

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2741**  
(TO BE ANSWERED ON 07.08.2024)

**OFFICIALS ON CENTRAL DEPUTATION FROM KERALA**

**2741. SHRI M K RAGHAVAN:**

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

- (a) whether the Government has any data regarding the total number of officials from Kerala who are on central deputation, if so, the details thereof;
- (b) whether the Government has the list of total grievances registered against Government of India since 2019 and if so, the details thereof; and
- (c) the details regarding the total number of grievances disposed off and pending during the said period?

**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): As on date, the total number of All India Service officials from Kerala Cadre, working on deputation under Central Staffing Scheme in the Ministries / Departments of Government of India, is 12.

(b) & (c): Citizens can file public grievances on CPGRAMS portal [www.pgportal.gov.in](http://www.pgportal.gov.in), Ministry/ Department wise for each of the Ministries/ Departments of Government of India. As on 31.7.2024, 26,22,426 citizens are registered on the CPGRAMS portal, and 1,01,209 grievance redressal officers are mapped on the CPGRAMS portal for timely grievance redressal. A majority of the Public Grievances received on CPGRAMS portal are redressed within the prescribed timeline of 30 days. The quality of grievance redressal is monitored through a Feedback Call Centre operational in 10 regional Indian languages apart from English and Hindi. Citizens also have an option to file an appeal in CPGRAMS with the next level officer in case they are not satisfied with the redressal provided to them. CPGRAMS is available at Common Services Centres and also on UMANG platform for citizens to file public grievances. The following is the status of grievances received / redressed in the period 2019-2024 calendar year wise pertaining to Govt of India Ministries/Departments only.

Year	Brought Forward	Receipt During Period	Total	Disposed	Pending
2019	69638	796116	865754	793017	72737
2020	72737	1137883	1210620	1108760	101860
2021	101860	1145148	1247008	1173501	73507
2022	73507	1236863	1310370	1237940	72430
2023	72430	1384000	1456430	1385253	71177
2024 (Till 31st July)	71177	1370239	1441416	1375356	66060
Total (2019 to 31.7.2024)	69638	7070249	7139887	7073827	66060

\*\*\*\*\*