

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

RAJYA SABHA  
UNSTARRED QUESTION NO. 2192  
(ANSWERED ON 18.12.2025)

**POLICY OUTCOMES AND REFORMS FOR PUBLIC SERVICE DELIVERY**

**2192. DR. SASMIT PATRA:**

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

- (a) the overall policy outcomes achieved through recent administrative, grievance redressal and pension reforms in improving efficiency, transparency and citizen trust in public service delivery;
- (b) the major structural, human resource, digital and coordination challenges that continue to affect timely grievance resolution, service delivery uniformity and pension administration;
- (c) the broad reform directions being pursued to strengthen institutional capacity, inter-departmental accountability, performance measurement and outcome-based governance; and
- (d) the manner in which Government assesses the long-term sustainability of administrative reforms in the context of rising citizen expectations, growing service demand and technological transitions?

**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 (c): The administrative, grievance redressal and pension reforms of the Government are targeted towards achieving the objectives of transparency, improving efficiency and citizen centricity of public service delivery. Government has undertaken comprehensive reforms to reduce grievance pendency and improve efficiency through implementation of the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS), which include a revamped portal, fixed timelines and dashboard-based monitoring, for time-bound, outcome-oriented grievance redressal. Data-driven performance monitoring and citizen feedback mechanisms are being used to improve service delivery outcomes. The Government is strengthening institutional capacity and accountability through capacity building of civil servants, including grievance redressal officers, through the National Centre for Good Governance.

(d): The Government is strengthening administrative reforms through digitisation of internal processes via e-Office, recognition of exceptional good governance & eGovernance practices across States/Ministries through, PM Awards for Excellence in Public Administration and National eGovernance Awards and their dissemination for replication. A Review Module has been operationalised in CPGRAMS to enable senior-level review and improve the quality of grievance disposal. The Government is also undertaking outcome-based monitoring of digital service delivery and service saturation levels under the National e-Governance Service Delivery Assessment (NeSDA).

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