

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2832
(TO BE ANSWERED ON 19.12.2024)

REFORMS IN CPGRAMS

2832. DR. MEDHA VISHRAM KULKARNI:
SHRI BABURAM NISHAD:
SHRI MADAN RATHORE:

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

- (a) the details of the ten-step reforms in Centralised Public Grievance Redress and Monitoring System (CPGRAMS) that have improved grievance management; and
- (b) whether Artificial Intelligence (AI) and Machine Learning (ML) will be used to modernise the grievance redressal process, if so, the details thereof?

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 introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens. In the period from 2022, 2023 and 2024, the CPGRAMS 10 step reforms enabled redressal of about 70,03,533 grievances, mapped 1,03,183 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 13 days in 2024 and reduced pendency to its lowest level of 54,339 Public Grievances as on 31 October 2024 for Central Ministries. The 10 step reforms are (i) Universalization of CPGRAMS 7.0, (ii) Technological Enhancements, (iii) Language Translation, (iv) Grievance Redressal Assessment Index (GRAI) (v) Citizen engagement through feedback calls (vi) One Nation one Portal, (vii) Inclusivity & Outreach (viii) Training and Capacity Building of GROs, (ix) Strengthening monitoring through monthly reviews and reports and (x) Operationalization of Data Strategy Unit. CPGRAMS is amongst the early digital platforms to use AI/ ML enabled dashboards which helped in extensive data analysis towards exploratory and predictive insights for root cause of grievances and enable suitable intervention towards systemic reforms.
