

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

LOK SABHA
UNSTARRED QUESTION NO. 5145
(ANSWERED ON 02.04.2025)

DISPOSAL RATE OF GRIEVANCE REDRESSAL MECHANISM

5145. SHRI AMRINDER SINGH RAJA WARRING:

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

- (a) whether the Government maintains any data on the disposal rate of public grievances registered on the grievance portal and if so, the details thereof;
- (b) the details of grievances registered on the portal, State-wise;
- (c) the measures undertaken by the Government to expedite the resolution of public grievances across the country;
- (d) the details of vacancies in Central and State Government jobs in Punjab; and
- (e) the steps taken by the Government to ensure that all vacant Government posts in Punjab are filled?

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): Total number of grievances received and redressed on CPGRAMS portal www.pgportal.gov.in, in last five years are attached at **Annex I**. The details of the state wise grievances received on PG Portal during this period is attached at **Annex II**. A total of 1,15,52,503 grievances were redressed from 2020-2024 and an annual all-time high of 26,45,869 grievances have been redressed on CPGRAMS portal from January-December, 2024. The Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible and mapped 103,183 Grievance Officers on the CPGRAMS portal. This helped bring down the pendency in Govt. of India to 59,946 Public Grievances as on 28.02.2025. The average timelines of redressal have come down from 28 days in 2019 to 15 days in February, 2025. 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. Redressal of Public Grievances is also one of the thrust areas of the Special campaign conducted by the Government on institutionalizing swacchata and reducing pendency in Government offices from 2 Oct -31 Oct. About 5.55 lakhs public grievances and appeals have been disposed of during the Special Campaign 2024.

(d) and (e): Occurrence and filling up of vacant posts in various Ministries/ Departments is a continuous process. The details of vacancies are maintained by the respective Ministries/Departments/State Governments. Ministries/ Departments of the Central Government have been directed, from time to time, to fill up the vacant posts in a time bound manner. Vacant posts of Central Government have been filled up in mission mode, in Rozgar Melas launched by Hon'ble Prime Minister on 22nd October, 2022.

Annex- 1 to the reply of Unstarred Question No: 5145, Lok Sabha

(to be answered on 02.04.2025)

Year	Brought Forward	Receipt During Period	Total Receipt	Total Disposed in the year
2020	1071603	2271270	3342873	2319569
2021	1023304	2000590	3023894	2135923
2022	887971	1918238	2806209	2143468
2023	662741	1953057	2615798	2307674
2024	308124	2615321	2923445	2645869
Total		10758476	12096898	11552503

**Annex- II to the reply of Unstarred Question No: 5145, Lok Sabha (to be answered on 02.04.2025)
(State wise Grievance details for the period from 01.01.2020 to 31.12.2024).**

State wise progress report for 01-01-2020 to 31-12-2024

State	Brought Forward	Receipt During Period	Total Receipt	Total Disposed	Total Pending
Government of Andaman & Nicobar	85	5704	5789	5755	34
Government of Andhra Pradesh	29985	39133	69118	65068	4050
Government of Arunachal Pradesh	548	2400	2948	2762	186
Government of Assam	28072	130742	158814	154233	4581
Government of Bihar	60836	165978	226814	218951	7863
Government of Chattisgarh	5492	44715	50207	48008	2199
Government of Goa	1712	7502	9214	8451	763
Government of Gujarat	9024	266779	275803	270475	5328
Government of Haryana	45802	157207	203009	191945	11064
Government of Himachal Pradesh	19520	20727	40247	34533	5714
Government of Jammu and Kashmir	14759	35398	50157	42810	7347
Government of Jharkhand	28379	89637	118016	112206	5810
Government of Karnataka	42179	96461	138640	133322	5318
Government of Kerala	27008	48583	75591	69811	5780
Government of Madhya Pradesh	99601	183280	282881	279288	3593
Government of Maharashtra	119868	212362	332230	313470	18760
Government of Manipur	1662	6562	8224	5939	2285
Government of Meghalaya	1545	2821	4366	3899	467
Government of Mizoram	515	1748	2263	1496	767
Government of Nagaland	280	2046	2326	1046	1280
Government of NCT of Delhi	14514	147912	162426	156682	5744
Government of Odisha	29692	68923	98615	80240	18375
Government of Puducherry	628	8535	9163	9116	47
Government of Punjab	16701	102648	119349	116235	3114
Government of Rajasthan	108046	148558	256604	255197	1407
Government of Sikkim	766	1265	2031	2004	27
Government of Tamil Nadu	23673	110690	134363	126461	7902
Government of Telangana	5781	38749	44530	44224	306
Government of Tripura	551	7662	8213	8160	53
Government of Union Territory of Chandigarh	320	20655	20975	20882	93
Government of Union Territory of Dadra & Nagar Haveli	52	1789	1841	1716	125
Government of Union Territory of Daman & Diu	37	1879	1916	1719	197
Government of Union Territory of Ladakh	6	1047	1053	1044	9
Government of Union Territory of Lakshadweep	2	1065	1067	1038	29
Government of Uttar Pradesh	115976	1169750	1285726	1273452	12274
Government of Uttarakhand	41131	70583	111714	108676	3038
Government of West Bengal	46969	76347	123316	83402	39914
Total	941717	3497842	4439559	4253716	185843

*Remaining 72,98,787 Grievances disposed during this period pertain to GOI.
