

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

RAJYA SABHA
UNSTARRED QUESTION NO. 603
(ANSWERED ON 24.07.2025)

REFORMS IN CPGRAMS

603. SHRI MANAS RANJAN MANGARAJ:

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

- (a) whether reforms have been made in the Centralised Public Grievance Redress and Monitoring System (CPGRAMS);
- (b) if so, the timelines introduced for addressing complaints;
- (c) the number of complaints received and disposed of during the last five years;
- (d) whether citizens are satisfied with the resolution provided; and
- (e) if not, the steps being taken to enhance transparency and accountability?

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 introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens. In the period from 2022, 2023, 2024 and 2025 the CPGRAMS 10 step reforms enabled redressal of 80,36,042 grievances, mapped 1,05,681 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 16 days in 2025 and reduced pendency to 62,620 Public Grievances as on 30th June, 2025 for Central Ministries.

Government issued the Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024 reducing the grievance redressal timelines from 30 days to 21 days. These guidelines mandate the integration of public grievance platforms, establishment of dedicated grievance cells within Ministries and Departments, appointment of experienced and competent nodal and appellate officers, emphasis on root cause analysis and action on citizen feedback, and the strengthening of grievance escalation mechanisms.

As on 30.06.2025, the Feedback call centre has completed 23 lakhs surveys. An appeal mechanism, with 90 Nodal Appellate Authorities and 1597 Sub Appellate Authorities, is available to the citizen in case the citizen is not satisfied with the resolution. In the year 2022, 2023, 2024 and 2025 (Till 30th June) a total of 7,75,240 appeals have been resolved.
