

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

RAJYA SABHA
UNSTARRED QUESTION NO. 768
(ANSWERED ON 05.02.2026)

IMPROVEMENT IN PUBLIC GRIEVANCE REDRESSAL SYSTEM

#768.SHRI PRADIP KUMAR VARMA:

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

- (a) the number of grievances received on CPGRAMS portal and their redressal rate during the last three years, Ministry-wise;
- (b) the average time taken for grievance redressal across various States and the sectors receiving the highest number of grievances;
- (c) the major obstacles in grievance redressal and the steps taken by Government to address them; and
- (d) the future initiatives proposed to make the digital system more transparent, effective and citizen-friendly?

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) and (b): Ministry/Department-wise details of the number of grievances received and redressed on the CPGRAMS portal during the last three years is placed at Annexure-I. In the year 2025, average disposal time of grievances on CPGRAMS was 64 days for State/UT 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 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 officers from States/UTs. DARPG also conducts monthly review meetings with Nodal Officers of all State/UTs to ensure timely disposal of grievances. Further, the Government is undertaking the fresh development of an end-to-end IT solution for the Public Grievance System of the Government of India using latest emerging technologies.

Annexure-I**Ministry/Department-wise details of the number of grievances received and redressed on the CPGRAMS portal during the last three years (2023 to 2025)**

Ministry/Department	Brought Forward	Received	Disposed
Central Board of Direct Taxes (Income Tax)	13033	199627	207615
Central Board of Indirect Taxes and Customs	766	40850	41423
Department for Promotion of Industry and Internal Trade	52	7084	7026
Department of Administrative Reforms and Public Grievances - PG Division	882	15566	16264
Department of Agriculture and Farmers Welfare	5150	281338	285438
Department of Agriculture Research and Education	88	4853	4859
Department of Animal Husbandry, Dairying	166	6127	6173
Department of Atomic Energy	178	4918	5043
Department of Bio Technology	13	828	825
Department of Chemicals and Petrochemicals	21	1442	1454
Department of Commerce	218	13594	13491
Department of Consumer Affairs	867	60025	60208
Department of Defence	1291	51620	52535
Department of Defence Finance	1003	82955	77525
Department of Defence Production	67	6085	6079
Department of Defence Research and Development	55	2539	2533
Department of Economic Affairs ACC Division	479	10942	10887
Department of Empowerment of Persons with Disabilities	69	9746	9637
Department of Ex Servicemen Welfare	1498	121691	122072
Department of Expenditure	462	8485	8743
Department of Fertilizers	46	1796	1810
Department of Financial Services (Banking Division)	6745	522723	525223

Ministry/Department	Brought Forward	Received	Disposed
Department of Financial Services (Insurance Division)	1095	90632	91242
Department of Financial Services (Pension Reforms)	34	10306	10312
Department of Fisheries	27	1387	1391
Department of Food and Public Distribution	129	34270	32122
Department of Health & Family Welfare	2108	120114	120216
Department of Health Research	44	2965	2969
Department of Higher Education	1617	63675	64020
Department of Investment & Public Asset Management	24	2907	2915
Department of Justice	344	39258	38869
Department of Land Resources	118	14685	14708
Department of Legal Affairs	28	11395	11369
Department of Military Affairs	586	15752	16053
Department of Official Language	17	760	774
Department of Personnel and Training	2737	67255	69183
Department of Pharmaceuticals	52	3154	3184
Department of Posts	1956	182948	183561
Department of Public Enterprises	10	1921	1921
Department of Revenue	3092	29142	31959
Department of Rural Development	1393	765059	765432
Department of School Education and Literacy	1472	49036	49530
Department of Science and Technology	184	4965	5071
Department of Scientific & Industrial Research	85	3147	3208
Department of Social Justice and Empowerment	874	25666	26334
Department of Space	28	1603	1603
Department of Sports	66	3749	3732

Ministry/Department	Brought Forward	Received	Disposed
Department of Telecommunications	758	197715	197632
Department of Youth Affairs	100	2220	2249
Legislative Department	67	3403	3388
Ministry of Coal	168	12835	12860
Ministry of Ayush	219	7264	7433
Ministry of Civil Aviation	417	22742	22640
Ministry of Cooperation	100	46973	46792
Ministry of Corporate Affairs	734	55607	55831
Ministry of Culture	303	8609	8840
Ministry of Development of North Eastern Region	11	525	536
Ministry of Drinking Water and Sanitation	606	29483	29509
Ministry of Earth Sciences	38	1112	1137
Ministry of Electronics & Information Technology	277	31036	31031
Ministry of Environment, Forest and Climate Change	481	19910	19905
Ministry of External Affairs	1067	57847	57789
Ministry of Food Processing Industries	25	1648	1647
Ministry of Heavy Industries	50	4444	4480
Ministry of Home Affairs	2101	178071	174636
Ministry of Housing and Urban Affairs	898	106946	106034
Ministry of Information and Broadcasting	420	13143	13415
Ministry of Labour and Employment	3025	603012	592908
Ministry of Micro Small and Medium Enterprises	151	48664	45287
Ministry of Mines	35	3819	3753
Ministry of Minority Affairs	208	8071	8144
Ministry of New and Renewable Energy	15	5316	5255
Ministry of Panchayati Raj	264	34057	32200

Ministry/Department	Brought Forward	Received	Disposed
Ministry of Parliamentary Affairs	18	6551	6561
Ministry of Petroleum and Natural Gas	1419	61401	60044
Ministry of Power	184	16042	16157
Ministry of Railways (Railway Board)	2457	203936	202011
Ministry of Road Transport and Highways	1490	94337	94598
Ministry of Shipping	196	4700	4845
Ministry of Skill Development and Entrepreneurship	115	24646	24194
Ministry of Statistics and Programme Implementation	32	1294	1304
Ministry of Steel	65	3613	3622
Ministry of Textiles	75	3064	3089
Ministry of Tourism	104	8040	8037
Ministry of Tribal Affairs	134	8209	8294
Ministry of Water Resources, River Development & Ganga Rejuvenation	93	11773	11648
Ministry of Women and Child Development	248	22972	22691
NITI Aayog	42	11508	11531
O/o the Comptroller & Auditor General of India	107	14134	14176
Staff Selection Commission	860	25468	25954
Unique Identification Authority of India	1014	88977	87332
Total	72460	5115722	5109960
