

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 4305**  
(ANSWERED ON 26.03.2025)

**PENDING PUBLIC GRIEVANCES**

**4305. DR. K SUDHAKAR:**

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

- (a) whether any public grievances are pending with the Government at the end of the year 2024;
- (b) if so, the details thereof including the reasons therefor;
- (c) the number of public grievances received by the Government in the year 2025 so far; and
- (d) the details of public grievances pending with respect to the Karnataka Government along with the average time duration taken by the Government for disposal of grievances?

**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): Government issued Comprehensive Guidelines for Effective Redressal of Public Grievances on 23<sup>rd</sup> 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. The disposal timelines are monitored through CPGRAMS Monthly Reports, and monthly meetings held with Central Governments and State Governments/ UTs. As on 31.12.2024 the pendency of Public Grievances of Central Ministries/Departments stands at 58,138 cases which is the lowest pendency ever witnessed in the Central Secretariat. The Average Grievance Redressal for all Ministries/Departments in the year 2024, from 1<sup>st</sup> January, 2024 to 31<sup>st</sup> December, 2024 stood at 13 days. In 2025 till 28.02.2025 total 327395 grievances have been received on CPGRAMS portal. Government of Karnataka's grievance portal is integrated with CPGRAMS. The grievances pertaining to Government of Karnataka directly reach their state portal and disposal is as per their timelines. In Government of Karnataka, a total of 2,326 grievances were received in 2025 and 4,673 are pending as on 28.02.2025. The Government of Karnataka has disposed 2,970 grievances during the period 01.01.2025 to 28.02.2025.

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