

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2196
(ANSWERED ON 18.12.2025)

IMPROVING PUBLIC SERVICE DELIVERY IN ODISHA

2196. SHRI DEBASHISH SAMANTARAY:

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

- (a) the measures taken to improve efficiency of public service delivery in Odisha;
- (b) the number of grievances received and resolved under central schemes;
- (c) the steps taken to implement digital grievance redressal mechanisms;
- (d) the details of training programmes for Government personnel in the State; and
- (e) the new initiatives to improve transparency and accountability in administration?

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 collaborates with the State Governments for assessment of their public delivery portals for the depth and efficiency under the biennial study of National e-Service Delivery Assessment (NeSDA). The public service portals are assessed on parameters such as accessibility, content availability, ease of use, information security & privacy etc. The States/Union Territories (UTs) including Odisha participate in the assessment for improving efficiency of their public service delivery.
- (b): The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) enables Ministry/Department/Organisation wise filing of public service grievances and data of scheme wise grievances is not maintained by the Department.
- (c): The 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. Further, the Government issued the Comprehensive Guidelines for Effective Redressal of Public Grievances in August 2024 reducing the grievance redressal timelines from 30 days to 21 days. These guidelines include integration of public grievance platforms, establishment of dedicated grievance cells within Ministries and Departments, appointment of experienced and competent nodal and appellate officers, etc.
- (d): Administrative Training Institute, Odisha has been provided grant under Sevottam Scheme of Department of Administrative Reforms and Public Grievances (DARPG) in FY

2023-24, 2024-25 and 2025-26 for capacity building of state government officials in grievance redressal.

(e): The DARPG has taken several initiatives to improve transparency and accountability in administration 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 electronic movement of files National e-Service Delivery Assessment for assessment of depth and efficiency of public service delivery portals, Extensive use of dashboards, service analysis & citizen feedback through call centre to ensure transparency & accountability.
