

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 5421**  
(TO BE ANSWERED ON 05.04.2023)

**CPGRAMS**

**5421. SHRI MARGANI BHARAT:**

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

- (a) whether the Government has launched the Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) and if so, the details thereof;
- (b) the number of complaints received, resolved and pending so far;
- (c) whether the Government has taken any steps to monitor complainant satisfaction with the redressal process and if so, the details thereof; and
- (d) whether the Government has taken any steps to spread awareness about CPGRAMS especially in rural and backward areas and 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): Yes Sir. The Government has created a web based portal, namely Centralised Public Grievance Redressal and Monitoring System (CPGRAMS). Any citizen can lodge a grievance pertaining to the Central Ministries/Departments/State Government/Union Territories (UTs) through this portal. Every Ministry/Department in Government of India and State Government/UT have access to this system and grievances are resolved by the concerned Ministries/Departments/States/UTs. CPGRAMS is also accessible to the citizens through a Mobile App which is also integrated with UMANG platform.

(b): In the period from 1.1.2022 to 28.2.2023, details of number of complaints received, disposed and pending against 90 Central Government Ministries/Departments/Organisations is as under

**From 01.01.2022 -28.02.2023**

<b>Brought Forward</b>	<b>Complaints Received</b>	<b>Complaints Disposed</b>	<b>Complaints Pending</b>
<b>69318</b>	<b>1467657</b>	<b>1470356</b>	<b>66619</b>

(c): With the twin objectives to ensure accountability and enhance the quality of grievance resolution, the Department of Administrative Reforms and Public Grievances (DARPG) started a feedback call centre in the month of July, 2022. The call centre takes feedback from the citizens regarding two issues. First, regarding the filling process of the grievance on CPGRAMS, and the second on the resolution provided to their grievances by the Ministries/Departments of Government of India/State Governments. From its inception till 28.02.2023 a total of 3,39,631 calls were made through the DARPG call centre, out of which 1,06,833 expressed satisfaction or partial satisfaction with their grievance resolution.

(d): DARPG has taken various steps to spread awareness about CPGRAMS. CPGRAMS was integrated with Common Service Centres (CSC) from 7th June, 2022 to leverage its strength to take the facility of CPGRAMS to rural population. It is now available at more than 5 lakhs CSCs. In addition, CPGRAMS has been operationalised in all 22 scheduled languages to enhance accessibility and inclusivity for reaching remote parts of the country. DARPG releases publicity material like brochures, reports, flyers of CGPRAMS periodically.

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