

GOVERNMENT OF INDIA
MINISTRY OF MINORITY AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 133
ANSWERED ON 21.07.2025

GRIEVANCE REDRESSAL UNDER MINISTRY OF MINORITY AFFAIRS

133: SHRI MUZIBULLA KHAN:

Will the Minister of MINORITY AFFAIRS be pleased to state:

- (a) the mechanism available for the redressal of grievances by minority beneficiaries under various schemes; and
(b) the number of complaints received, resolved, and pending during the last three years?

ANSWER

THE MINISTER OF MINORITY AFFAIRS

(SHRI KIREN RIJJU)

(a) Minority beneficiaries under various Government schemes may access grievance redressal mechanisms through the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS), as well as by post and by e-mail.

(b) The details of public grievances received, disposed, and pending during 2022-23, 2023-24 and 2024-25 as per CPGRAMS portal are as under:

Year	Public grievances		
	received during the year	disposed during the year	pending at the end of year
2022-23	2520	2380	140
2023-24	2860	2580	280
2024-25	3481	3335	146
