

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

RAJYA SABHA
UNSTARRED QUESTION NO. 3154
(ANSWERED ON 27.03.2025)

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM

#3154. SHRI BABURAM NISHAD:
SMT. SUNETRA AJIT PAWAR:

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

- (a) the main objective of the Centralized Public Grievance Redress and Monitoring System (CPGRAMS);
- (b) the manner in which Government is ensuring that citizens living in rural and remote areas benefit from CPGRAMS and its integration with digital platforms;
- (c) the initiatives being taken to encourage citizen participation and feedback collection for improving CPGRAMS;
- (d) the best practices of States/UTs in grievance redressal identified in the 30th CPGRAMS Report; and
- (e) the manner in which they can be replicated across the country?

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 (e): 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. This single portal is connected to all Ministries and Departments of the Government of India and States and is also accessible via a mobile application available on Google Play and integrated with UMANG. Citizens can track grievances using a unique registration ID, appeal if dissatisfied, and provide feedback. The Government has issued detailed guidelines for its use, the latest being on August 23, 2024, and has prescribed a 21-day timeframe for grievance redressal, with mandatory interim replies if resolution within the stipulated time is not possible. Since 2019, more than 1.15 crore grievances have been redressed, with over 1 lakh Grievance Redressal Officers mapped to the system. CPGRAMS has been integrated with Common Service Centres (CSCs) to leverage its strength to take the facility of CPGRAMS to rural population. Citizen can file grievances through 5.1 lakh Common Service Centers (CSCs). As on 20.03.2025 total 4.91 lakhs grievances have been lodged through the CSC. Feedback Call Centre, operational since July 2022, gathers feedback from citizens in multiple Indian languages, including Hindi and English, and assists in filing appeals. As of 28.02.2025, the call centre has completed 20,48,322 surveys. A dedicated feedback portal has been created by Government, which facilitates analysis and action on areas with poor feedback for Ministries/Departments. The Government has undertaken a 10-step reform initiative of CPGRAMS to improve awareness and usability, including regional language support, a feedback call center, simplified registration, CSC collaboration, and the launch of a mobile application,

while also conducting awareness programs for Village Level Entrepreneurs. The 20th of every month is observed as "CSC-CPGRAMS Day" to expand outreach, and Prasar Bharati has been engaged for wider dissemination through AIR and Doordarshan. The Government highlights best practices in grievance redressal through monthly reports like the 30th CPGRAMS report published recently. Apart from the same Government publishes social media posts, training workshops highlighting best practices for replication. For the current financial year National Workshops on "Effective Redressal of Public Grievances" November 18, 2024, in New Delhi and February 20, 2025, in Bhopal, were organised with participation from Central Ministries, State Governments, and State Administrative Training Institutes (ATIs) to facilitate knowledge-sharing, review policy compliance, and shape future grievance redressal strategies nationwide.
