

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 4282**  
(ANSWERED ON 26.03.2025)

**CPGRAMS REFORMS VERSION 7.0**

**4282. SHRI ARVIND DHARMAPURI:**

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

- (a) whether the Government has implemented CPGRAMS Reforms Version 7.0 across all Ministries and Departments, if so, the details thereof along with the timelines of its implementation;
- (b) the number of public grievances received, resolved and pending under CPGRAMS since the launch of Version 7.0;
- (c) whether the Government has conducted an assessment of user satisfaction with CPGRAMS 7.0, and if so, the key findings thereof;
- (d) whether the Government plans to further upgrade CPGRAMS and if so, the details thereof;
- (e) whether the Government has integrated Common Service Centres (CSCs) for grievance lodging and if so, the details thereof; and
- (f) Whether the Government has undertaken training programmes for officials handling CPGRAMS grievances under Version 7.0, if so, the number of officials trained across the Ministries and States?

**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): CPGRAMS 7.0 version envisages streamlining the grievance redressal process by eliminating the manual reading and forwarding of grievances by nodal officers. The reforms were initiated in 2019 and onboarding of all the Ministries/Departments on CPGRAMS 7.0 was completed in October, 2022. Since 1<sup>st</sup> November, 2022 to 28<sup>th</sup> February, 2025 total 5236844 grievances were received on CPGRAMS and 5663849 grievances (which also includes the brought forwarded grievances) were disposed through the system by the Ministries/Departments/States/UTs. As on 28.02.2025, there exists a pendency of 59,946 PG cases in Ministries/Departments of Government of India. 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 28.02.2025, the call centre has completed 20,48,322 surveys. A dedicated feedback portal has been created by DARPG, which facilitates analysis and action on areas with poor feedback for Ministries/Departments. The Government is in the process of afresh development of end-to-end IT solutions for Public Grievance System of Government of India (GoI). This Project (NextGen CPGRAMS) would involve an upgrade of the existing architecture of CPGRAMS web portal. CPGRAMS has been integrated with Common Service Centres (CSCs) to leverage its strength to take the facility of CPGRAMS to rural population. Citizen can file

grievances through 5.1 lakh Common Service Centers (CSCs). As on 20.03.2025 total 4.91 lakhs grievances have been lodged through the CSC. Sevottam is a comprehensive framework focused on Citizen's Charter, Grievance Redressal Mechanism, and Capability Building for Service Delivery. Under this initiative, DARPG provides financial support to State ATIs/CTIs for setting up Sevottam Training Cells. Over the past three financial years (2022-23, 2023-24, and 2024-25), 756 training courses have been conducted, training 24,942 officers from various State Governments. The National Workshop on "Sevottam and Effective Redressal of Public Grievances" was held on February 20<sup>th</sup>, 2025, at RCVN Noronha Academy of Administration, Bhopal, Madhya Pradesh. Previously, the National Seminar on Sevottam was conducted on May 23<sup>rd</sup>, 2023, at Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune, where 22 States/UTs shared their experiences in strengthening Service Delivery and Grievance Redressal Systems.

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