

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

RAJYA SABHA
UNSTARRED QUESTION NO. 3963
(TO BE ANSWERED ON 06.04.2023)

PENDENCY OF PUBLIC GRIEVANCE CASES

3963 SMT. RANJEET RANJAN:
DR. AMEE YAJNIK:
SMT. PHULO DEVI NETAM:

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

- (a) whether there is a huge pendency of public grievance cases reported at the end of January, 2023 that were received on the CPGRAMS portal;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the details of a tangible plan to ensure a fast track system for the same?

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): As on 28th February, 2023 the pendency of Public Grievances of Central Ministries/Departments stands at 66,619 cases which is the lowest pendency ever witnessed in the Central Secretariat. The average Grievance disposal time in all the Ministries/Departments during the month of January - February 2023 was 18 days. The monthly report on CPGRAMS compiled by DARPG for the month of February, 2023 along with the CPGRAMS Annual Report for the calendar year 2022 are available at <https://darpg.gov.in/en/node/6003>.

(c): In 2022, a 10-step CPGRAMS reforms process was adopted by DARPG for improving quality of disposal and reducing the timelines. The 10-step reforms include Universalization of CPGRAMS 7.0 , Technological Enhancements using AI/ML, Language Translation in 22 scheduled languages, launching of a Grievance Redressal Index, initiating a Feedback Call Centre, Integration of State Portal/Other Grievance portals with CPGRAMS, Empowering the remotest citizen to file grievances through Common Service Centres, Training and Capacity Building of GRO's under SEVOTTAM scheme, issuing monthly reports for both the Central Ministries/Departments/States/UT's and establishment of a Data Strategy Unit.

This 10 Step process adoption has resulted in decrease in pendency and in the average time of disposal of Public Grievances. In 2022, Ministries/ Departments have disposed 1.14 lac Public Grievances cases in August, 1.17 lac Public Grievances cases in September, 1.19 lac Public Grievances cases in October, 1.08 lac Public Grievances cases in November, 1.27 lakh Public Grievances cases in December, 2022, 1.25 lakh Public Grievances cases in January, 2023 and 1.09 lakh Public Grievances cases in February, 2023. This is the first time since inception of CPGRAMS that PG case redressal has crossed 1 lac cases/ month. Because of these tangible reforms, Average disposal time of Central Ministries/Departments has improved from 32 days in 2021 to 27 days in 2022 to 18 days in February, 2023.
