

Janaspandana

Integrated Public Grievance Redressal System
(iPGRS)

Citizen User Manual



ಜನಸ್ಪಂದನ

ನೆರವಿಗಾಗಿ ನೇರವಾಗಿ
ಕರೆಮಾಡಿ 1902

Janaspandana
An Integrated Public Grievance
Redressal System

Contents

1

How to access iPGRS Application

2

How to register as a new Citizen

3

How to register a grievance in iPGRS application

4

How to check the Grievance Status

5

How to edit/modify existing user details

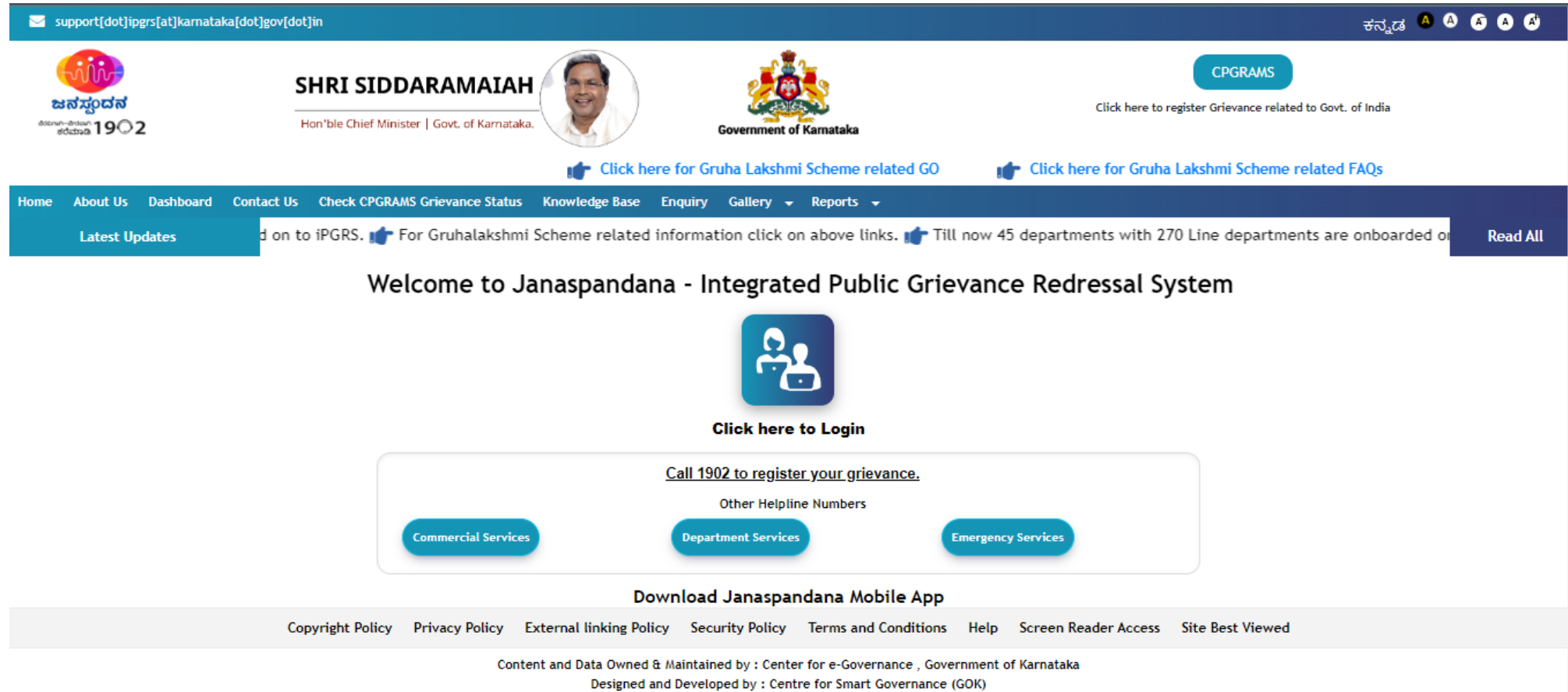


1. How to access iPGRS application

iPGRS Home Page

The URL of the iPGRS is: <https://ipgrs.karnataka.gov.in/>

This is the Home Page of “Janaspandana - Integrated Public Grievance Redressal System (iPGRS)”




The screenshot displays the iPGRS Home Page. At the top, there is a navigation bar with the email address [support\[ipgrs@karnataka.gov.in\]](mailto:support[ipgrs@karnataka.gov.in]) on the left and accessibility icons on the right. Below this, the page features the logo of Janaspandana (ಜನಸ್ಪಂದನ) with the number 1902, the profile of the Hon'ble Chief Minister, SHRI SIDDARAMAIAH, and the Government of Karnataka emblem. A prominent blue button labeled "CPGRAMS" is present, with a link to register grievances related to the Government of India. Below these elements, there are two links for the Gruha Lakshmi Scheme: "Click here for Gruha Lakshmi Scheme related GO" and "Click here for Gruha Lakshmi Scheme related FAQs". A dark blue navigation menu contains links for Home, About Us, Dashboard, Contact Us, Check CPGRAMS Grievance Status, Knowledge Base, Enquiry, Gallery, and Reports. A teal box highlights "Latest Updates" with a link to "Read All". The main content area begins with a welcome message: "Welcome to Janaspandana - Integrated Public Grievance Redressal System". This is followed by a "Click here to Login" button with a user and laptop icon. Below the login button, a text box prompts users to "Call 1902 to register your grievance." and lists "Other Helpline Numbers": Commercial Services, Department Services, and Emergency Services. A "Download Janaspandana Mobile App" button is also visible. The footer contains a grey bar with links for Copyright Policy, Privacy Policy, External linking Policy, Security Policy, Terms and Conditions, Help, Screen Reader Access, and Site Best Viewed. At the very bottom, it states: "Content and Data Owned & Maintained by : Center for e-Governance , Government of Karnataka" and "Designed and Developed by : Centre for Smart Governance (GOK)".


2. How to register as a new Citizen

Step 2.1

support[dot]ipgrs[at]karnataka[dot]gov[dot]in ಕನ್ನಡ



SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.




CPGRAMS
Click here to register Grievance related to Govt. of India

[Click here for Gruha Lakshmi Scheme related GO](#) [Click here for Gruha Lakshmi Scheme related FAQs](#)

Home About Us Dashboard Contact Us Check CPGRAMS Grievance Status Knowledge Base Enquiry Gallery Reports

Latest Updates [Read All](#)

Welcome to Janaspadana - Integrated Public Grievance Redressal System



Click here to Login

Call 1902 to register your grievance.

Other Helpline Numbers

[Commercial Services](#) [Department Services](#) [Emergency Services](#)

Click on Login Button for Registration

Download Janaspadana Mobile App

Copyright Policy Privacy Policy External linking Policy Security Policy Terms and Conditions Help Screen Reader Access Site Best Viewed

Content and Data Owned & Maintained by : Center for e-Governance , Government of Karnataka
Designed and Developed by : Centre for Smart Governance (GOK)

Step 2.2

The screenshot displays the website interface for SHRI SIDDARAMAIAH, Hon'ble Chief Minister | Govt. of Karnataka. The page features a navigation menu with links like Home, About Us, Dashboard, Contact Us, and Check CPGRAMS Grievance Status. A modal window is open, showing three user types: Department User, Call Center/ JSK/ BSK/ CMO, and Citizen. The Citizen option is selected. Below the user type selection, there are input fields for Mobile Number* and OTP*, with a 'Get OTP' button. At the bottom of the modal, there are links for 'New User Registration' and 'SSO Login', with 'New User Registration' being highlighted by a callout box. The callout box contains the text: 'Click on **New User Registration** for creating the login credentials for the first time'. The background of the website shows a 'CPGRAMS' button and a 'Welcome to Janaspadana Redressal System' section.

support[dot]ipgrs[at]karnataka[dot]gov[dot]in

ಕನ್ನಡ

SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.

ಜನಸ್ಪಂದನ
ಜನಸಂವೇಷಣೆ 1902

CPGRAMS
Click here to register Grievance related to Govt. of India

Click here for Gruha Lakshmi Scheme related GO

Click here

Latest Updates

Services of various Government Department

Welcome to Janaspadana Redressal System

related information click on above links. Till now 45 d

Read All

Mobile Number*
Mobile Number
Get OTP

OTP*
Enter OTP

New User Registration
SSO Login

Cancel

Call 1902 to register your grievance.

Other Helpline Numbers

Commercial Services
Department Services
Emergency Services

Download Janaspadana Mobile App

Privacy Policy External linking Policy Security Policy Terms and Conditions Help Screen Reader Access Site Best Viewed

Content and Data Owned & Maintained by : Center for e-Governance , Government of Karnataka
Designed and Developed by : Centre for Smart Governance (GOK)

Step 2.3

The screenshot displays the CPGRAMS website interface. At the top, there is a header with the email address support[at]ipgrs[at]karnataka[dot]gov[dot]in, the logo of the Government of Karnataka, and the name of the Hon'ble Chief Minister, Shri Siddaramaiah. A navigation menu includes Home, About Us, Dashboard, Contact Us, Check CPGRAMS Grievance Status, Knowledge Base, Reports, Manuals, Enquiry, and Gallery. The main content area is titled 'Citizen Registration' and contains a 'Citizen Identification' section with three radio button options: 'Family Member Id', 'Fruits Id', and 'No Id Proof'. A modal window titled 'OTP Verification' is open, showing a 'Mobile Number' input field and a 'Send OTP' button. Two callout boxes provide instructions: '2.3.1 Enter Mobile Number to receive OTP for verification' and '2.3.2 Click on Send OTP button to receive the OTP'.

support[dot]ipgrs[at]karnataka[dot]gov[dot]in

SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.

Government of Karnataka

CPGRAMS
Click here to register Grievance related to Govt. of India

Home About Us Dashboard Contact Us Check CPGRAMS Grievance Status Knowledge Base Reports Manuals Enquiry Gallery

Citizen Registration

Home / Citizen Registration

Citizen Identification

Please choose one of the following ID Proof Types

- Family Member Id
- Fruits Id
- No Id Proof

OTP Verification

Mobile Number :*

Mobile Number

Send OTP

2.3.1 Enter **Mobile Number** to receive **OTP** for verification

2.3.2 Click on **Send OTP** button to receive the **OTP**

Step 2.4

The screenshot displays the SHRI SIDDARAMAIAH Citizen Registration portal. The header includes the email address support[dot]jipgrs[at]karnataka[dot]gov[dot]in, the name SHRI SIDDARAMAIAH, Hon'ble Chief Minister | Govt. of Karnataka, and the Government of Karnataka logo. A CPGRAMS button is visible in the top right. The main navigation bar contains links for Home, About Us, Dashboard, Contact Us, Check CPGRAMS Grievance Status, Knowledge Base, Reports, Manuals, Enquiry, and Gallery. The page title is Citizen Registration, and the breadcrumb trail is Home / Citizen Registration. The main content area is titled Citizen Identification and contains the text: Please choose one of the following ID Proof Types. Below this text are three radio button options: Family Member Id, Fruits Id, and No Id Proof (which is selected). An OTP Verification modal window is open, showing a Mobile Number field with a masked number, a Send OTP button, an OTP field, and a Submit button. Two callout boxes provide instructions: 2.4.1 Enter the OTP received on the Mobile Number, and 2.4.2 Click on Submit button.

support[dot]jipgrs[at]karnataka[dot]gov[dot]in

SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.

Government of Karnataka

CPGRAMS

Click here to register Grievance related to Govt. of India

Home About Us Dashboard Contact Us Check CPGRAMS Grievance Status Knowledge Base Reports Manuals Enquiry Gallery

Citizen Registration

Home / Citizen Registration

Citizen Identification

Please choose one of the following ID Proof Types

- Family Member Id
- Fruits Id
- No Id Proof

OTP Verification

Mobile Number :*

Send OTP

OTP :

Submit

2.4.1 Enter the **OTP** received on the **Mobile Number**

2.4.2 Click on **Submit** button

Step 2.5

The screenshot displays the SHRI SIDDARAMAIAH Citizen Registration portal. At the top, the header includes the logo, the name 'SHRI SIDDARAMAIAH', and the title 'Hon'ble Chief Minister | Govt. of Karnataka.' A notification box in the top right corner displays the message 'Mobile Number Verified Successfully.' with an 'OK' button. Below the header, a navigation menu contains links for Home, About Us, Dashboard, Contact Us, Check CPGRAMS Grievance Status, Knowledge base, reports, manuals, Enquiry, and Gallery. The main content area is titled 'Citizen Registration' and includes a breadcrumb trail 'Home / Citizen Registration'. Under the 'Citizen Identification' section, users are prompted to choose an ID Proof Type: Family Member Id, Fruits Id, or No Id Proof (which is selected). The 'Citizen Registration Form' section contains a 'Personal Details' form with fields for Title, Gender, Date of Birth, Email Address, Name, Father/Spouse Name, Mobile Number, and Caste.

support[dot]ipgrs[at]karnataka[dot]gov[dot]in

SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.

CPGRAMS
Click here to register Grievance related to Govt. of India

Home / Citizen Registration

Citizen Registration

Citizen Identification

Please choose one of the following ID Proof Types

- Family Member Id
- Fruits Id
- No Id Proof

Citizen Registration Form

Personal Details

Title :	--Select Title--	Name: *	Name
Gender : *	--Select Gender--	Father/Spouse Name : *	Father/Spouse Name
Date of Birth : *	dd-mm-yyyy	Mobile Number : *	
Email Address :	Email Address	Caste :	--Select--

Above message will be displayed after **Successful User Verification**

Step 2.6

2.6.1 Citizen identification through **Family Member ID / FRUITS ID**

2.6.2 Select No ID Proof if you don't have **Family Member ID / FRUITS ID**

2.6.3 Enter **Personal Details**

2.6.4 Enter **Address**

2.6.5 Click on **Register**

Citizen Registration [Home](#) / Citizen Registration

Citizen Identification

Please choose one of the following ID Proof Types

Family Member Id
 Fruits Id
 No Id Proof

Citizen Registration Form

Personal Details

Title :	--Select Title--	Name: *	Name
Gender : *	--Select Gender--	Father/Spouse Name : *	Father/Spouse Name
Date of Birth : *	dd-mm-yyyy	Mobile Number : *	
Email Address :	Email Address	Caste :	--Select--

Address

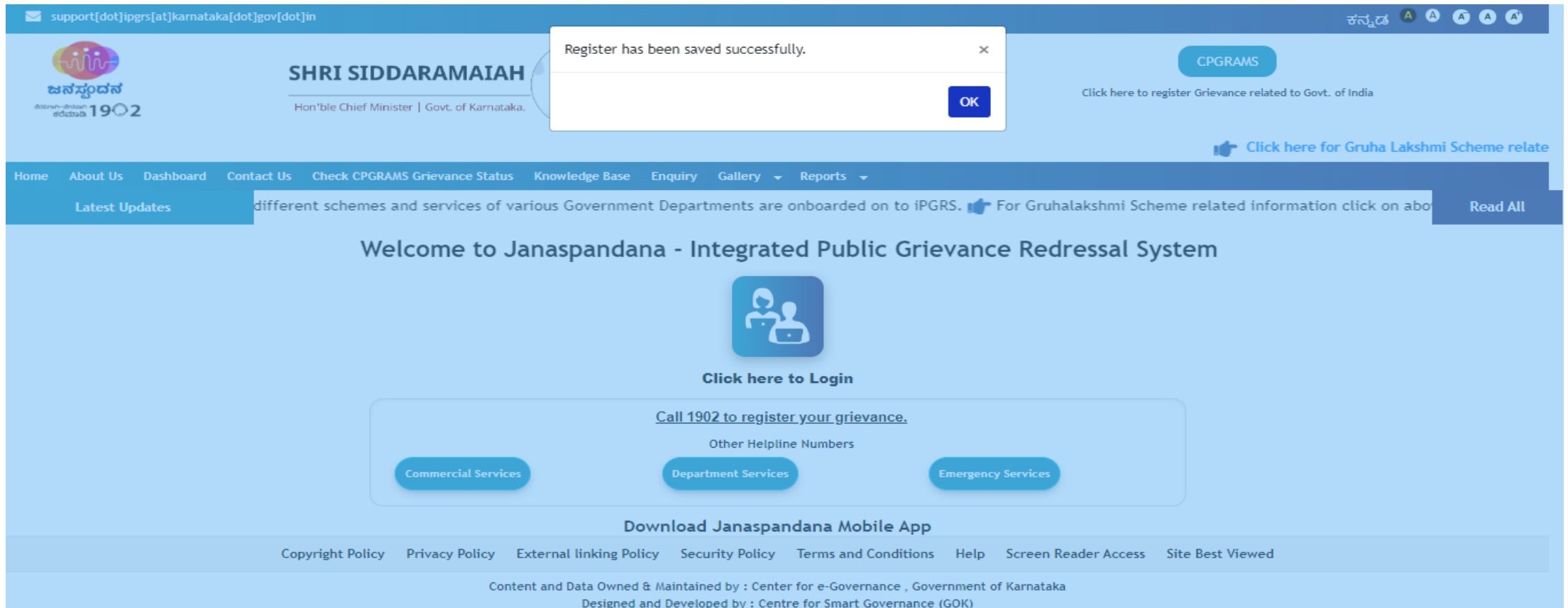
[Click here to change address](#)

Address : *		District : *	-- Select District--
Taluk : *	-- Select Taluk --	Ward/Gram Panchayat:	-- Select Panchayat --
Area/ village :	-- Select Village --	Pincode :	Pincode

[Register](#)

Step 2.7

- After Clicking on the '**Registration**' button, the confirmation message for Successful User profile creation will appear on the screen.
- The Citizen can now login using the registered mobile number



The screenshot displays the Janaspandana website interface. At the top, the email address 'support[dot]ipgrs[at]karnataka[dot]gov[dot]in' is visible. A notification box in the center states 'Register has been saved successfully.' with an 'OK' button. The header includes the logo for 'SHRI SIDDARAMAIAH Hon'ble Chief Minister | Govt. of Karnataka.' and a 'CPGRAMS' button with the text 'Click here to register Grievance related to Govt. of India'. A navigation menu contains links for Home, About Us, Dashboard, Contact Us, Check CPGRAMS Grievance Status, Knowledge Base, Enquiry, Gallery, and Reports. Below the menu, a banner reads 'Welcome to Janaspandana - Integrated Public Grievance Redressal System' with a 'Click here to Login' button. A section for 'Call 1902 to register your grievance.' includes 'Other Helpline Numbers' and buttons for 'Commercial Services', 'Department Services', and 'Emergency Services'. A 'Download Janaspandana Mobile App' section is also present. The footer contains various policies and contact information, including 'Copyright Policy', 'Privacy Policy', 'External linking Policy', 'Security Policy', 'Terms and Conditions', 'Help', 'Screen Reader Access', and 'Site Best Viewed'. The bottom-most text states 'Content and Data Owned & Maintained by : Center for e-Governance , Government of Karnataka' and 'Designed and Developed by : Centre for Smart Governance (GOK)'.

3. How to register a grievance in iPGRS application

Step 3.1

support[dot]ipgrs[at]karnataka[dot]gov[dot]in ಕನ್ನಡ



SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.



CPGRAMS
Click here to register Grievance related to Govt. of India

[Click here for Gruha Lakshmi Scheme related GO](#) [Click here for Gruha Lakshmi Scheme related FAQs](#)

Home About Us Dashboard Contact Us Check CPGRAMS Grievance Status Knowledge Base Enquiry Gallery Reports

Latest Updates [Read All](#)

Welcome to Janaspadana - Integrated Public Grievance Redressal System



[Click here to Login](#)

[Click on **Login** button](#)

[Call 1902 to register your grievance.](#)

Other Helpline Numbers

[Commercial Services](#) [Department Services](#) [Emergency Services](#)

[Download Janaspadana Mobile App](#)

Copyright Policy Privacy Policy External linking Policy Security Policy Terms and Conditions Help Screen Reader Access Site Best Viewed

Content and Data Owned & Maintained by : Center for e-Governance , Government of Karnataka
Designed and Developed by : Centre for Smart Governance (GOK)

Step 3.2

The screenshot shows the login interface for SHRI SIDDARAMAIAH. At the top, there is a header with the logo and name of the Chief Minister, Hon'ble Chief Minister | Govt. of Karnataka. Below this is a navigation menu with links like Home, About Us, Dashboard, Contact Us, and Check CPGRAMS Grievance Status. The main content area features three login options: Department User, Call Center/ JSK/ BSK/ CMO, and Citizen. The Citizen option is selected, and a form is displayed with a 'Mobile Number*' field, an 'Enter OTP' field, and a green 'Get OTP' button. A 'Cancel' button is also present. Three callout boxes provide instructions: 3.2.1 points to the 'Citizen' button, 3.2.2 points to the 'Mobile Number*' field, and 3.2.3 points to the 'Get OTP' button. The footer contains links for Copyright Policy, Privacy Policy, External linking Policy, Security Policy, Terms and Conditions, Help, Screen Reader Access, and Site Best Viewed. It also states that the content and data are owned and maintained by the Center for e-Governance, Government of Karnataka, and designed/developed by the Centre for Smart Governance (GOK).

support[dot]ipgrs[at]karnataka[dot]gov[dot]in

SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.

CPGRAMS
Click here to register Grievance related to Govt. of India

Department User Call Center/ JSK/ BSK/ CMO Citizen

Mobile Number* Mobile Number Get OTP

Enter OTP

3.2.1 Click on **Citizen** button to Login

3.2.2 Enter Registered **Mobile Number**

3.2.3 Click on **Get OTP** button

Call 1902 to register your grievance.

Other Helpline Numbers

Commercial Services Department Services Emergency Services

Download Janaspandana Mobile App

Copyright Policy Privacy Policy External linking Policy Security Policy Terms and Conditions Help Screen Reader Access Site Best Viewed

Content and Data Owned & Maintained by : Center for e-Governance , Government of Karnataka
Designed and Developed by : Centre for Smart Governance (GOK)

Step 3.3

The screenshot shows the Janaspadana portal login interface. At the top, there is a header with the logo and name of the Hon'ble Chief Minister, SHRI SIDDARAMAIAH. Below this, there are three user selection options: Department User, Call Center/ JSK/ BSK/ CMO, and Citizen. The Citizen option is selected. The login form includes fields for Mobile Number* and OTP*. A green 'Login' button is highlighted with a callout box. Another callout box points to the OTP input field. The page also features a 'CPGRAMS' button and a 'Resend OTP (23Sec)' button. At the bottom, there are links for 'New User Registration' and 'SSO Login', and a 'Cancel' button. The footer contains copyright and privacy policies, and contact information for the Center for e-Governance and the Centre for Smart Governance (GOK).

support[dot]jigrs[at]karnataka[dot]gov[dot]in

ಕನ್ನಡ

SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.

ಜನಸ್ಪಂದನ
ಕರ್ನಾಟಕ ಸರ್ಕಾರದಿಂದ
1902

CPGRAMS
Click here to register Grievance related to Govt. of India

Home About Us Dashboard Contact Us Check CPGRAMS Grievance Status
Latest Updates For raising grievances related

Welcome to Janaspadana Redressal System

Mobile Number* Resend OTP (23Sec)

OTP *

Login

New User Registration SSO Login

Cancel

Other Helpline Numbers
Department Services Emergency Services

Download Janaspadana Mobile App

Copyright Policy Privacy Policy External linking Policy Security Policy Terms and Conditions Help Screen Reader Access Site Best Viewed



Content and Data Owned & Maintained by : Center for e-Governance , Government of Karnataka
Designed and Developed by : Centre for Smart Governance (GOK)

3.3.1 Enter the **OTP** received on Registered **Mobile Number**

3.3.2 Click on **Login** button

Step 3.4

support[dot]ipgr[at]karnataka[dot]gov[dot]in ಕನ್ನಡ Sachin Gowda H M


 **SHRI SIDDARAMAIAH**
Hon'ble Chief Minister | Govt. of Karnataka. 


 **Government of Karnataka**


[CPGRAMS](#)
Click here to register Grievance related to Govt. of India

Home Manage profile Grievance Application Feedback Citizen Representation Manuals Enquiry Gallery

Grievance Submission
Grievance Feedback

Your Pending Grievances 0 

Your Closed Grievances 0 

Your Resolved Grievances 0 

3.4.1 Click on **Grievance Submission under **Grievance Dropdown****

Grievances List




Show 10 entries Search:

Grievance ID	Department	Line Department	Se. Name	Grievance	Grievance Category	Category	Grievance Description	Created Date	Status	Pending With	Action
No data available in table											

Showing 0 to 0 of 0 entries Previous Next

Step 3.5

support[dot]ipgrs[at]karnataka[dot]gov[dot]in ಕನ್ನಡ Sachin Gowda H M

 **SHRI SIDDARAMAIAH** 
Hon'ble Chief Minister | Govt. of Karnataka  **Government of Karnataka**

[CPGRAMS](#)
Click here to register Grievance related to Govt. of India

Home Manage profile Grievance Application Feedback Citizen Representation Manuals Enquiry Gallery

List of subjects/topics which can not be treated as grievance.

1. RTI Matters
2. Court related / Subjudice matters
3. Religious matters
4. Suggestions
5. Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels

I agree that my grievance does not fall in any of the above listed categories



[Submit](#)


3.5.1 Self-Declaration that the grievance doesn't include any of the listed issues

Copyright Policy Privacy Policy [Help](#) [Screen Reader Access](#) [Site Best Viewed in browsers given below](#)

Step 3.5 - Contd.

support[dot]ipgrs[at]karnataka[dot]gov[dot]in ಕನ್ನಡ Sachin Gowda H M

 **SHRI SIDDARAMAIAH** 
Hon'ble Chief Minister | Govt. of Karnataka

 **Government of Karnataka**

[CPGRAMS](#)
Click here to register Grievance related to Govt. of India

Home Manage profile Grievance Application Feedback Citizen Representation Manuals Enquiry Gallery

Home / New Grievance

Citizen/Grievance Registration

Would you like to raise the grievance anonymously? Yes No

Personal Information

Citizen Name: *	Father/Spouse Name :	Citizen Mobile Number:
<input type="text" value="Sachin Gowda H M"/>	<input type="text" value="H K Manjunath"/>	<input type="text" value=""/>
Caste :	Gender :	Date of Birth :
<input type="text" value="OBC"/>	<input type="text" value="MALE"/>	<input type="text" value="03-01-1998"/>

3.5.2 Personal Information will be auto-fetched

Step 3.5 - Contd.

Grievance Information

Search for a Grievance

-- Select Grievance Combination--

Department :* Line Department :* Service Name :*

-- Select Department-- -- Select Line Department -- -- Select Service Name --

Grievance :* Grievance Category :* Grievance Sub Category :*

-- Select Grievance -- --Select Grievance Category -- -- Select Grievance Sub Category--

Upload Attachment: Choose Files

Note: Only PDF, DOC, DOCX, PNG & JPG. file types are allowed.
The total maximum size for all documents put together is 2 MB.

"If you do not find suitable grievance in the dropdown, call 1902/mail to support.ipgrs@ka

3.5.3 Keyword Search option to select a particular grievance combination

3.5.4 Select the appropriate

- **Department Name**
- **Line Department Name**
- **Service Name**
- **Grievance**
- **Grievance Category**
- **Grievance Sub Category**

for which the grievance has to be registered.

3.5.5 Select **Choose Files** to upload documents if any

Step 3.5 - Contd.

Location of the Grievance

Current location or Other location ? Current Other

District :*

Taluk :*

Village->Gram Panchayath:

House No :

Street Address :

Locality :

LandMark :

Pincode

Note: Please choose the address for which the Grievance needs to be created.

Grievance Details *

I hereby state that the facts mentioned above are true to the best of my knowledge and belief.

3.5.6 Select the **location** of the occurrence of the grievance

- **Current** (Registered Citizen Address)
- **Other** (Address of the Grievance)

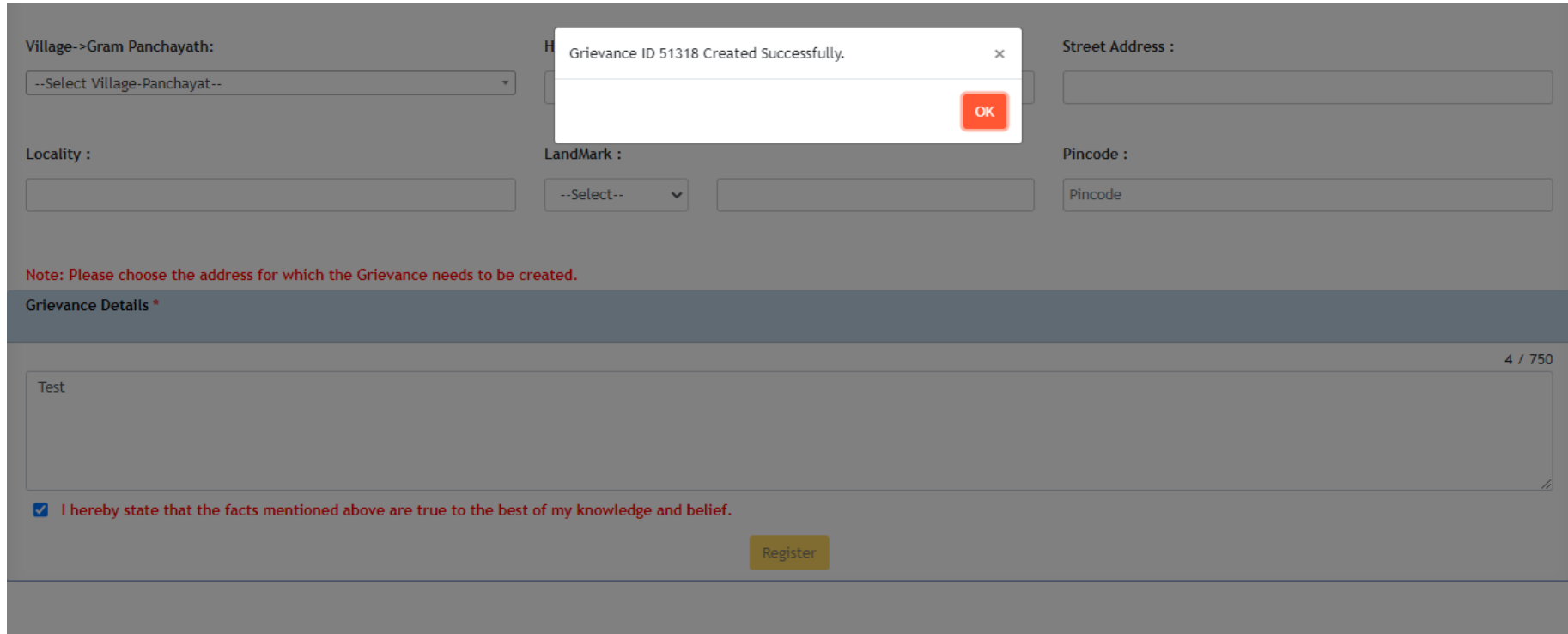
3.5.7 Select

- **District**
- **Taluk**
- **Village – Gram Panchayath**
- **House Number**
- **Street Address**
- **Locality**
- **Landmark**
- **Pin code**

3.5.8 Enter the complete information related to the grievance

3.5.9 Click on **Register**

Step 3.5 - Contd.



The screenshot shows a web form for grievance registration. A white modal box is centered on the screen, displaying the message "Grievance ID 51318 Created Successfully." with an "OK" button. The background form is dimmed and includes the following fields:

- Village->Gram Panchayath: --Select Village-Panchayat--
- Locality :
- LandMark : --Select--
- Street Address :
- Pincode :

Below the address fields, there is a red note: "Note: Please choose the address for which the Grievance needs to be created." The "Grievance Details *" section contains a text area with the word "Test" and a character count "4 / 750". At the bottom, there is a checked checkbox with the text "I hereby state that the facts mentioned above are true to the best of my knowledge and belief." and a "Register" button.

- After Clicking on the '**Register**' button, Automatic System generated unique **Grievance ID** will appear on the screen
- Citizen is requested to take note of the grievance id for future reference
- The grievance thus submitted will automatically be forwarded to the concerned officials for resolution

4. How to check grievance status

Step 4.1

- After Successful User Validation, the Citizen will be directed to the user-specific '**Home Page**' where a Citizen can check the current status of their grievance.

support[dot]ipgrs[at]karnataka[dot]gov[dot]in

SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.

Government of Karnataka

CPGRAMS
Click here to register Grievance related to Govt. of India

Home Manage profile Grievance Application Feedback Citizen Representation Enquiry Gallery

"Click on Citizen Representation to submit 'New Representation' related to court cases."

Your Pending Grievances 9

Your Closed Grievances 0

Your Resolved Grievances 1

Grievances List

Show 10 entries Search:

Grievance ID	Department	Line Department	Service Name	Grievance	Grievance Category	Grievance Sub Category	Grievance Description	Created Date	Status	Pending With	Action
51318	Backward Classes Welfare Department	Commissionerate	Construction of Samudaya Bhavan	Issue related to Construction of Samudaya Bhavan	Construction not yet started		Test	2022-12-29 11:29:17	Registered & Sent for Scrutiny	Taluk officer-MANDYA	View

Search box can be used to find the status of a particular grievance by entering **Grievance id**

Current Status of the grievance

5. How to edit/modify existing user details

Step 5.1

support[dot]ipgrs[at]karnataka[dot]gov[dot]in

ಜನಸೃಂದನ
ಜನಸೃಂದನ
ಶರಣಾರ್ಥಿ 1902

SHRI SIDDARAMAIAH
Hon'ble Chief Minister | Govt. of Karnataka.

Government of Karnataka

CPGRAMS
Click here to register Grievance related to Govt. of India

Home Manage profile Grievance Application Feedback Citizen Representation Manuals Enquiry Gallery

"Click on Citizen Representation to submit 'New Representation' related to court cases."

Your Pending Grievances 0

Your Closed Grievances 0

Your Resolved Grievances 0

Click on **Manage Profile to modify your **Personal, Address Details, and Mobile Number.****

Grievances List

Show 10 entries

Search:

Grievance ID	Department	Line Department	Service Name	Grievance	Grievance Category	Grievance Sub Category	Grievance Description	Created Date	Status	Pending With	Action
No data available in table											

Showing 0 to 0 of 0 entries

Previous Next

Step 5.2

Home Manage profile Grievance Application Feedback Citizen Representation Enquiry Gallery

Home / Manage Profile

Personal Details

Title :	--Select Title--	Name: *	Sachin
Gender : *	--Select Gender--	Father/Spouse Name :	Father/Spouse Name
Date of Birth :	01-01-0001	Email Address :	Email Address
Mobile Number : *	<input type="text"/>	<input type="button" value="Verify"/>	

Address

Address : *	<input type="text"/>	District : *	ಮಂಡ್ಯ / MANDYA
Taluk : *	Mandya	Ward/Gram Panchayat:	-- Select Panchayat--
Area/ village :	-- Select Village--	Pincode :	Pincode
LandMark :	landmark		

5.2.1 Enter **Personal Details**

5.2.2 Enter **Phone Number**

5.2.3 Enter **Address**

Note: Any change in the Mobile Number will require new OTP to be generated

5.2.4 Click on **Update** after modifying the details

Update

Step 5.2 –Contd.

The screenshot displays the iPGRS portal interface. At the top, a notification box states "Citizen Profile Updated Successfully." with an "OK" button. The user is logged in as Sachin Gowda H M. The main navigation menu includes Home, Manage profile, Grievance, Application Feedback, Citizen Representation, Manuals, Enquiry, and Gallery. Below the navigation, there are three summary cards: "Your Pending Grievances" (0), "Your Closed Grievances" (0), and "Your Resolved Grievances" (0). A "Grievances List" section is visible, featuring a search bar with the text "Pooja" and a table with the following columns: Grievance ID, Department, Line Department, Service Name, Grievance, Grievance Category, Grievance Sub Category, Grievance Description, Created Date, Status, Pending With, and Action. The table currently shows "No data available in table" and "Showing 0 to 0 of 0 entries".

- After Clicking on the ‘**Update**’ button, the Citizen’s details will be saved successfully in iPGRS

Thank you