

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

RAJYA SABHA
UNSTARRED QUESTION NO. 447
(TO BE ANSWERED ON 28.11.2024)

GRIEVANCE REDRESSAL MECHANISM

447. SHRI DEBASHISH SAMANTARAY:

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

- (a) the total number of public grievances received by the Ministry in the last five years, year-wise;
- (b) the average time taken to resolve such grievances and the success rate of grievance redressal;
- (c) the specific steps taken by the Ministry to improve the efficiency and transparency of the grievance redressal mechanism; and
- (d) the details of any initiatives or plans to make the grievance redressal system more accessible, especially for rural and underprivileged population?

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)to(d): Total number of grievances received and redressed on CPGRAMS portal www.pgportal.gov.in, in last five years are attached at Annex 1. A total of 1,12,30,957 grievances were redressed from 2020-2024 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 the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible and mapped 103,183 Grievance Officers on the CPGRAMS portal. This helped bring down the pendency in Govt. of India to its lowest level of 54,339 Public Grievances as on 31 October 2024. The average timelines of redressal have come down from 28 days in 2019 to 13 days in 2024. Government issued Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024. These guidelines envisage integration of various public grievance platforms, 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. To enhance the outreach of CPGRAMS for rural and underprivileged population the government has collaborated with Common Service Centres to make it easier for citizens to file grievances.

**Annex- 1 to the reply of Unstarred Question No: 447, Rajya Sabha
(to be answered on 28.11.2024)**

Year	Brought Forward	Receipt During Period	Total Receipt	Total Disposed in the year
2020	1071603	2271270	3342873	2319569
2021	1023304	2000590	3023894	2135923
2022	887971	1918238	2806209	2143468
2023	662741	1953057	2615798	2307674
2024 (1 st Jan-31 st October, 2024)	308124	2298208	2606332	2324323
Total		10441363	14395106	11230957
