

GOVERNMENT OF INDIA
MINISTRY OF COOPERATION

RAJYA SABHA
UNSTARRED QUESTION NO. 972
TO BE ANSWERED ON 04th December, 2024

Grievance Redressal Mechanism

972. Shri Parimal Nathwani:

Will the Minister of COOPERATION be pleased to state:

- (a) whether the Ministry has set up any grievance redressal mechanism;
- (b) if so, the details thereof;
- (c) the number of complaints/applications received since inception of the Ministry;
- and
- (d) the status of complaints/grievances redressed , the details thereof?

ANSWER

THE MINISTER OF COOPERATION
(SHRI AMIT SHAH)

(a) & (b) Government of India has established Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) as an online platform available to citizens 24x7 to lodge their grievances on any subject matter related to service delivery. Ministry of Cooperation has been pro-actively attending to the grievances received on the portal and disposing of cases in the speedy manner.

(c) & (d) Since its inception, Ministry of Cooperation has received and redressed more than 74,000 grievances through Centralized Public Grievance Redressal and Monitoring System (CPGRAMS).

As per the CPGRAMS Report for the Month of October 2024 released by Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Cooperation has been placed at the seventh position amongst Ministries and Departments of Government of India, with average closing time of 6 days.

Government of India has undertaken a comprehensive reform of the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) to make it more responsive to the needs of the citizens. In this regard, DARPG has introduced several measures for strengthening CPGRAMS, viz. Monitoring dashboards for stakeholders facilitate deeper analysis of grievances, capacity building of stakeholders under the Sevottam Scheme for effective redressal of grievances, universalization of CPGRAMS version 7.0 for auto-routing of grievances to last mile, integration of State portals with CPGRAMS, operationalization of feedback call centers, developing an inclusive system by using common service centers.