

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

RAJYA SABHA
UNSTARRED QUESTION NO. 1400
(ANSWERED ON 11.12.2025)

NATIONAL GOOD GOVERNANCE REFORM INITIATIVE

#1400. SHRI TEJVEER SINGH

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

- (a) the steps taken recently under the National Good Governance Reform Initiative to make Government services more transparent and time bound;
- (b) whether the Prime Minister's Office is implementing any new technology platforms or automation processes to strengthen the digital public-service and grievance redressal system; and
- (c) whether Government is formulating any new action plan to ensure that all major schemes of the Central Government are implemented at the grassroots level in a time-bound manner and an integrated dashboard is available for their monitoring?

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): The Department of Administrative Reforms and Public Grievances has taken several initiatives for Good Governance which inter alia include, CPGRAMS (Centralized Public Grievance Redress and Monitoring System) for time bound grievance redressal and monitoring through dashboards, Adoption of E-Office across government for digital noting, file tracking and electronic movement of files to reduce processing time & improve transparency and accountability along with reducing levels of file movements for efficiency in decision making, PM Awards for excellence in Public Administration for recognition of Good Governance practices across States/Ministries and their dissemination for replication, through National Good Governance Webinar Series, Regional Conferences and Extensive use of dashboards, service analytics & citizen feedback through Call Centre to ensure transparency & accountability.

(b) & (c): The Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities. Further, the Department continues to support Central Ministries/Departments and State/UT Governments through its

existing initiatives such as CPGRAMS, National E-Services Delivery Assessment (NeSDA) and monthly NeSDA Way Forward in monitoring the grievance redressal and progress of e Service delivery.
