

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

LOK SABHA
UNSTARRED QUESTION NO. 2457
(TO BE ANSWERED ON 15.03.2023)

PENDING PUBLIC GRIEVANCES

2457. SHRI T.N. PRATHAPAN:

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

- (a) whether there is a huge pendency of public grievance cases reported at the end of January 2023 that have been received on the CPGRAMS portal;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the details of a tangible plan to ensure a fast track system for the same?

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): No Sir, As on 31 January, 2023 the pendency of Public Grievances of Central Ministries/Departments stands at 67,283 cases which is the lowest pendency ever witnessed in the Central Secretariat. The average Grievance disposal time for the month of January 2023 was 19 days. The monthly report on CPGRAMS compiled by DARPG for the month of January, 2023 along with the CPGRAMS Annual Report for the calendar year 2022 are available at <https://darpg.gov.in/en/node/6003>.

(c): In 2022 a 10-step CPGRAMS reforms process was adopted by DARPG for improving quality of disposal and reducing the timelines. The 10-step reforms include Universalization of CPGRAMS 7.0 , Technological Enhancements using AI/ML, Language Translation in 22 scheduled languages, launching of a Grievance Redressal Index, initiating a Feedback Call Centre, Integration of State Portal/Other Grievance portals with CPGRAMS, Empowering the remotest citizen to file grievances through Common Service Centres, Training and Capacity Building of GRO's under SEVOTTAM scheme, issuing monthly reports for both the Central Ministries/Departments/States/UT's and establishment of a Data Strategy Unit.

This 10 Step process adoption has resulted in decrease in pendency and in the average time of disposal of Public Grievances. In 2022, Ministries/ Departments have disposed 1.14 lac PG cases in August, 1.17 lac PG cases in September, 1.19 lac PG cases in October, 1.08 lac PG cases in November, 1.27 lakh cases in December, 2022 and 1.25 lakh cases in January, 2023. This is the first time since inception of CPGRAMS that PG case redressal has crossed 1 lac cases/ month. Because of these tangible reforms, Average disposal time of Central Ministries/Departments has improved from 32 days in 2021 to 27 days in 2022 to 19 days in January 2023.
