

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2194
(ANSWERED ON 18.12.2025)

GRIEVANCES REDRESSAL THROUGH CPGRAMS

2194. SHRI RAVI CHANDRA VADDIRAJU:

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

- (a) the year-wise details of grievances received on CPGRAMS and disposed of since 2022;
- (b) the pendency levels across Ministries/Departments;
- (c) the number of vigilance cases processed through the Central Vigilance Commission during the last three years; and
- (d) the measures taken to reduce delays and improve systemic grievance redressal efficiency?

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 year wise details of grievances received on Centralised Public Grievance Redress and Monitoring System(CPGRAMS) and disposed of since 2022 is as under:

Year	Received	Disposed
2022	19,18,238	21,43,468
2023	19,53,057	23,07,674
2024	26,15,321	26,45,869
2025 (up to 09.12.25)	21,17,346	21,16,766

(b): The pendency of grievances on CPGRAMS across Ministries/Departments as on 09.12.2025 is enclosed at **Annexure-I**.

(c): Details of number of vigilance cases received and disposed of in Central Vigilance Commission during the last three years i.e. 2022, 2023 and 2024 are enclosed at **Annexure-II**.

(d): The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the redressal process through the implementation of the 10-Step Reforms under CPGRAMS. Further, the 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.

Annexure-I**Ministry/Department wise pendency on CPGRAMS as on 09.12.2025:**

Central Ministry/ Department	Pendency
Central Board of Direct Taxes (Income Tax)	5346
Central Board of Indirect Taxes and Customs	308
Department for Promotion of Industry and Internal Trade	94
Department of Administrative Reforms and Public Grievances - PG Division	81
Department of Agriculture and Farmers Welfare	733
Department of Agriculture Research and Education	76
Department of Animal Husbandry, Dairying	193
Department of Atomic Energy	66
Department of Bio Technology	10
Department of Chemicals and Petrochemicals	8
Department of Commerce	251
Department of Consumer Affairs	487
Department of Defence	279
Department of Defence Finance	3699
Department of Defence Production	77
Department of Defence Research and Development	61
Department of Economic Affairs ACC Division	498
Department of Empowerment of Persons with Disabilities	168
Department of Ex Servicemen Welfare	1207
Department of Expenditure	248
Department of Fertilizers	21
Department of Financial Services (Banking Division)	4516
Department of Financial Services (Insurance Division)	634

Department of Financial Services (Pension Reforms)	47
Department of Fisheries	31
Department of Food and Public Distribution	1890
Department of Health & Family Welfare	1670
Department of Health Research	27
Department of Higher Education	1403
Department of Investment & Public Asset Management	8
Department of Justice	433
Department of Land Resources	10
Department of Legal Affairs	168
Department of Military Affairs	245
Department of Official Language	3
Department of Personnel and Training	718
Department of Pharmaceuticals	22
Department of Posts	1501
Department of Public Enterprises	15
Department of Revenue	205
Department of Rural Development	809
Department of School Education and Literacy	1057
Department of Science and Technology	62
Department of Scientific & Industrial Research	45
Department of Social Justice and Empowerment	209
Department of Space	21
Department of Sports	69
Department of Telecommunications	1665
Department of Youth Affairs	74
Legislative Department	62

Ministry of Coal	146
Ministry of Ayush	59
Ministry of Civil Aviation	464
Ministry of Cooperation	131
Ministry of Corporate Affairs	489
Ministry of Culture	92
Ministry of Development of North Eastern Region	1
Ministry of Drinking Water and Sanitation	475
Ministry of Earth Sciences	20
Ministry of Electronics & Information Technology	316
Ministry of Environment, Forest and Climate Change	296
Ministry of External Affairs	1019
Ministry of Food Processing Industries	11
Ministry of Heavy Industries	14
Ministry of Home Affairs	6569
Ministry of Housing and Urban Affairs	2215
Ministry of Information and Broadcasting	176
Ministry of Labour and Employment	11832
Ministry of Micro Small and Medium Enterprises	1578
Ministry of Mines	95
Ministry of Minority Affairs	142
Ministry of New and Renewable Energy	65
Ministry of Panchayati Raj	1930
Ministry of Parliamentary Affairs	4
Ministry of Petroleum and Natural Gas	3081
Ministry of Power	95
Ministry of Railways (Railway Board)	4259

Ministry of Road Transport and Highways	1102
Ministry of Shipping	58
Ministry of Skill Development and Entrepreneurship	611
Ministry of Statistics and Programme Implementation	12
Ministry of Steel	66
Ministry of Textiles	31
Ministry of Tourism	76
Ministry of Tribal Affairs	69
Ministry of Water Resources, River Development & Ganga Rejuvenation	178
Ministry of Women and Child Development	361
NITI Aayog	24
O/o the Comptroller & Auditor General of India	68
Staff Selection Commission	482
Unique Identification Authority of India	2484

Annexure-II**Details of number of vigilance cases received and disposed of in Central Vigilance Commission during the last three years i.e.2022, 2023 & 2024:****Year 2024**

Cases	First State Advice	Second Stage Advice	Reconsideration and Miscellaneous	Total
Pending as on 01.01.2024	530	122	54	706
Received during the year	1816	238	239	2293
Total	2346	360	293	2999
Disposed	2050	302	251	2603
Pending as on 31.12.2024	296	58	42	396

Year 2023

Cases	First State Advice	Second Stage Advice	Reconsideration and Miscellaneous	Total
Pending as on 01.01.2023	448	60	46	554
Received during the year	1455	315	337	2107
Total	1903	375	383	2661
Disposed	1373	253	329	1955
Pending as on 31.12.2023	530	122	54	706

Year 2022

Cases	First State Advice	Second Stage Advice	Reconsideration and Miscellaneous	Total
Pending as on 01.01.2022	391	75	51	517
Received during the	1110	310	291	1711

year				
Total	1501	385	342	2228
Disposed	1053	325	296	1674
Pending as on 31.12.2022	448	60	46	554

*Source: Annual Report of the Central Vigilance Commission
