

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

LOK SABHA
UNSTARRED QUESTION NO. 1489
(TO BE ANSWERED ON 10.02.2021)

PUBLIC GRIEVANCES/COMPLAINTS

†1489. SHRI DHARAMBIR SINGH:

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

- (a) whether the Government has created any platform to hear public complaints;
- (b) if so, the details thereof;
- (c) the manner in which information is being sent to the rural areas of the platform where internet service is not available along with the details thereof;
- (d) the details of the State-wise complaints received and their solution during the last three years and the current financial year;
- (e) the details of the nature of complaints; and
- (f) whether the Government has formulated any plan to make the mechanism more pliable and easy 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) & (b): Yes Sir, the CPGRAMS Portal www.pgportal.gov.in is operational.

(c): Physical complaints are also received in the Ministries/Departments of Government of India.

(d): The details are at Annex-I

(e): The complaints largely pertain to issues relating to Revenue, Health & Family Welfare, Education, Police, Public Health, Engineering Department, Public Works Department, Electricity Board and Social Justice.

(f): Government has undertaken CPGRAMS Reforms for adoption of CPGRAMS version 7.0 in top grievance receiving Ministries. Integration of State Portals with CPGRAMS, Feedback Call Centre for COVID-19 Grievances are other forms of reforms. In Jammu & Kashmir the district portals have been integrated with CPGRAMS.

State-wise Receipts and Disposals for last three financial years and current year as on 31.01.2021

State/UT	2017-2018		2018-2019		2019-2020		2020-2021	
	Receipts	Disposal	Receipts	Disposals	Receipts	Disposals	Receipts	Disposals
Government of Andaman & Nicobar	451	806	467	400	686	723	574	622
Government of Andhra Pradesh	6686	28	5294	9331	6647	2567	8167	1924
Government of Arunachal Pradesh	435	312	404	890	365	192	350	32
Government of Assam	7125	880	7299	2040	7366	1499	6383	590
Government of Bihar	18972	5823	24544	11029	34885	20965	37423	16650
Government of Chattisgarh	10693	8712	11237	10493	9490	10448	8028	9352
Government of Goa	1101	794	1316	1054	1144	752	1463	1342
Government of Gujarat	22266	22309	26494	37247	37877	36882	47368	43568
Government of Haryana	25578	551	26733	43172	31346	41371	32095	47669
Government of Himachal Pradesh	4367	6	4437	850	5487	399	4833	2253
Government of Jammu and Kashmir	3408	19	3443	1378	3779	2393	5607	5143
Government of Jharkhand	11251	12280	12028	6331	11217	841	10268	22972
Government of Karnataka	17194	26933	18273	8379	24759	1265	26856	40192
Government of Kerala	8300	459	6455	3605	8017	4107	13887	31769
Government of Madhya Pradesh	27499	3823	29019	7547	32451	7331	35104	18271
Government of Maharashtra	38463	28159	42321	29734	50260	12412	46020	29289
Government of Manipur	373	3	228	149	298	63	318	71
Government of Meghalaya	269	35	236	122	372	79	405	160
Government of Mizoram	121	0	102	65	118	19	160	40
Government of Nagaland	156	170	111	105	201	89	207	156
Government of NCT of Delhi	24568	35663	31443	29532	29863	28950	34385	33666
Government of Odisha	7001	219	6421	3100	7404	2019	8039	1033
Government of Puducherry	629	599	722	539	1019	669	1131	1196
Government of Punjab	9110	7982	10181	7628	12503	8782	11802	1867
Government of Rajasthan	34310	845	31933	9356	33166	65505	29111	89125
Government of Sikkim	170	1	116	112	162	35	151	172
Government of Tamil Nadu	13020	8534	16085	7994	19729	14360	23761	16912

Government of Telangana	5548	4197	7310	7683	7709	13083	9591	15004
Government of Tripura	710	166	854	1721	900	969	858	1305
Government of Union Territory of Chandigarh	2722	5510	2915	2889	3620	3333	4010	4208
Government of Union Territory of Dadra & Nagar Haveli	224	677	181	172	419	374	377	391
Government of Union Territory of Daman & Diu	197	480	245	237	269	283	299	299
Government of Union Territory of Ladakh	0	0	0	0	16	0	96	61
Government of Union Territory of Lakshadweep	82	116	58	55	65	83	67	59
Government of Uttar Pradesh	126221	139982	147340	141254	203163	216274	169219	173079
Government of Uttarakhand	10941	1059	11243	3176	12155	997	11656	17712
Government of West Bengal	9630	33	10805	6531	15368	2131	17428	1179
Total	449791	318165	498293	395900	614295	502244	607497	629333