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

RAJYA SABHA UNSTARRED QUESTION NO. 439 (TO BE ANSWERED ON 06.02.2025)

IMPLEMENTATION AND IMPACT OF 2024 PUBLIC GRIEVANCE POLICY GUIDELINES

439. SHRI MALLIKARJUN KHARGE:

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

- (a) the number of public grievances that have been resolved within the revised 21-day timeline since the implementation of the 2024 Policy Guidelines;
- (b) the number of Ministries and Departments that have appointed nodal officers for public grievances, and the number of them identified as having high grievance loads;
- (c) the number of dedicated nodal officers who have been appointed in these high grievance load Departments; and
- (d) the grievances cleared over the past year, department-wise and month-wise?

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): Government issued the comprehensive guidelines for handling of Public Grievances on 23.08.2024. A total of 3,66,730 grievances were redressed within the 21 days timeline during the period 01.09.2024 to 31.12.2024 by the Ministries/Departments of Government of India. 90 Ministries/Departments have appointed 54,106 Grievance Redressal 90 Officers **CPGRAMS** portal. Of these Ministries/Departments, Ministries/Departments received more than 10,000 grievances in 2024. The number of grievance officers mapped in CPGRAMS in these 28 Ministries/Departments stands at 46,010. In 2024, 28,33,836 grievances were redressed on CPGRAMS out of which, 20,71,667 pertain to Ministries/Departments and is at Annex-1 and 7,62,169 pertain to State Governments/Union Territories. The month wise progress of grievances redressal for Central Ministries/Departments for 2024 is at Annex-2 where it can be seen that in each of the 12 months over 1 lakh grievances per month were redressed.

Annex-1 to the Rajya Sabha Unstarred Question No 439 for 06.02.2025 Ministry/ Department wise Grievance redressed during the period 01.01.2024 to 31.12.2024

S. No.	Name of Ministry/Department	Grievances Redressed
1	Department of Rural Development	725190
2	Ministry of Labour and Employment	177808
3	Department of Financial Services (Banking Division)	156879
4	Department of Agriculture and Farmers Welfare	107473
5	Central Board of Direct Taxes (Income Tax)	66157
6	Ministry of Railways (Railway Board)	63583
7	Department of Telecommunications	58721
8	Ministry of Home Affairs	55491
9	Department of Posts	53658
10	Department of Ex Servicemen Welfare	51195
11	Ministry of Housing and Urban Affairs	47699
12	Department of Health & Family Welfare	36673
13	Department of Defence Finance	30227
14	Ministry of Road Transport and Highways	26167
15	Department of Financial Services (Insurance Division)	23369
16	Unique Identification Authority of India	21675
17	Ministry of Petroleum and Natural Gas	22687
18	Department of Higher Education	18636
19	Department of Personnel and Training	18411
20	Department of Consumer Affairs	17490
21	Department of Defence	16921
22	Ministry of External Affairs	17099
23	Ministry of Corporate Affairs	16048
24	Department of School Education and Literacy 16027	
25	Central Board of Indirect Taxes and Customs 14696	
26	Ministry of Drinking Water and Sanitation	13417
27	Department of Food and Public Distribution	11232

29 Ministry of Micro Small and Medium Enterprises 9297 30 Ministry of Panchayati Raj 9000 31 Ministry of Electronics & Information Technology 9026 32 Ministry of Women and Child Development 8130 33 Department of Social Justice and Empowerment 7482 34 Department of Social Justice and Empowerment 6205 36 Ministry of Civil Aviation 6205 36 Ministry of Environment, Forest and Climate Change 6013 37 Ministry of Skill Development and Entrepreneurship 5281 38 Ministry of Power 5107 39 Ministry of Power 5107 39 Ministry of Cooperation 4744 40 Department of Military Affairs 4579 41 Department of Land Resources 3902 44 Ministry of Information and Broadcasting 3987 45 NITI Aayog 3590 46 Ministry of Minority Affairs 3434 47 Staff Selection Commission 3848 48	28	Department of Justice	11599		
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46 Ministry of Minority Affairs 3434 47 Staff Selection Commission 3848 48 Department of Economic Affairs ACC Division 3639 49 Department of Legal Affairs 3018 50 Department of Empowerment of Persons with Disabilities 2817 51 Department of Financial Services (Pension Reforms) 2763 52 Ministry of Water Resources, River Development & Ganga Rejuvenation 2745 53 Ministry of Tourism 2626 54 Ministry of Tribal Affairs 2555 55 Ministry of Culture 2513 56 Department for Promotion of Industry and Internal Trade 2084	44		3987		
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55 Ministry of Culture 2513 56 Department for Promotion of Industry and Internal Trade 2285 57 O/o the Comptroller & Auditor General of India 2084	53	Ministry of Tourism	2626		
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and Internal Trade 57 O/o the Comptroller & Auditor General of India 2283 2084	55	Ministry of Culture	2513		
of India	56	Department for Promotion of Industry			
58 Department of Defence Production 2015	57		2084		
	58	Department of Defence Production	2015		

59	Ministry of New and Renewable Energy 1938			
60	Ministry of Ayush	2017		
61	Department of Animal Husbandry, Dairying	1668		
62	Department of Agriculture Research and Education	1540		
63	Ministry of Parliamentary Affairs	1680		
64	Department of Atomic Energy 1571			
65	Department of Expenditure 1355			
66	Ministry of Shipping	1469		
67	Department of Scientific & Industrial Research	1273		
68	Ministry of Mines 1253			
69	Department of Heavy Industry	1234		
70	Ministry of Steel	1167		
71	Department of Pharmaceuticals	1082		
72	Department of Sports	1072		
73	Department of Science and Technology	1092		
74	Ministry of Textiles	945		
75	Department of Health Research	923		
76	Legislative Department	861		
77	Department of Defence Research and Development	830		
78	Department of Investment & Public Asset Management 766			
79	Department of Youth Affairs	650		
80	Department of Public Enterprises	549		
81	Department of Space	430		
82	Department of Fertilizers	568		
83	Ministry of Food Processing Industries	463		
84	Ministry of Statistics and Programme Implementation 407			
85	Department of Chemicals and Petrochemicals	430		
86	Department of Fisheries	378		
87	Ministry of Earth Sciences 317			
88	Department of Bio Technology	241		
89	Department of Official Language 228			
90	Ministry of Development of North Eastern Region	156		

Annex-2 to the Rajya Sabha Unstarred Question No 439 for 06.02.2025

Month wise Grievance closed by Ministries/Departments of Government of India during the period 01.01.2024 to 31.12.2024

S. No	Name	Number of Grievances Redressed
1	Jan-24	1,21,478
2	Feb-24	1,26,844
3	Mar-24	4,66,747
4	Apr-24	1,74,701
5	May-24	1,05,991
6	Jun-24	1,34,386
7	Jul-24	2,48,963
8	Aug-24	2,32,885
9	Sep-24	1,24,879
10	Oct-24	1,26,083
11	Nov-24	1,04,167
12	Dec-24	1,13,131
