

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

LOK SABHA
UNSTARRED QUESTION NO. 3004
(TO BE ANSWERED ON 14.03.2018)

CPGRAMS

3004. SHRI PARVESH SAHIB SINGH:

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

- (a) the number of complaints received and disposed of under the Centralized Public Grievances Redress and Monitoring System (CPGRAMS) in the period 2014-2018, year-wise and State-wise, including Delhi and the number of senior citizens who have used the system during the said period, State-wise;
- (b) the number of complaints raised by senior citizens and those disposed of during the said period, State-wise;
- (c) whether the Government is taking any steps to raise awareness about the system, particularly among the elderly and making the system user-friendly for them; and
- (d) 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) & (b): Year-wise and State-wise number of complaints received and disposed of under the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for the period 2014-2018 till 08-03-2018 is annexed.

Age or Date of Birth of the complainant is not captured in the system.

(c) & (d): Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online web enabled system. CPGRAMS primarily aims at enabling submission of grievances by the citizens from anywhere and anytime (24x7) to Ministries/Departments/Organisations which scrutinise and take action for speedy and favourable redressal of these grievances. Tracking grievances is also facilitated on this portal through system generated unique registration number. The system has been made user friendly for all citizens including senior citizens.

A new Mobile App which is more user-friendly for lodging of public grievances has been developed. The Action Status can also be viewed on the mobile itself. This has been integrated with Unified Mobile Application for New-age Governance (UMANG). This initiative also facilitates lodging of grievances anywhere anytime.

The Media is briefed from time to time by the Government about the availability of CPGRAMS system for grievance redressal.

State	2014		2015		2016		2017		2018	
	Received	Disposed	Received	Disposed	Received	Disposed	Received	Disposed	Received	Disposed
1 Andaman And Nicobar Islands	281	265	904	668	1948	1900	2237	2516	263	239
2 Andhra Pradesh	10587	10977	16050	12106	29076	22797	32662	26803	4511	4634
3 Arunachal Pradesh	145	147	510	373	892	690	1077	924	119	120
4 Assam	2619	2365	12679	8063	21652	16366	25556	19464	3254	2670
5 Bihar	8098	7261	33881	25261	52131	43549	71247	59051	10953	9472
6 Chandigarh	2049	1838	4293	3473	8399	7122	10175	11594	1525	1525
7 Chhattisgarh	2142	2077	10777	9091	20822	19690	28823	27497	4455	3590
8 Dadra and Nagar Haveli	115	89	350	250	786	600	717	973	91	98
9 Daman and Diu	32	47	77	43	352	237	534	646	62	83
10 Delhi	87168	84921	124492	109201	163753	151004	177925	177110	23539	34011
11 Goa	572	535	1698	1292	3650	3333	4396	4221	402	415
12 Gujarat	10183	9274	34364	28414	66630	56875	85770	85407	14349	14252
13 Haryana	10832	10081	37112	24215	65086	46566	79756	58721	10818	7969
14 Himachal Pradesh	1627	1505	6516	4114	11356	8133	13921	10233	2065	1354
15 Jammu And Kashmir	1973	1896	6101	4153	9838	7655	12629	9664	1699	1397
16 Jharkhand	5366	4786	18721	13725	25952	19720	35606	31271	5494	7666
17 Karnataka	9853	9664	34553	26200	83029	67764	94644	102328	13132	18042
18 Kerala	6154	6601	17824	13639	34179	29561	46545	39310	4994	4361
19 Lakshadweep	40	48	64	46	128	140	121	124	7	12
20 Madhya Pradesh	8123	7223	32984	22304	71471	51947	87897	66875	12778	9871
21 Maharashtra	25908	24358	87711	64275	171051	141777	195405	182574	26877	27829
22 Manipur	140	129	894	600	1681	1276	1627	1381	520	480
23 Meghalaya	255	253	587	446	1150	955	2325	1762	187	177
24 Mizoram	41	50	127	96	349	287	432	374	45	46
25 Nagaland	57	72	329	277	534	447	735	767	53	57
26 Odisha	5603	4985	15667	11676	28167	21843	34992	28421	4588	4135
27 Puducherry	502	422	1407	1038	2189	2382	2391	2479	387	361
28 Punjab	7460	8316	19144	15258	33970	30056	39404	38732	5942	5350
29 Rajasthan	13032	12413	40466	25827	79550	55367	99525	69053	15413	10059
30 Sikkim	124	107	354	250	630	496	625	575	50	48

Status of grievance received from states as on 8.3.2018 at 4.30pm

State	2014		2015		2016		2017		2018	
	Received	Disposed	Received	Disposed	Received	Disposed	Received	Disposed	Received	Disposed
31 Tamilnadu	18315	19091	38852	34578	65566	61384	77047	74134	9365	9331
32 Telangana	3671	2007	16653	11771	32429	26962	35398	33495	4514	4859
33 Tripura	291	296	1409	1148	2324	1892	3307	2779	421	383
34 Uttar Pradesh	30847	27446	136177	85819	241565	184395	325564	333204	51444	55395
35 Uttarakhand	2620	2674	11404	7260	21866	16170	31254	23326	5383	3864
36 West Bengal	15615	15516	36186	29712	70726	61600	91361	83493	11278	10696
37 Not Known/Not selected*	8878	5554	248410	178854	58288	73246	112493	161374	14794	15258
Total	301318	285289	1049727	775516	1483165	1236184	1866123	1772655	265771	270109

*This includes complaints on CPGRAMS including digitized postal complaints which have been lodged without mentioning states in address.