

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

RAJYA SABHA
UNSTARRED QUESTION NO. 766
(ANSWERED ON 05.02.2026)

PUBLIC GRIEVANCE REDRESSAL

766. SMT. JEBI MATHER HISHAM:

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

- (a) the details of public grievances received and redressed through CPGRAMS, including details of reminders and appeals filed due to inaction during the last five years, State-wise;
- (b) the specific actions and disciplinary measures taken against officials who failed to resolve grievances or provided misleading responses;
- (c) the concrete steps implemented to ensure CPGRAMS redressals result in actual action, rather than merely uploading responses or counterclaims by officials; and
- (d) whether effective interventions have been undertaken to clear long-pending CPGRAMS appeals and reminders to ensure accountability and timely resolution?

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 public grievances received and redressed through Centralised Public Grievance Redress and Monitoring System (CPGRAMS) by State/UT governments, along with number of reminders filed by complainants during the last five years (2021 to 2025) is placed at **Annexure-I**. Appeal mechanism is available on CPGRAMS for grievances pertaining to Central Ministries/Departments.

(b): CPGRAMS is a 24×7 online, citizen-facing platform that facilitates the lodging, forwarding, monitoring, and review of public grievances. The responsibility for grievance redressal, including initiation of disciplinary action against officials for failure to resolve grievances or for providing misleading replies, vests with the concerned Ministries/Departments and respective State/Union Territory Governments.

(c) and (d): The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the grievance redressal process through the implementation of the 10-Step Reforms under CPGRAMS. Further, the Comprehensive Guidelines for Effective Redressal of Public Grievances were issued in August 2024 to rationalise grievance redressal timelines from 30 days to 21 days, and to mandate establishment of dedicated grievance cells, emphasis on root cause analysis, action on citizen feedback, and strengthening of grievance escalation mechanisms. A dedicated Review Meeting Module has been operationalised in CPGRAMS to facilitate senior-level review of public grievances. For capacity building of officers of State/UT governments on grievance

redressal mechanisms, financial assistance is provided to Administrative Training Institutes under the Sevottam Scheme. During the last four years, 1,010 such training programmes have been conducted, benefitting 33,775 Grievance Redressal Officers from States/UTs. DARPG also conducts monthly review meetings with Nodal Officers of all State/UTs to ensure timely disposal of grievances.

Annexure-I**Details of public grievances received and redressed through CPGRAMS by State/UT Governments along with number of reminders filed by complainants during the last five years (01.01.2021 to 31.12.2025)**

State/UT	Received	Redressed	No. of reminders filed by complainants
Andaman & Nicobar	6222	6223	661
Andhra Pradesh	47785	78724	18296
Arunachal Pradesh	2335	2919	1002
Assam	131070	163097	9223
Bihar	163782	232073	44080
Chandigarh	20442	20568	3787
Chattisgarh	47909	45327	7051
Dadra & Nagar Haveli and Daman & Diu	3422	3094	1129
Goa	7145	8382	1897
Gujarat	278592	284357	77588
Haryana	162973	179304	75034
Himachal Pradesh	18763	35404	5647
Jammu and Kashmir	37348	45090	11721
Jharkhand	99163	113954	33362
Karnataka	91797	114381	22635
Kerala	40248	46300	6401
Ladakh	1056	1040	185
Lakshadweep	1101	1083	146
Madhya Pradesh	187482	297006	48347
Maharashtra	207140	316443	73614

Manipur	7676	8283	804
Meghalaya	2632	4191	507
Mizoram	1781	2317	1512
Nagaland	1982	1014	861
NCT of Delhi	150563	160373	46780
Odisha	77624	103127	20716
Puducherry	9023	9351	1308
Punjab	107075	128519	19545
Rajasthan	151733	164394	29509
Sikkim	1225	1933	262
Tamil Nadu	108720	132711	48235
Telangana	37696	37760	5090
Tripura	8422	8462	1794
Uttar Pradesh	1283546	1347013	122533
Uttarakhand	73295	108918	12514
West Bengal	72127	127152	41209
Total	3650895	4340287	794985