

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

LOK SABHA
UNSTARRED QUESTION NO. 1486
(TO BE ANSWERED ON 04.12.2024)

DISPOSAL RATIO OF PUBLIC GRIEVANCES

1486. DR. K SUDHAKAR:

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

- (a) whether the Government has any data regarding the disposal ratio of public grievances in the grievance portal and if so, the details thereof;
- (b) whether the list of grievances registered in the portal are available and if so, the details thereof, State-wise;
- (c) the details of steps taken for speedy redressal of public grievances in the country;
- (d) whether any data regarding vacancies in Government jobs for the State of Karnataka both Central and State are available with the Ministry and if so, the details thereof; and
- (e) the details of the steps taken by the Government to ensure filling up of all vacant posts in Government jobs for Karnataka?.

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 (c): Total number of grievances received and redressed on CPGRAMS portal www.pgportal.gov.in, in last five years are attached at Annex 1. The details of the state wise grievances received on PG Portal during this period is attached at Annex II. A total of 1,12,30,957 grievances were redressed from 2020-2024 and an annual all-time high of 23,24,323 grievances have been redressed on CPGRAMS portal from January-October, 2024. The Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible and mapped 103,183 Grievance Officers on the CPGRAMS portal. This helped bring down the pendency in Govt. of India to its lowest level of 54,339 Public Grievances as on 31 October 2024. The average timelines of redressal have come down from 28 days in 2019 to 13 days in 2024. Government issued Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024. These guidelines envisage integration of various public grievance platforms, creation of dedicated grievance cells in Ministries/ Departments, appointment of experienced and competent nodal officers, emphasis on root cause analysis of grievances and action on feedback, strengthening escalation processes by appointing appellate authorities, grievance closure guidelines with further reduction in upper limit of resolution time from 30 days to 21 days. Redressal of Public Grievances is also one of the thrust areas of the Special campaign conducted by the Government on institutionalizing swacchata and reducing pendency in Government offices from 2 Oct -31 Oct. About 5.55 lakhs public grievances and appeals have been disposed of during the Special Campaign 2024.

(d) & (e): Occurrence and filling up of vacant posts in various Ministries/ Departments is a continuous process. The details of vacancies are maintained by the respective Ministries/Departments/State Governments. Ministries/ Departments of the Central Government

have been directed, from time to time, to fill up the vacant posts in a time bound manner. Vacant posts of Central Government have been filled up in mission mode, in Rozgar Melas launched by Hon'ble Prime Minister on 22nd October, 2022. 13 Rozgar Melas have been held at Central level in 40-45 cities across various States/ Union Territories.

Annex- 1 to the reply of Unstarred Question No: 1486, Lok Sabha

(to be answered on 04.12.2024)

Year	Brought Forward	Receipt During Period	Total Receipt	Total Disposed in the year
2020	1071603	2271270	3342873	2319569
2021	1023304	2000590	3023894	2135923
2022	887971	1918238	2806209	2143468
2023	662741	1953057	2615798	2307674
2024 (1 st Jan-31 st October, 2024)	308124	2298208	2606332	2324323
Total		10441363	14395106	11230957

Annex- II to the reply of Unstarred Question No: 1486, Lok Sabha (to be answered on 04.12.2024)
(State wise Grievance details for the period from 01.01.2020 to 31.10.2024)

State	Brought Forward	Receipt During Period	Total Receipt	Total Disposed*
Government of Andaman & Nicobar	85	5510	5595	5565
Government of Andhra Pradesh	29985	36944	66929	63322
Government of Arunachal Pradesh	548	2354	2902	2686
Government of Assam	28072	124513	152585	146742
Government of Bihar	60836	161395	222231	214078
Government of Chattisgarh	5492	43343	48835	46860
Government of Goa	1712	7333	9045	8195
Government of Gujarat	9024	259661	268685	261927
Government of Haryana	45802	152271	198073	186511
Government of Himachal Pradesh	19520	20254	39774	34174
Government of Jammu and Kashmir	14759	34251	49010	42806
Government of Jharkhand	28379	86485	114864	105266
Government of Karnataka	42179	94391	136570	127779
Government of Kerala	27008	47563	74571	69465
Government of Madhya Pradesh	99601	177726	277327	272846
Government of Maharashtra	119868	207274	327142	306027
Government of Manipur	1662	6441	8103	5930
Government of Meghalaya	1545	2777	4322	3812
Government of Mizoram	515	1642	2157	1486
Government of Nagaland	280	2018	2298	1045
Government of NCT of Delhi	14514	143509	158023	152370
Government of Odisha	29692	65340	95032	76966
Government of Puducherry	628	8243	8871	8778
Government of Punjab	16701	100015	116716	113604
Government of Rajasthan	108046	144061	252107	249814
Government of Sikkim	766	1240	2006	1984
Government of Tamil Nadu	23673	107019	130692	123236
Government of Telangana	5781	37340	43121	42837
Government of Tripura	551	7416	7967	7702
Government of Union Territory of Chandigarh	320	19887	20207	19988
Government of Union Territory of Dadra & Nagar Haveli	52	1763	1815	1696
Government of Union Territory of Daman & Diu	37	1848	1885	1670
Government of Union Territory of Ladakh	6	1036	1042	980
Government of Union Territory of Lakshadweep	2	1053	1055	1030
Government of Uttar Pradesh	115976	1126776	1242752	1230604
Government of Uttarakhand	41131	68729	109860	106962
Government of West Bengal	46969	74043	121012	83392
Total	941717	3383464	4325181	4130135

*Remaining 71,00,822 Grievances disposed during this period pertain to GOI
