

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1706**  
(TO BE ANSWERED ON 08.12.2021)

**CPGRAMS PLATFORM**

**1706. SHRI RAJBAHADUR SINGH:**  
**SHRI RAJENDRA AGRAWAL:**  
**DR. KRISHNA PAL SINGH YADAV:**  
**SHRI P.P. CHAUDHARY:**  
**SHRI PRATAP CHANDRA SARANGI:**

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

- (a) the details of grievances filed and resolved under the CPGRAMS platform;
- (b) whether the CPGRAMS platform is differently-abled friendly;
- (c) if so, the details thereof and if not, the reasons therefor;
- (d) the number of appeals filed through the CPGRAMS platform due to dissatisfaction of service; and
- (e) the steps taken by the Government under digital India initiatives to integrate the platform with other portals 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): A total of 1,28,74,337 grievances have been filed under CPGRAMS platforms in last 10 years of which 1,19,90,434 have been disposed of.

(b) & (c): At present CPGRAMS does not have differently-abled friendly features. However, the government has engaged Common Service Centre (CSC) to make CPGRAMS more inclusive and accessible for all including differently-abled citizens. CPGRAMS is a continuously evolving platform which strives to add new features as per latest available technology to make it more efficient and user-friendly for all.

(d): A total of 67677 appeals were filled in CPGRAMS since introduction of appeal facility in CPGRAMS in January 2021.

(e): CPGRAMS have been integrated with several other Grievance portals. PMO PG portal, President Secretariat PG portal, Cabinet Secretariat PG portal and Grievance portals of Department of Pension and pensioners Welfare, Ministry of Micro Small and Medium Enterprises and Securities and Exchange Board of India are integrated with CPGRAMS at the backend. CPGRAMS has also linked through the web API with the Grievance Portals of the States of Assam, Bihar, Goa, Himachal Pradesh, Haryana, Jharkhand, Jammu & Kashmir, Kerala, Karnataka, Madhya Pradesh, Meghalaya, Punjab, Rajasthan, Uttarakhand and Uttar Pradesh.