

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

RAJYA SABHA
UNSTARRED QUESTION NO. 767
(ANSWERED ON 05.02.2026)

CPGRAMS PORTAL

767. SHRI SUBHASH BARALA:
DR. MEDHA VISHRAM KULKARNI:

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

- (a) the number of grievances registered and disposed of on CPGRAMS portal during 2023-24 and 2024-25,;
- (b) the average disposal time during the period;
- (c) the extent of coverage of States/Union Territories and Central Ministries on CPGRAMS, including integration of State portals and Common Service Centres, as on date;
- (d) the number of officers trained under the “Sevottam” framework during the last three years and the institutional mechanisms created for grievance redressal capacity building; and
- (e) the details of key outcome indicators being used by Government to assess grievance redressal performance and citizen feedback on CPGRAMS?

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 grievances registered and disposed of on the CPGRAMS portal across all Central Ministries/Departments and State/UT governments during the year 2023-24 and 2024-25 is as under:

Year	Grievances Registered	Grievances Disposed
2023-24	2316710	2528603
2024-25	2223186	2302236

(b): In the years 2023-24 and 2024-25, average disposal time of public grievances on CPGRAMS was 16 days and 15 days for Central Ministries/Departments and 119 days and 64 days for State/UT governments respectively.

(c): All Central Ministries/Departments and State/Territories governments have role-based access to Centralised Public Grievance Redress and Monitoring System (CPGRAMS) for processing of public grievances related to their subjects. There is API based integration of Grievance Portals of 17 States/UTs and 04 Central Ministries whereas other States use

CPGRAMS portal as their grievance portal. CPGRAMS has also been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs.

(d): Focusing on Citizen Centric Governance, accountability and transparency, financial assistance has been extended to State Administrative Training Institutes (ATIs) to impart training emphasizing on Citizens' Charter, Grievance Redressal Mechanism, and Capacity Building under the Sevottam Scheme. During the last 03 years (2022-23, 2023-24 and 2024-25), various ATIs have trained 27,854 officials of States/UTs under the Sevottam Scheme.

(e): There are 11 indicators which are used to assess grievance redressal performance of Central Ministries/Departments in Grievance Redressal Assessment and Index (GRAI). These include: Percentage of Grievances Resolved within Timeline (within 21 days), percentage of Appeals Redressed, percentage of Resolution of Grievances under Corruption Category, Average Resolution Time, percentage of Pendency with GROs (beyond 21 days), percentage of Appeals Filed, percentage of Resolution with "Satisfied" Remarks, percentage of Resolution of Complaints Labelled as "Urgent", Adequacy of Categorisation of Grievance by M/D, Ratio of GROs vis-à-vis Grievances Received and percentage of Active Grievance Redressal Officers (GROs).
