

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 5217**  
(ANSWERED ON 02.04.2025)

**UNRESOLVED GRIEVANCES**

**5217. SHRI SUKHDEO BHAGAT:**

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

the reasons for 20% of grievances still remain unresolved within the stipulated 60-day period given that the average grievance disposal time in Central Ministries/Departments was 14 days as of June 2024?

**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)**

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. Since 2019, more than 1.15 crore grievances have been redressed, with around 103,183 Grievance Officers mapped on the CPGRAMS portal. Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible to Citizen through which the timelines of redressal have come down from 28 days in 2019 to 13 days in 2024 for Central Government. Grievances related to policy issues raised by citizen might take larger time to resolve. In such cases, Government has issued detailed guidelines for use of CPGRAMS, the latest being on August 23, 2024, where it has prescribed a 21-day timeframe for grievance redressal, with mandatory interim replies if resolution within the stipulated time is not possible. As on 28.02.2025, there exists a pendency of 59,946 PG cases in Ministries/Departments of Government of India, out of which 63.86 % of grievances are pending for less than 21 days.

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