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

**LOK SABHA**
**UNSTARRED QUESTION NO. 2806**
(ANSWERED ON 06.08.2025)

**CPGRAMS**

**2806. SHRI MADDILA GURUMOORTHY:**

Will the PRIME MINISTER be pleased to state:

(a) the total number of public grievances received and disposed of through CPGRAMS from November 1, 2022 to May 26, 2025;
(b) the current number of pending grievances as on May 26, 2025;
(c) the average time taken for grievance redressal during the said period; and
(d) the measures being implemented to reduce the backlog and improve the efficiency of the grievance redressal process?

**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): In the period from 01.11.2022 to 26.05.2025, details of number of complaints received, disposed and pending against Central Government Ministries/ Departments/ Organisations is as under: -

| Brought forward grievances | Total Grievances received | Total Grievances closed (including closure of brought forwarded grievances) | Pending grievances as on 26.5.2025 | Average time of Disposal during this time |
|---|---|---|---|---|
| 75790 | 4262459 | 4273289 | 64960 | 16 days |

(d): The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the redressal process through the implementation of the 10-Step Reforms under CPGRAMS (Centralised Public Grievance Redress and Monitoring System). These reforms include the adoption of next-generation artificial intelligence technologies to enhance system capabilities, making CPGRAMS available in all 22 scheduled languages to overcome language barriers, and establishing a Data Strategy Unit for root cause analysis and systemic reform. The Government has introduced the Grievance Redressal Assessment and Index (GRAI) to benchmark the performance of Ministries, Departments, and States/ UTs. Monthly grievance reports are published to promote transparency and enable senior-level monitoring. The DARPG has also launched a dedicated Review Module for

Secretaries to regularly monitor the pendency and quality of grievance disposal in the Department. In addition, a Feedback Module has been implemented wherein citizen satisfaction is recorded post-disposal of grievances through a multilingual Feedback Call Centre. Poor ratings automatically trigger the option to file an appeal, and Ministries/ Departments can access audio transcripts of such feedback for internal review and accountability. CPGRAMS has also been integrated with grievance portals of various Central Ministries and State Governments, and outreach has been expanded to rural areas through integration with Common Service Centres (CSCs). Over the last three years, Central Ministries and Departments have consistently redressed of more than one lakh grievances per month, and pendency in Central Secretariat has been reduced to approximately 64,000 cases. Public grievance redressal is also a key priority under the Government's annual Special Campaign on Swachhata and reducing pendency; during the Special Campaign 3.0 held in October 2024, more than 5.55 lakh grievances and appeals were disposed of. Further, to institutionalise effective grievance redressal, the Government issued Comprehensive Guidelines on 23rd August 2024, reducing the prescribed resolution timeline from 30 days to 21 days. These guidelines mandate the integration of grievance portals, setting up of dedicated grievance cells in Ministries and Departments, appointment of competent nodal and appellate officers, emphasis on root cause analysis and citizen feedback, and strengthening of grievance escalation and monitoring mechanisms. These efforts are aligned with the Government's commitment to responsive, citizen-centric, and accountable governance.

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