

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

LOK SABHA
UNSTARRED QUESTION NO. 2708
(TO BE ANSWERED ON 11.12.2024)

COMPLAINTS RECEIVED BY DIRECTORATE OF PUBLIC GRIEVANCES

2708. DR. THIRUMAAVALAVAN THOLKAPPIYAN:

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

- (a) whether the Government has the data pertaining to the number of complaints received from the public to the Directorate of Public Grievances;
- (b) if so, the number of complaints received, State and Ministry/department-wise; and
- (c) whether any time limit is stipulated for redressal of the complaints and if so, the details thereof?

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): Centralized Public Grievances Redress and Monitoring System(CPGRAMS) is a unified system for handling public grievances in Government of India. Over the past five years (2020–October 30, 2024), about 1,12,30,957 public grievances have been redressed through this system. Directorate of Public Grievances (DPG) is integrated with CPGRAMS. It serves as an appellate body for unresolved public grievances concerning specific sectors of selected Central Government Ministries/ Departments/Organizations. Citizens can lodge grievances through various channels, including post, email, or the online portal of DPG at www.dpg.gov.in The details of grievances received by the DPG, are provided in **Annexure**. The Government has issued comprehensive guidelines for effective redressal of public grievances on the CPGRAMS portal on 23rd August 2024. These guidelines have recommended closure time for original grievances within 21 days and appeals within 30 days. DPG, also follows timelines of 30 days for submitting case reports by Ministries/ Departments on taken up cases.

Annexure- to the reply of Unstarred Question No: 2708, Lok Sabha

(to be answered on 11.12.2024)

SI No.	Department/Org. Name	Receipt during 2023-24
1.	Banking	4157
2.	CGHS	171
3.	Civil Aviation	1336
4.	Education	974
5.	ESI Corporation	235
6.	Insurance	1271
7.	Miscellaneous (Centre)	8
8.	Miscellaneous (State)	3
9.	National Saving Scheme	31
10.	Passport Authority	971
11.	Petroleum and Natural Gas	454
12.	Posts	6460
13.	Provident Fund	9156
14.	Railways	1764
15.	Road Transport & Highways	631
16.	Shipping	69
17.	Telecommunication	1157
