

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

RAJYA SABHA
UNSTARRED QUESTION NO. 3152
(ANSWERED ON 27.03.2025)

GRIEVANCE REDRESSAL THROUGH CPGRAMS

3152. SHRI RAGHAV CHADHA:

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

- (a) the number of grievances filed through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in the last five years;
- (b) the percentage of these grievances that have been resolved; and
- (c) the average time taken for redressal?

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 (c): Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities. During the last five years, from 01.01.2020 to 31.12.2024, a total of 1,07,58,476 grievances were received through CPGRAMS and 1,15,52,503 grievances were redressed, which includes the brought forward cases. The Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible to Citizen. The Government has mapped 103,183 Grievance Officers on the CPGRAMS portal. The average timelines of redressal have come down from 28 days in 2019 to 13 days in 2024 for Central Government.
