

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

RAJYA SABHA
UNSTARRED QUESTION NO.1395
(ANSWERED ON 31.07.2025)

REDRESSAL OF COMPLAINTS UNDER CPGRAMS

1395#. SHRI TEJVEER SINGH:

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

- (a) the number of complaints resolved within 30 days out of total complaints received on the CPGRAMS portal in the current financial year;
- (b) whether Government has taken any punitive action against departments delaying grievance redressal;
- (c) whether any WhatsApp-based service or AI chatbot has been introduced to provide quick feedback to the complainant; and
- (d) whether any third-party evaluation mechanism has been introduced for quality assessment, tracking, and re-evaluation of complaints?

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): In the period from 1.4.2025 to 24.7.2025, a total of 6,60,091 grievances pertaining to Central Ministries/Departments have been received in CPGRAMS out of which 4,47,431 grievances have been redressed within 30 days with an average grievance redressal time of 16 days. Department of Administrative Reforms and Public Grievances conducts monthly review meetings with all Ministries/Departments and State/UTs to ensure timely disposal of grievances. To independently assess the citizen satisfaction, a Feedback Call Centre is operational since July 2022.
