

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

RAJYA SABHA
UNSTARRED QUESTION NO. 1820

ANSWERED ON TUESDAY, 04TH AUGUST, 2026/ 13 SHRAVANA, 1948 (SAKA)

COMMON DIGITAL PLATFORM FOR BANKING SERVICES

1820 DR. M. THAMBI DURAI

Will the Minister of FINANCE be pleased to state :

- (a) whether Government proposes to develop a common digital platform for all Public Sector Banks for submission and tracking of customer complaints;
- (b) if so, the details thereof;
- (c) whether the platform will provide time-bound resolution with SMS/e-mail updates to customers; and
- (d) the timeline for implementation, if any?

ANSWER

MINISTER OF STATE FOR FINANCE
(SHRI PANKAJ CHAUDHARY)

(a) to (d): No, The Centralized Public Grievance Redress and Monitoring System (CPGRAMS), developed by the Department of Administrative Reforms and Public Grievances (DARPG), is currently serving as common digital platform for lodging and monitoring public grievances pertaining to all Ministries, Departments and Organizations of the Government of India, including all Public Sector Banks (PSBs).

The prescribed timelines for disposal of grievances on CPGRAMS is 21 days. The resolution is communicated to the grievant via SMS and e-mail upon disposal.
