

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3467**  
(TO BE ANSWERED ON 22.03.2023)

**REDRESSAL OF PUBLIC GRIEVANCES**

**3467. SHRI CHANDESHWAR PRASAD:**

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

- (a) whether several public grievances are being redressed for the sake of redressal but actually they are not solving the problems being raised by the public and if so, the details thereof;
- (b) whether there is any mechanism to crosscheck the cases being reported as redressed by the officials, if so, the details thereof and if not, the reasons therefor; and
- (c) the number of public grievances received during the last three years from Bihar, actually redressed and pending for redressal?

**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): Government has taken several initiatives to improve quality of grievance redressal and reduce timelines of disposal. In 2022, Government implemented the 10-step reforms of CPGRAMS, the Centralised Public Grievance Redress and Monitoring System. The reforms included Universalization of CPGRAMS 7.0, Technological Enhancements using AI/ML, Language Translation of CPGRAMS portal into 22 Scheduled languages, operationalization of Grievance Redressal Index, operationalization of a Feedback Call Centre, One Nation One Portal by integration of State Portal/Other Grievance Portals of Government of India with CPGRAMS, inclusivity and outreach with availability of CPGRAMS in all Common Service Centres, Training and Capacity Building of Grievance Redressal Officers under Sevottam scheme, publishing monthly reports for Central Ministries/Departments and States/UT's and establishment of a Data Strategy Unit for data analytics.

This 10 Step CPGRAMS reforms process has resulted in significant reduction in pendency and in the average time of disposal of Public Grievances. In 2022, Ministries/Departments have disposed 1.14 lac Public Grievances (PG) cases in August, 1.17 lac Public Grievances (PG) cases in September, 1.19 lac Public Grievances (PG) cases in October, 1.08 lac Public Grievances (PG) cases in November, 1.27 lac Public Grievances (PG) cases in

December, 2022 and 1.25 lac Public Grievances (PG) cases in January, 2023. This is the first time since inception of CPGRAMS that PG case redressal has crossed 1 lac cases/ month. The average disposal time of Central Ministries/Departments has decreased from 32 days in 2021 to 27 days in 2022 to 19 days in January 2023. The 2022 Feedback Call Centre report indicated 2,51,495 successful calls, of which 57,486 had excellent and very good feedback and 73,817 calls where citizens expressed satisfaction. In case of poor rating the option of appeal to higher officer is provided to the citizen. Nodal and Sub-Nodal Appellate Authorities have been operationalised in all Ministries/Departments.

(C): As per the data in CPGRAMS, the number of public grievances received during the last three years from Bihar, redressed and pending for redressal is as under:-

<b>Year</b>	<b>Brought Forward (A)</b>	<b>Receipt (B)</b>	<b>Total Receipt (A+B)</b>	<b>Total Disposed (C)</b>	<b>Total Pending (A+B-C)</b>
<b>2020</b>	65,139	1,12,585	1,77,724	92,645	85,079
<b>2021</b>	85,079	94,312	1,79,391	90,130	89,261
<b>2022</b>	89,261	1,28,016	2,17,277	1,59,628	57,649
<b>2023 (Till 28.02.2023)</b>	57,649	31,812	89,461	38,651	50,810

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