

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

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 2197**  
(ANSWERED ON 18.12.2025)

**GRIEVANCE REDRESSAL AND DISPOSAL TRENDS THROUGH CPGRAMS  
PORTAL**

**2197. SMT. GEETA ALIAS CHANDRAPRABHA:**

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

- (a) the status of CPGRAMS grievance disposal, including pendency trends and Ministry-wise performance indicators as reported in the latest DARPG dashboard;
- (b) whether Government has consulted the State Government of Uttar Pradesh regarding district-level grievance trends, frequent categories of complaints and administrative bottlenecks in timely disposal and if so, the details thereof; and
- (c) whether steps are proposed to strengthen grievance-handling capacity in Auraiya, including training of nodal officers and integration with State-level digital grievance systems and if so, the details thereof?

**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 details of Ministry/Department wise receipt, disposal and pendency of grievances on Centralised Public Grievances Redressal and Monitoring System (CPGRAMS) is enclosed at **Annexure-I**.

(b) & (c): The grievance portal of Government of Uttar Pradesh, namely 'Jansunwai - Samadhan', is integrated with CPGRAMS through Web API, and grievances received on CPGRAMS pertaining to Government of Uttar Pradesh are seamlessly transferred to the state portal for resolution by the concerned authorities. Further, Department of Administrative Reforms and Public Grievances conducts monthly review meetings with all State/UTs, including State Government of Uttar Pradesh, to ensure timely disposal of grievances. Also, support is provided under Sevottam Scheme for capacity building and training of grievance redressal officers of State Governments, including Uttar Pradesh.

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**Annexure-I**

<b>Central Ministry/ Department</b>	<b>Brought forward</b>	<b>Receipt</b>	<b>Disposal</b>	<b>Pendency</b>
Central Board of Direct Taxes (Income Tax)	9534	60734	64922	5346
Central Board of Indirect Taxes and Customs	198	13579	13469	308
Department for Promotion of Industry and Internal Trade	133	2257	2296	94
Department of Administrative Reforms and Public Grievances - PG Division	735	4475	5129	81
Department of Agriculture and Farmers Welfare	959	49656	49882	733
Department of Agriculture Research and Education	284	1443	1651	76
Department of Animal Husbandry, Dairying	156	2423	2386	193
Department of Atomic Energy	56	1927	1917	66
Department of Bio Technology	39	255	284	10
Department of Chemicals and Petrochemicals	6	524	522	8

Department of Commerce	100	4764	4613	251
Department of Consumer Affairs	916	23371	23800	487
Department of Defence	674	18321	18716	279
Department of Defence Finance	1599	29885	27785	3699
Department of Defence Production	145	1844	1912	77
Department of Defence Research and Development	47	848	834	61
Department of Economic Affairs ACC Division	403	2947	2852	498
Department of Empowerment of Persons with Disabilities	120	3718	3670	168
Department of Ex Servicemen Welfare	3048	33867	35708	1207
Department of Expenditure	178	1812	1742	248
Department of Fertilizers	26	676	681	21
Department of Financial Services (Banking Division)	6706	177089	179279	4516
Department of Financial Services (Insurance Division)	742	28201	28309	634
Department of Financial Services	52	3963	3968	47

(Pension Reforms)				
Department of Fisheries	16	504	489	31
Department of Food and Public Distribution	94	14479	12683	1890
Department of Health & Family Welfare	1803	48236	48369	1670
Department of Health Research	30	966	969	27
Department of Higher Education	1057	26150	25804	1403
Department of Investment & Public Asset Management	11	916	919	8
Department of Justice	446	12570	12583	433
Department of Land Resources	15	6830	6835	10
Department of Legal Affairs	102	4241	4175	168
Department of Military Affairs	296	6240	6291	245
Department of Official Language	8	260	265	3
Department of Personnel and Training	582	21844	21708	718
Department of Pharmaceuticals	40	1008	1026	22
Department of Posts	1305	64948	64752	1501
Department of	10	705	700	15

Public Enterprises				
Department of Revenue	133	9660	9588	205
Department of Rural Development	1814	17202	18207	809
Department of School Education and Literacy	627	18983	18553	1057
Department of Science and Technology	55	1595	1588	62
Department of Scientific & Industrial Research	35	1003	993	45
Department of Social Justice and Empowerment	228	9078	9097	209
Department of Space	120	491	590	21
Department of Sports	67	1407	1405	69
Department of Telecommunications	500	83698	82533	1665
Department of Youth Affairs	49	643	618	74
Legislative Department	77	1201	1216	62
Ministry of Coal	202	4818	4874	146
Ministry of Ayush	54	2898	2893	59
Ministry of Civil Aviation	280	6409	6225	464
Ministry of Cooperation	215	5717	5801	131

Ministry of Corporate Affairs	699	13528	13738	489
Ministry of Culture	211	3185	3304	92
Ministry of Development of North Eastern Region	4	127	130	1
Ministry of Drinking Water and Sanitation	275	10168	9968	475
Ministry of Earth Sciences	27	333	340	20
Ministry of Electronics & Information Technology	289	12498	12471	316
Ministry of Environment, Forest and Climate Change	237	7594	7535	296
Ministry of External Affairs	785	19369	19135	1019
Ministry of Food Processing Industries	25	541	555	11
Ministry of Heavy Industries	17	2005	2008	14
Ministry of Home Affairs	1512	67395	62338	6569
Ministry of Housing and Urban Affairs	1811	28515	28111	2215
Ministry of Information and Broadcasting	176	4980	4980	176
Ministry of Labour and Employment	6991	239564	234723	11832

Ministry of Micro Small and Medium Enterprises	262	31254	29938	1578
Ministry of Mines	56	1435	1396	95
Ministry of Minority Affairs	223	1895	1976	142
Ministry of New and Renewable Energy	62	2449	2446	65
Ministry of Panchayati Raj	246	15111	13427	1930
Ministry of Parliamentary Affairs	7	1575	1578	4
Ministry of Petroleum and Natural Gas	1235	21321	19475	3081
Ministry of Power	183	6251	6339	95
Ministry of Railways ( Railway Board)	2799	72498	71038	4259
Ministry of Road Transport and Highways	988	42367	42253	1102
Ministry of Shipping	59	1527	1528	58
Ministry of Skill Development and Entrepreneurship	469	15260	15118	611
Ministry of Statistics and Programme Implementation	21	354	363	12
Ministry of Steel	58	1180	1172	66
Ministry of Textiles	69	999	1037	31
Ministry of Tourism	26	2643	2593	76

Ministry of Tribal Affairs	94	3470	3495	69
Ministry of Water Resources, River Development & Ganga Rejuvenation	111	3518	3451	178
Ministry of Women and Child Development	352	8114	8105	361
NITI Aayog	17	3869	3862	24
O/o the Comptroller & Auditor General of India	222	2476	2630	68
Staff Selection Commission	339	9783	9640	482
Unique Identification Authority of India	1780	44414	43710	2484

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