

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

**LOK SABHA**  
**STARRED QUESTION NO. 160**  
(TO BE ANSWERED ON 08.12.2021)

**ONE NATION ONE PORTAL**

**\*160. SHRI P.P. CHAUDHARY:**  
**DR. KRISHNA PAL SINGH YADAV:**

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

- (a) whether the Government is planning to launch One Nation One Portal for addressing public grievances;
- (b) if so, the details and the timeline for the same;
- (c) whether the portal would include good governance index scale;
- (d) whether it is proposed to be launched in a phased manner;
- (e) if so, the details thereof; and
- (f) the details regarding the number of public grievances received in the States of Rajasthan, Madhya Pradesh and Odisha over the past ten years?

**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) to (f): A statement is laid on the Table of the House.

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF THE LOK SABHA STARRED QUESTION NO 160 FOR 08.12.2021 ASKED BY SHRI P.P. CHAUDHARY AND Dr. KRISHNA PAL SINGH YADAV REGARDING ONE NATION ONE PORTAL**

(a) & (b): The Government has a countrywide grievance redressal platform namely Centralised Public Grievances Redress and Monitoring System(CPGRAMS) accessible at <https://pgportal.gov.in>. Any citizen can lodge his/her grievances pertaining to the Central Ministries/ Departments/State Governments / Union Territories (UTs) from anywhere. 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.

(c) to (e): CPGRAMS is for redressal of public Grievances. CPGRAMS can integrate with grievance portals of States/ UTs as well. Further, CPGRAMS maps the field level grievance officers located in districts for resolution of grievances. So far 14 States and UT of Jammu & Kashmir and have integrated their grievance portals with CPGRAMS. List of the States integrated their Grievance portals with CPGRAMS is at Annexure.

(f): Details of public grievances pertaining to Rajasthan, Madhya Pradesh and Odisha received in CPGRAMS over the 10 years are given as under:

States	No of grievances Received
Madhya Pradesh	1,93,361
Odisha	50,537
Rajasthan	2,02,676

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**List of Integration of State Portals with CPGRAMS**

- I. Government of Assam
- II. Government of Bihar
- III. Government of Goa
- IV. Government of Haryana
- V. Government of Himachal Pradesh
- VI. Government of Jharkhand
- VII. Government of Karnataka
- VIII. Government of Kerala
- IX. Government of Madhya Pradesh
- X. Government of Meghalaya
- XI. Government of Punjab
- XII. Government of Rajasthan
- XIII. Government of Uttar Pradesh
- XIV. Government of Uttarakhand
- XV. Union Territory of Jammu and Kashmir