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

RAJYA SABHA
UNSTARRED QUESTION NO. 3801
(ANSWERED ON 03.04.2025)

SEVOTTAM AND EFFECTIVE REDRESSAL OF PUBLIC GRIEVANCES

#3801. SMT. SUNETRA AJIT PAWAR:

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

(a) the manner in which the national workshop on "Sevottam and Effective Redressal of Public Grievances" contributes to improving public service delivery across India;
(b) the manner in which the Department of Administrative Reforms and Public Grievances (DARPG) is leveraging technology to modernize CPGRAMS for better citizen interface;
(c) the measures being taken to ensure effective implementation of the Right to Services Act in the 28 States and 8 Union Territories; and
(d) the expected benefits of auto-escalation processes and ranking systems in improving State and district-level grievance 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 (d): The National Workshop on Sevottam and Grievance Redressal plays a key role in improving public service delivery across the country. Sevottam is a comprehensive framework focused on Citizen's Charter, Grievance Redressal Mechanism, and Capability Building for Service Delivery. Under this initiative, Government provides financial support to State ATIs/CTIs for setting up Sevottam Training Cells. Over the past three financial years (2022-23, 2023-24, and 2024-25), as part of Sevottam, 756 training courses have been conducted, training 24,942 officers from various State Governments. In the current financial year 2 National Workshops on "Effective Redressal of Public Grievances" on November 18, 2024, in New Delhi and February 20, 2025, in Bhopal, with participation from Central Ministries, State Governments, and State Administrative Training Institutes (ATIs) were conducted. Government has been actively leveraging technology to modernize CPGRAMS for a better citizen interface. In December 2021, DARPG signed an MoU with IIT Kanpur to develop the Intelligent Grievance Management System (IGMS), an AI/ML-driven platform that introduces semantic search, exploratory data analysis, and predictive analytics for enhanced grievance management. Government publishes the Grievance Redressal Index (GRAI) as part of CPGRAMS' 10-Step Reforms, ranking Ministries and Departments based on efficiency, feedback, domain expertise, and organizational commitment. The objective of the GRAI Index is to provide Ministries and Departments with a comparative performance assessment, enabling them to identify areas for improvement and implement policy reforms to minimize grievances. The Right to Service (RTS) Act has been enacted by 22 States and Union Territories as of date, with RTS Commissions established in 8 of them (Assam, Chandigarh, Maharashtra, Punjab, Haryana, Meghalaya, Uttarakhand, and West Bengal). DARPG conducts regular meetings/ webinars with

State and UT governments, collaborates with RTS Commissions to exchange best practices and improve service delivery by promoting e-services, bringing citizens and the government closer through technology, and engages with commissioners, and appellate officials to boost e-governance and enhance e-service delivery in the nation.

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