

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

RAJYA SABHA
UNSTARRED QUESTION NO. 980
(TO BE ANSWERED ON 15.12.2022)

COMPLAINTS RECEIVED IN CPGRAMS

980 DR. AMEE YAJNIK:

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

- (a) the total number of newly registered complaints received on the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) during the last three years, the State-wise details of pending and received complaints;
- (b) whether it is observed that the assigned officer closes the case, submits false report without consulting the complainant;
- (c) if so, the number of such cases and the action taken against those officers;
- (d) whether there is any monitoring system in place to check the closed cases; and
- (e) whether the matter is actually resolved on the ground?

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): About 6015388 complaints have been received on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) during the last three years from 01.01.2020 to 30.11.2022. The details of State-wise pending and received complaints during the same period are in Annexure.

(b) to (e): The Government is sensitive towards the timely and effective disposal of grievances. In order to check the quality of disposal, CPGRAMS provide facility to the citizens to record their feedback on the portal and if a disposal is rated as poor, the option to file an appeal to the next higher authority is enabled. The Government has also set up feedback Call Centre to get citizen feedback on disposed of grievances. The Citizen can also get the appeal filed through the Call Centre if they are not satisfied with the disposal of the grievance. During January 2021 to November 2022, a total of 2,40,932 appeals have been filed against 40,73,464 grievances disposed of during this period. The Government has taken several measures to sensitize Grievance Redressing Officers (GROs) and to strengthen their capacity to handle the grievances effectively. These measures include training of grievance officers under the Sevottam, operationalizing monitoring dashboard to review the performance of GROs, regular review meetings with Grievance Officers and nodal officers, publishing monthly reports on CPGRAMS and building facility for root cause analysis of grievances with the help of next generation technology.

ANNEXURE**State-wise pending and received complaints on CPGRAMS for the period of 01-01-2020 to 30-11-2022**

State	Receipt	Pending
Andaman And Nicobar Islands	3939	140
Andhra Pradesh	94326	17851
Arunachal Pradesh	1624	232
Assam	72371	20673
Bihar	321365	44461
Chandigarh	35586	2741
Chhattisgarh	78308	2503
Dadra and Nagar Haveli	2043	76
Daman and Diu	1156	95
Delhi	473940	26846
Goa	9585	778
Gujarat	357574	25667
Haryana	242156	22510
Himachal Pradesh	35747	7854
Jammu And Kashmir	40352	5384
Jharkhand	101819	14566
Karnataka	240655	14907
Kerala	128968	4423
Ladakh	403	45
Lakshadweep	156	4
Madhya Pradesh	340954	19618
Maharashtra	560139	67465
Manipur	6008	666
Meghalaya	2554	371
Mizoram	1135	220
Nagaland	1286	168
Not Known	98249	1538
Odisha	92561	19120
Puducherry	8466	604
Punjab	133532	31317
Rajasthan	355724	8985
Sikkim	981	32
Tamilnadu	272552	12325
Telangana	119122	2770
Tripura	10530	572
Uttar Pradesh	1254960	40078
Uttarakhand	88176	5374
West Bengal	390041	48955
Not Provided/Not Known	36345	932
Total	6015388	472866