

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2835
(TO BE ANSWERED ON 19.12.2024)

COMPLAINT REDRESSAL THROUGH CPGRAMS

**2835. DR. PARMAR JASHVANTSINH SALAMSINH:
SHRI MADAN RATHORE:**

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

- (a) the number of complaints pertaining to different Ministries redressed through Centralised Public Grievance Redress And Monitoring System(CPGRAMS); and
- (b) the effectiveness of the CPGRAMS in providing timely resolution of disputes?

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): A total of 1,12,30,957 grievances were redressed on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) in last five years from 2020- 2024 (upto 31.10.2024) and an annual all-time high of 23,24,323 grievances have been redressed on CPGRAMS portal from January-October, 2024. The Government has adopted 10 Step reforms of CPGRAMS to make grievance redressal timely, effective and accessible to Citizen. The Government has mapped over one lakh Grievance Officers on the CPGRAMS portal which helped in bringing down the pendency to its lowest level of 54,339 Public Grievances as on 31 October 2024 for Central Ministries. Government has issued Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024. These guidelines include creation of dedicated grievance cells in Ministries/Departments, appointment of experienced and competent nodal officers, emphasis on root cause analysis of grievances and action on feedback, strengthening escalation processes by appointing appellate authorities, grievance closure guidelines with further reduction in upper limit of resolution time from 30 days to 21 days. Those efforts have helped in reduction of average timelines of redressal from 28 days in 2019 to 13 days in 2024.
