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.
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:

<table>
<thead>
<tr>
<th>States</th>
<th>No of grievances Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Madhya Pradesh</td>
<td>1,93,361</td>
</tr>
<tr>
<td>Odisha</td>
<td>50,537</td>
</tr>
<tr>
<td>Rajasthan</td>
<td>2,02676</td>
</tr>
</tbody>
</table>

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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