

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2585**  
(TO BE ANSWERED ON 11.12.2024)

**ENHANCING COMPLAINT REDRESSAL THROUGH CPGRAMS**

**2585. DR. BHOLA SINGH:**

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

- (a) the total number of complaints addressed through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) during the last five years;
- (b) the measures adopted to reduce response time and improve the efficiency of grievance redressal;
- (c) the details of integration of user feedback to ensure satisfaction and transparency; and
- (d) the future plans to incorporate AI-based analytics for predictive resolution and enhanced citizen engagement?

**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): A total of 1,12,30,957 grievances were redressed for the five years from 1<sup>st</sup> January 2020 till 30<sup>th</sup> October 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 to Citizen. The Government has mapped 103,183 Grievance Officers on the CPGRAMS portal which 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. A Feedback Call Centre, operational since July 2022, gathers feedback from citizens in multiple Indian languages, including Hindi and English, and assists in filing appeals. As of 31.10.2024, the call centre has completed 18,71,754 surveys.

A dedicated feedback portal has been created by DARPG which facilitates analysis and action on areas with poor feedback for Ministries/Departments. To enhance grievance management, the DARPG signed an MoU with IIT Kanpur in December 2021, leading to the launch of the Intelligent Grievance Management System (IGMS). This AI/ML-enabled system supports semantic search, exploratory analysis, and predictive insights to improve grievance redressal and citizen engagement.

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