

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

LOK SABHA
UNSTARRED QUESTION NO. 2791
(TO BE ANSWERED ON 15.12.2021)

PUBLIC GRIEVANCES PLATFORM

2791. SHRI PATEL HASMUKHBHAI SOMABHAI:

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) whether the Government has proposed any plan to make the mechanism more pliable and easy and if so, the details thereof; and
- (d) the details of complaints received and their solution during the last three years, State-wise?

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 Government has created a countrywide grievance redressal platform namely Centralised Public Grievance 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): The Government of India has undertaken several measures to make CPGRAMS platform more pliable and user-friendly such as (i) CPGRAMS reforms 7.0 for guided registration through drop-down menu and direct transition of grievance to the concerned officers thereby reducing disposal time (ii) integration of State Grievance Portals with CPGRAMS (iii) Revision of time lines for disposal of grievances from 60 days to 45 days (iv) Introduction of appeal mechanism in CPGRAMS. Further, to ease the submission of Public grievances by the citizens Government has signed MoU with Common Service Centres (CSC) of Ministry of Electronics and Information Technology (Meity) to facilitate citizens to lodge the grievances.

(d): The details of State wise complaints received on CPGRAMS during the last three years from (2018-2020) and their disposal is given in Annexure.

ANNEXURE

State wise grievances received and disposed of during the last three years (01/01/2018 to 31/12/2020)

State	Total Receipt	Disposed of
Government of Andaman & Nicobar	1858	1806
Government of Andhra Pradesh	49049	13687
Government of Arunachal Pradesh	2043	1213
Government of Assam	38725	4268
Government of Bihar	127556	47374
Government of Chhattisgarh	33830	30867
Government of Goa	5049	3118
Government of Gujarat	128025	117054
Government of Haryana	154342	129523
Government of Himachal Pradesh	26026	2568
Government of Jammu and Kashmir	22243	8903
Government of Jharkhand	52268	33958
Government of Karnataka	90427	59333
Government of Kerala	46456	39263
Government of Madhya Pradesh	153993	30681
Government of Maharashtra	217509	78378
Government of Manipur	2186	282
Government of Meghalaya	2178	356
Government of Mizoram	752	123
Government of Nagaland	720	367
Government of NCT of Delhi	117038	101823
Government of Odisha	42434	6104
Government of Puducherry	3005	2458
Government of Punjab	46307	19215
Government of Rajasthan	175685	160567
Government of Sikkim	1048	312
Government of Tamil Nadu	70421	38346
Government of Telangana	36349	36200
Government of Tripura	4120	4015
Government of Union Territory of Chandigarh	11099	10776
Government of Union Territory of Dadra & Nagar Haveli	1022	971
Government of Union Territory of Daman & Diu	863	842
Government of Union Territory of Ladakh	73	57
Government of Union Territory of Lakshadweep	237	229
Government of Uttar Pradesh	619358	535153
Government of Uttarakhand	57921	20726
Government of West Bengal	73035	9806