staff College, Guwaahati*

**Date 13<sup>th</sup> September 2021**

The Administrative Reforms, Training, Pension & Public Grievances Department, Government of Assam and ARIAS Society in collaboration with NIC, Assam State Centre organized a Workshop on RTPS and CPGRAMS for all the Public Grievance Officers of Government of Assam on 13<sup>th</sup> September 2021.

Smt. Bandana Tamuly, Commissioner & Secretary, ARTPPG Department, welcomed the dignitaries on dais and all the participants, highlighting the objective of the workshop. Smt. Archana Varma IAS, Principal Secretary to the Government of Assam, ARTPPG Department explained about the Right to Grievance Redressal in the context of Public Service Delivery. Shri Vinod Seshan, IAS, State Project Director, explained the Right to Public Services and leveraging technology for redressal of Public Grievances through CPGRAMS.





*Shri Manabendra Goswami, Technical Director NIC Assam gave a complete overview of CPGRAMS*



*Smt. Anuradha Baruah, Technical Director NIC, explained about Grievance Redressal Mechanism of RTPS portal*

**Programme Structure on Technical Session: (11.00 AM to 3.30PM):**

**No. of Participants:84**

- **The Programme Structure** was developed under the guidance of Dr. Suchitra Pyarelal, DDG & SIO NIC Assam, and Smt. Kavita Barkakoty, STD & HoD, CPGRAMS Assam.
- **CPGRAMS:** Shri Manabendra Goswami, Technical Director NIC Assam gave a complete overview of CPGRAMS and its detailed features. He explained the roles of PG Officers through a power point presentation followed by a demonstration on the demo site.
- **Interactive Session:** The interactive session was conducted through the live site of Nodal Department and pending issues were discussed to redress the grievances at the level of subordinate department. Smt Bandana Tamuly, Commissioner & Secretary, ARTPPG, Smt. Kavita Barkakoty, Sr. Technical Director, NIC, Sh. Manabendra Goswami, Tech. Director, NIC and Smt. Juri Gogoi, State Nodal Officer, CPGRAMS were also present. The action points of CPGRAMS implementation in the respective departments and way forward etc. were discussed.
- **GRM-RTPS:** Smt. Anuradha Baruah, Technical Director NIC, explained about Grievance Redressal Mechanism of RTPS portal with particular emphasis on service delivery and its integration with CPGRAMS.

Workshop on RTPS and CPGRAMS for all the Public Grievance Officer of the Service Delivery Department  
 Organised by  
 Administrative Reforms, Training, Pension & Public Grievances Department & ARIAS Society  
 In collaboration with  
 National Informatics Centre  
 Date : 13th September, 2021  
 Venue : Assam Administrative Staff College, Khanapara, Guwahati



### Social Media Postings

<p>Instagram</p>	 <p>accsdp_assam • Follow Assam</p> <p>accsdp_assam A workshop on RTPS and CPGRAMS for the Public Grievance Officers of service delivery departments in collaboration with NIC, Assam, was organised today at Assam Administrative Staff College, Guwahati! #nic #assam #publicservice</p> <p>21h</p>
	<p><a href="https://www.facebook.com/108841153986328/posts/384930926377348/?sfm_sn=wiwspm">https://www.facebook.com/108841153986328/posts/384930926377348/?sfm_sn=wiwspm</a></p>
<p>Twitter</p>	 <p><a href="https://mobile.twitter.com/accsdp_assam/status/1437385270064680968/photo/2">https://mobile.twitter.com/accsdp_assam/status/1437385270064680968/photo/2</a></p> <p>accsdp_assam @accsdp_assam</p> <p>A workshop on RTPS and CPGRAMS for the Public Grievance Officers of service delivery departments in collaboration with NIC, Assam, was organised today at Assam Administrative Staff College, Guwahati</p> <p>@NICMeity</p>

