

GOVERNMENT OF INDIA
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 3337
TO BE ANSWERED ON 08.08.2025

DIGITAL GRIEVANCE REDRESSAL

3337. SHRI CHAVDA VINOD LAKHAMSHI:
SHRI RAMESH AWASTHI:
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Will the Minister of WOMEN AND CHILD DEVELOPMENT be pleased to state:

- (a) the number of complaints registered on digital/mobile platforms to facilitate/improve access of general public to information about the schemes;
- (b) whether any steps have been taken to strengthen the grievance redressal and feedback mechanism to ensure action on complaints;
- (c) if so, the details thereof; and
- (d) the details of the outcomes of the efforts made to promote participation of citizens through digital means?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI SAVITRI THAKUR)

(a) to (d) Ministry of Women and Child Development through Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal has received 15761 Public Grievances, brought forward (previous pending) 414 grievances and disposed 15782 public grievances during the last 2 years from 1st August 2023 to 31st July 2025.

Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/ Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG.

The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. After closure of grievance if the complainant is not satisfied with the resolution, he/ she can provide feedback.

The Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions is the nodal agency to administer the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal and formulate policy guidelines for citizen-centric governance in the country. Any grievance against any Government organization in the country may be lodged here which will go to the Ministry/Department/State Government concerned for immediate redress. Pendency of grievances and quality of redressal of grievances at CPGRAM is regularly reviewed at higher level.

Women Helpline (181) under Mission Shakti of the Ministry of WCD provides 24-hour toll-free telecommunication services to support women in both emergency and non-emergency situations. Through Women Helpline WHL, over 1.06 Cr. women have been assisted across the country since the inception i.e. 01.04.2015 till 30.06.2025. The emergency response and outreach service is also provided through Toll-free Child Helpline (#1098) which is a 24x7x365 service for children in difficult circumstances. It is integrated with the Emergency Response Support System-112 (ERSS-112) Helpline of the Ministry of Home Affairs and Women Helpline (181). Mission Vatsalya portal of the Ministry of Women and Child Development contains information on cases reported through Child Helpline.

Ministry of Women & Child Development has also rolled out 'Poshan Tracker' application on 1st March 2021 as an important governance tool. The Poshan Tracker facilitates monitoring and tracking of all Anganwadi Centres, Anganwadi Workers and beneficiaries on defined indicators. IT systems have been leveraged to strengthen and bring about transparency in nutrition delivery support systems at the Anganwadi Centres. Technology under Poshan Tracker is also being leveraged for dynamic identification of stunting, wasting, under-weight prevalence among children. It has facilitated near real time data collection for Anganwadi Services such as, daily attendance, ECCE, Provision of Hot Cooked Meal (HCM)/Take Home Ration (THR-not raw ration), Growth Measurement etc.

For last mile tracking of delivery of nutrition, Ministry has developed Facial Recognition System (FRS) for the distribution of Take-Home Ration to ensure that benefit is given only to the intended beneficiary registered in Poshan Tracker. FRS has been implemented for strengthening accountability of field functionaries and empowering eligible beneficiaries to receive their rightful entitlements. The FRS has been made mandatory for the distribution of THR from 1st July, 2025.

To facilitate grievance redressal to citizens/beneficiaries under Mission Saksham Anganwadi & Poshan 2.0, PM CARES & Pradhan Mantri Matru Vandana Yojana (PMMVY), the Ministry

has established a physical call centre with toll-free Helpline no 14408. The pending status of grievances is also visible to District & State level Officers in their respective login of Poshan Tracker. Grievances received on 14408 helpline are resolved by Call Center Executive or transferred to the Anganwadi Worker/Supervisor/ Child Development Project Officer concerned for redressal. These grievances can be seen and resolved by Anganwadi Workers in Poshan Tracker application and in dashboard by Supervisors and Child Development Project Officers. As of now, helpline is being used for Mission Poshan 2.0 (Inbound & Outbound calls), PMMVY (Inbound calls) and PM CARES for children (Outbound calls).

Through PMMVY Helpline No.14408 – PMMVY Helpline Agents register the grievance on the behalf of the applicant. The applicant receives an SMS after registration of the grievance. Grievances registered on the redressal module are directly assigned to the concerned functionaries in State/ UT. The applications pending at the level of State Nodal Officer (SNO) are assigned to SNO. All other applications are assigned to the concerned Sanctioning Officer (SO). States and UTs have been requested to resolve the grievances within 30 days.
