

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

LOK SABHA
UNSTARRED QUESTION NO. 4219
(ANSWERED ON 26.03.2025)

COMPLAINTS REGISTERED ON CPGRAMS PLATFORM

†4219. SHRI BALYA MAMA SURESH GOPINATH MHATRE:

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

- (a) the details of the number of complaints registered on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and the status of their redressal, State-wise;
- (b) whether the Government is implementing any new system to increase transparency in redressal of public grievances, if so, the details thereof and if not, the reasons therefor;
- (c) the details of the new schemes implemented to promote e-governance; and
- (d) whether online monitoring of public grievances is being done under the Digital India initiative, if so, the details thereof, and if not, the reasons therefor?

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): During the last three year a total of 2158660 grievances pertaining to all States/UTs Government was received and 1972934 grievance were redressed through CPGRAMS portal. States wise details of grievance received and redress through CPGRAMS is attached at **Annex I**. Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible to Citizen. Government has mapped 103,183 Grievance Officers on the CPGRAMS portal which helped bring down the pendency in Govt. of India. 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. To enhance grievance management, the Government 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.

Government plays a key role in advancing e-Governance across India through various initiatives: viz National Awards for e-Governance (NAeG) to recognizing excellence in e-Governance since 2003, National e-Governance Webinars (NeGW) to decipher the best from NAeG-winning projects, National e-Governance Service Delivery Assessment (NeSDA) to evaluate and improve e-services across Ministries/Departments and States, UTs, based on

parameters like accessibility, ease of use, security, and integration, NeSDA Way Forward to review the progress with stakeholders, covering mandatory e-services, best practices, and advancements under the Right to Service Commission. Government also collaborates with States, UTs, and RTS Commissioners to continuously enhance digital governance, ensuring citizen-centric service delivery and aligning with India's India @2047 vision.

Annex to the Lok Sabha Unstarred Question No. 4219 for 26.03.2025

Status of greivacne disposal in States during the period from 01.01.2022 to 31.12.2024

SI No.	Name of States	Receipts	Disposal	Pending
1.	Government of Uttar Pradesh	750246	737975	12271
2.	Government of Gujarat	156922	151599	5323
3.	Government of Maharashtra	121023	102266	18757
4.	Government of Assam	116323	111742	4581
5.	Government of Madhya Pradesh	108052	104464	3588
6.	Government of Bihar	91350	83503	7847
7.	Government of Haryana	90333	79272	11061
8.	Government of Rajasthan	89388	87983	1405
9.	Government of Punjab	79761	76647	3114
10.	Government of NCT of Delhi	79195	73510	5685
11.	Government of Jharkhand	66960	61153	5807
12.	Government of Tamil Nadu	60142	52246	7896
13.	Government of Odisha	51651	33275	18376
14.	Government of Karnataka	44605	39289	5316
15.	Government of Uttarakhand	42908	39874	3034
16.	Government of West Bengal	40341	427	39914
17.	Government of Chattisgarh	27136	24937	2199
18.	Government of Jammu and Kashmir	22672	15326	7346
19.	Government of Andhra Pradesh	22650	18600	4050
20.	Government of Kerala	20970	15193	5777
21.	Government of Telangana	19465	19160	305

22.	Government of Union Territory of Chandigarh	11692	11600	92
23.	Government of Himachal Pradesh	10883	5169	5714
24.	Government of Manipur	5669	3384	2285
25.	Government of Puducherry	5265	5218	47
26.	Government of Tripura	4709	4656	53
27.	Government of Goa	4036	3274	762
28.	Government of Andaman & Nicobar	3970	3936	34
29.	Government of Meghalaya	1905	1438	467
30.	Government of Nagaland	1481	201	1280
31.	Government of Arunachal Pradesh	1439	1253	186
32.	Government of Mizoram	1278	511	767
33.	Government of Union Territory of Daman & Diu	1174	977	197
34.	Government of Union Territory of Dadra & Nagar Haveli	998	873	125
35.	Government of Sikkim	765	738	27
36.	Government of Union Territory of Lakshadweep	713	684	29
37.	Government of Union Territory of Ladakh	590	581	9
