

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1759**  
(TO BE ANSWERED ON 13.12.2023)

**CPGRAMS PORTAL**

†1759. **SHRIMATI NAVNEET RAVI RANA:**

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

- (a) whether thousands of cases of public grievances received on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal are pending and if so, the reasons therefor; and
- (b) whether any concrete plan has been formulated by the Government to ensure a speedy redressal of public grievances, if so, the details thereof and if not, the reasons therefor?

**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): Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) is a web-based portal where citizens can file their grievances pertaining to the Ministries/Departments of Government of India or States/UTs. Every Ministry and States have role-based access to this system. CPGRAMS receives about 20 lakh grievances averagely every year from the public. In the year 2023 CPGRAMS portal has received 19.45 lac citizen grievances (Up to 30 November 2023) and about 19.60 lac grievances including backlog grievances have been disposed of.

(b): The Government has formulated 10 Step reforms to ensure effective redressal of public grievances. This include enhancing capacity of CPGRAMS with the help next generation AI enabled technology , breaking language barriers by making CPGRAMS available in all scheduled languages, establishment of Data Strategy Unit for root cause analysis of grievances and bringing systemic reforms , benchmarking performances of Ministries / Departments ,States/UTs through Grievance Redressal and Assessment Index (GRAI), publication of Monthly reports for both the Central Ministries/Departments and States/UTs, Feedback Call Centre for citizen feedback on quality of redressal , integration of various grievance portals of Central Ministries/ States with CPGRAMS, expanding CPGRAMS outreach in rural India through Common Service Centers (CSC) etc. These reforms have resulted in decrease in pendency and improvement in average time of disposal of Public Grievances. Ministries/ Departments have disposed more than 1 lac cases/per month for the last 16 months continuously. The pendency of PG cases in central Ministries/Departments stands at an all-time low of 0.63 lac cases. Redressal of Public Grievances is also one of the thrust areas of the Special campaign conducted by the Government on institutionalizing swacchata and reducing pendency in Government offices from 2 Oct -31 Oct. About 5,21,958 (99.4%) public grievances have been disposed of during the Special Campaign 2023.

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