

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1311**  
(TO BE ANSWERED ON 25.07.2018)

**CPGRM SYSTEM**

†1311. SHRI TARIQ ANWAR:

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

- (a) whether though the usage of Centralized Public Grievance Redressal and Monitoring System (CPGRMS) has increased following the expansion of information technology and general awareness of public, the redressal of grievance mechanism is still weak;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Government has constituted any committee for the redressal of complaints during the last four years; and
- (d) if so, the details thereof and if not, the action taken by the Government to make the grievance redressal system effective?

**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) : As per the data available on the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the year-wise number of grievances received and disposed off during the period from 1.1.2014 to 19.7.2018 in respect of Ministries/Departments of Government of India is as under :

<b>Year</b>	<b>Received</b>	<b>Disposed</b>
2014	270413	263562
2015	879230	769633
2016	1194931	1187111
2017	1417891	1493567
2018 (Till 19.7.2018)	627088	627239

There has been about fivefold increase in the number of grievances in CPGRAMS from 2014 to 2017. The rate of disposal has also kept pace with the number of grievances received during the period. High rate of disposal has been achieved as the Government has taken all possible steps to put in place a strong Grievance Redressal Mechanism.

(c) : No, Madam.

(d): Government has taken several steps to make the Grievance Redressal Mechanism effective which are :

- (i) Review of Grievances of identified Ministry/Department is undertaken every month during meetings conducted on PRAGATI(Pro-Active Governance and Timely Implementation) platform.
- (ii) For effective monitoring of grievances at Secretary level, an electronic Dashboard has been created showing the consolidated status of grievances disposed and pending, on CPGRAMS. Weekly reminders through SMS are also being sent for pending grievances.
- (iii) A Grievance Analysis Study in respect of top 20 grievance receiving Ministries/ Departments/ Organizations listed on CPGRAMS for identifying grievance prone areas, their root cause analysis and suggested systemic reforms for reducing such grievances, has been carried out by Department of Administrative Reforms and Public Grievances. Several reforms have been implemented by the concerned Ministries/Departments. Some of these reforms are: automatic refunds on cancellation of Railway Tickets, Single Window Pension through disbursing Banks, intensive mechanized cleaning of coaches, e-verification of Income Tax Returns, expeditious Income Tax Returns upto Rs.50,000/-, etc.
- (iv) In continuation of the Grievance Analysis Study in respect of top 20 Ministries/ Departments receiving maximum grievances on CPGRAMS, another Grievance Analysis Study for next 20 Ministries/ Departments receiving bulk of the grievances was taken up on the same lines and has been concluded in the year 2017.
- (v) A Public Grievances Call Centre has been set up for reminding the concerned officials of top 40 Ministries/Departments/Organizations for expeditious disposal of grievances pending for more than 2 months.
- (vi) An Award Scheme has been launched for recognising outstanding performance on CPGRAMS on a quarterly basis through issue of Certificate of Appreciation.
- (vii) Review meetings are being taken on regular basis with the representatives of Central Ministries/ Departments for monitoring the pendency of public grievances.
- (viii) Training on CPGRAMS is conducted on regular basis.
- (ix) 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 grievance anywhere anytime.

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