

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO. 238**

**TO BE ANSWERED ON THE 04<sup>TH</sup> FEBRUARY, 2020/ MAGHA 15, 1941 (SAKA)**

**COMPLAINTS FILED THROUGH ONLINE PORTAL**

**238. SHRIMATI MEENAKASHI LEKHI:**

**Will the Minister of HOME AFFAIRS be pleased to state:**

- (a) the number of complaints filed through online portal so far;**
- (b) the steps taken for strengthening the online grievance redressal mechanism in Police Stations, Army, etc.;**
- (c) the challenges being faced to establish such robust technological system; and**
- (d) the steps being taken to address those challenges?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS  
(SHRI NITYANAND RAI)**

**(a) As per the data available online for the period from 01.05.2014 to 30.01.2020, the Ministry of Home Affairs has so far received 91,725 petitions through Centralized Public Grievance Redress and Monitoring System (CPGRAMS).**

**(b) to (d): In order to facilitate police in States/Union Territories (UTs) with a common platform for filing reports, collecting and sharing information on crimes and criminals at national level, Ministry of Home Affairs (MHA) has implemented Crime and Criminal Tracking Network and Systems (CCTNS). The strengthening of the online system is an ongoing process and challenges/ problems faced are accordingly addressed from time to time.**

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