

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

LOK SABHA
UNSTARRED QUESTION NO. 4156
(ANSWERED ON 26.03.2025)

CENTRAL PUBLIC GRIEVANCE REDRESSAL AND MONITORING SYSTEM

†4156. **SMT. HIMADRI SINGH:**
SMT. BHARTI PARDHI:
SHRI P P CHAUDHARY:
SHRI KANWAR SINGH TANWAR:

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

- (a) whether the Government has established Centralised Public Grievances Redressal and Monitoring System in the country, if so, the details thereof along with the salient features and main objective of this system;
- (b) whether the Government has conducted any assessment to know the achievements of the system in various States of the country and if so, the details thereof;
- (c) the specific measures implemented by the Government to ensure accessibility of CPGRAMS in rural and remote areas along with its integration with the digital platforms and the statistics of grievances received from such areas during the last three years indicating the number of grievances redressed thereof;
- (d) whether any awareness campaigns or training programmes have been conducted to promote citizen participation in CPGRAMS, if so, the details thereof and the impact achieved thereon;
- (e) whether any best practices in grievance redressal have been identified in the 30th CPGRAMS report across the Country, if so, the details thereof, States/UT-wise particularly in Uttar Pradesh; and
- (f) whether any roadmap has been prepared to replicate successful grievance redressal models nationwide, if so, the details thereof and the timeline for its implementation?

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 (f): Yes Sir, Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities. This single portal is connected to all Ministries and Departments of the Government of India and States and is accessible via a mobile application available on Google Play and integrated with UMANG. CPGRAMS has mapped more than 1,03,183 officers on CPGRAMS portal as on December 31st, 2024. In the period from 2019-2024, more than 1.15 crore grievances have been redressed, on CPGRAMS. The Government has issued comprehensive guidelines for grievance redressal on 24th August, 2024 reducing the timelines of grievance redressal to 21 days. In order to assess the CPGRAMS system, Government has launched the Grievance Redressal Assessment Index (GRAI), which ranks Ministries and

Departments on a monthly and annual basis. These reports are made available on the DARPG portal www.darpg.gov.in. To enhance accessibility in rural and remote areas, CPGRAMS has been integrated with 5.1 lakh Common Service Centres (CSCs), through which 4.91 lakh grievances have been lodged till date. The Government has undertaken the 10-step reforms of CPGRAMS including regional language support, a feedback call center, simplified citizen registration, CSC collaboration, and the launch of a mobile application, while also conducting awareness programs for Village Level Entrepreneurs (VLEs) focusing on schemes like PMAY and PM-KISAN. The 20th of every month is observed as "CSC-CPGRAMS Day". Prasar Bharati has been engaged for wider dissemination through AIR and Doordarshan. In pursuance of the directions in Prime Minister's PRAGATI review on December 26, 2024, reforms have been deepened to focus on improving the quality of grievance redressal and enhancing citizen satisfaction through measures such as Senior Officer Reviews, capacity building programs for Grievance Redressal Officers under SEVOTTAM, technology upgrades under the Nextgen CPGRAMS project, improved feedback collection via a feedback call center, adoption of best practices from states, and collaboration with Right to Services Commissions. The Government highlights best practices in grievance redressal through social media posts, monthly reports, and training workshops. In 2024-25, two national workshops on "Effective Redressal of Public Grievances" were held on November 18, 2024, in New Delhi and February 20, 2025, in Bhopal, with participation from Central Ministries, State Governments, and State Administrative Training Institutes (ATIs) to enable replication.
