

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

RAJYA SABHA
UNSTARRED QUESTION NO. 277
(TO BE ANSWERED ON 08.12.2022)

ONE NATION ONE PORTAL FOR ADDRESSING PUBLIC GRIEVANCES

277 DR. KANIMOZHI NVN SOMU:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether Government proposes to launch One Nation One Portal for addressing public grievances;
- (b) if so, the details and the timeline for the same;
- (c) whether the portal would include good governance index scale;
- (d) whether it is proposed to be launched in a phased manner;
- (e) if so, the details thereof; and
- (f) the details regarding the number of public grievances received in the State of Tamil Nadu over the past five years?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) & (b): The Government has a countrywide grievance redressal platform namely Centralised Public Grievances Redress and Monitoring System (CPGRAMS) accessible at <https://pgportal.gov.in>. Any citizen can lodge his/her grievances pertaining to the Central Ministries/Departments/State Government/Union Territories (UTs) from anywhere. Every Ministry/Department in Government of India and State Government /UT has access to this system and grievances are resolved by the concerned Ministries/Departments/States/UTs. CPGRAMS is also accessible to the citizens through a Mobile App which is also integrated with UMANG platform.

(c) to (e): CPGRAMS is for redressal of public Grievances. CPGRAMS can integrate with grievance portals of State/UTs as well. Further, CPGRAMS maps the field level grievance officer located in districts for resolution of grievances. So far 34 States/UTs have integrated their grievance portals with CPGRAMS.

(f): Details of the public Grievances pertaining to Tamil Nadu received in CPGRAMS over the five years are given as under

No of Grievance Received	No of Grievances Disposed
114870	110655
