

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1539**  
(TO BE ANSWERED ON 04.12.2024)

**ACCESSIBILITY OF CPGRAMS**

**1539. SHRI AMRINDER SINGH RAJA WARRING:**

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

- (a) whether the Government has assessed the accessibility of the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal, particularly for those in rural and remote areas;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether any initiatives have been taken to make CPGRAMS more inclusive for citizens lacking internet access or digital literacy, if so, the details thereof; and
- (d) the steps taken/being taken by the Government to enhance awareness and usability of CPGRAMS among marginalized communities for effective grievance redressal?

**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 (d): Yes sir, Government has taken a number of measures for enhanced accessibility of citizens from remote and rural areas, which has resulted in over 28 lakh citizens being registered on CPGRAMS portal from 795 districts across the country with an average monthly citizen registration of 70,000. Government has collaborated with Common Service Centres (CSC) to leverage the network of Village Level Entrepreneurs (VLEs) of CSCs across 5.6 lakh villages. 4.68 lakh grievances have been filed through Common Service Centres in 2023 and 2024. Government has adopted the CPGRAMS 10 step reform to enhance awareness and usability of CPGRAMS. These reforms include regional language facility on the CPGRAMS portal, citizen engagement through feedback call centre, simplification in citizen registration, collaboration with CSCs and launch of CPGRAMS mobile application. The Government has also conducted several awareness programmes for VLEs with focus on rural/farmer centric schemes like Pradhan Mantri Awas Yojana(PMAY) and Pradhan Mantri Kisan Samman Nidhi ( PM-KISAN) . 20th of every month is being observed as CSC-CPGRAMS Day to enhance awareness and increase outreach of CPGRAMS amongst the rural population.

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