

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

LOK SABHA
UNSTARRED QUESTION NO. 1647
(ANSWERED ON 10.12.2025)

CPGRAMS

†1647. **SHRI CHAVDA VINOD LAKHAMSHI:**
SHRI DAMODAR AGRAWAL:
SMT. SHOBHANABEN MAHENDRASINH BARAIYA:
MS KANGNA RANAUT:

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

- (a) the current trends in receipt, disposal and pendency of complaints received under the Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) developed by the Government;
- (b) the manner in which the recently introduced Review Meeting Module implemented by the Government has improved the quality and monitoring of grievance redressal in Ministries and Departments;
- (c) the extent to which the integration of CPGRAMS with Common Service Centres (CSCs) has been able to expand the reach of complaint registration especially in rural and remote areas;
- (d) the measures taken/being taken by the Government to enhance the efficiency, transparency and user experience of CPGRAMS in view of administrative reforms; and
- (e) the details of receipt, disposal and pendency of registered complaints from across the country, State and year-wise including Himachal Pradesh and Rajasthan during the last five years?

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): The details of grievances received, disposed of and pending on CPGRAMS during the last five years are as under:

Year	Brought Forward	Receipts	Disposals	Pending
2021	10,23,304	20,00,590	21,35,923	8,87,971
2022	8,87,971	19,18,238	21,43,468	6,62,741
2023	6,62,741	19,53,057	23,07,674	3,08,124
2024	3,08,124	26,15,321	26,45,869	2,77,576

2025 (Till 30th November 2025)	2,77,576	20,53,859	20,69,327	2,62,108
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As per the data, grievance receipts have remained broadly stable with a rising trend in 2024, disposals have shown a steady upward trend and have remained higher than receipts. The pendency has declined consistently over the period and came down from 10,23,304 at the beginning of the year 2021 to 2,62,108 as on 30th November, 2025. Since 21 days are allowed to Grievance Redressal Officers (GROs) to dispose of the grievances, most of these grievances are work in progress within the permitted timeframe.

(b): A dedicated Review Meeting module has been operationalized in CPGRAMS in February, 2025 to facilitate senior level reviews of public grievances to enhance the efficiency and quality of the redressal process. A similar module for State/UTs has been made operational in June, 2025. A total 221 senior level review meetings have been conducted by Central Ministries/Departments till 30.11.2025, wherein 7483 grievances have been reviewed at the senior level. This has strengthened monitoring, sensitised the entire grievance-handling chain, and given impetus to reducing pendency and ensuring quality in disposal.

(c): CPGRAMS has been integrated with the Common Service Centre (CSC) portal with the view to enhance its outreach particularly in rural or remote areas, and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs). The integration with CSCs has significantly expanded outreach of CPGRAMS and ensured digital inclusion in grievance redressal. A total of 5,63,819 grievances have been registered through the CSCs since its integration with CPGRAMS in 2022.

(d): The Government introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens. Further, the Government issued the Comprehensive Guidelines for Effective Redressal of Public Grievances in August 2024 reducing the grievance redressal timelines from 30 days to 21 days. These guidelines mandate the integration of public grievance platforms, establishment of dedicated grievance cells within Ministries and Departments, appointment of experienced and competent nodal and appellate officers, emphasis on root cause analysis and action on citizen feedback, and the strengthening of grievance escalation mechanisms.

(e): The details of receipts, disposal and pendency of grievances received from across the country, State and year wise including data for Himachal Pradesh and Rajasthan, are placed at Annexure-I.

Annexure-I

	2021			
Complainant's State	Brought Forward	Receipt During Period	Total Disposed	Total Pending
Andaman And Nicobar Islands	242	1349	1408	183
Andhra Pradesh	33316	29445	28628	34133
Arunachal Pradesh	612	464	679	397
Assam	33822	20749	20207	34364
Bihar	85079	94312	90130	89261
Chhattisgarh	7772	22829	27183	3418
Chandigarh	3186	12265	12490	2961
Daman and Diu	70	286	305	51
Delhi	42843	150031	159764	33110
Dadra and Nagar Haveli and Daman and Diu	127	725	776	76
Goa	2050	2952	3100	1902
Gujarat	20151	122950	121393	21708
Himachal Pradesh	22244	11037	16466	16815
Haryana	32750	76401	79435	29716
Jharkhand	20810	33584	38298	16096
Jammu And Kashmir	12552	13078	15377	10253
Kerala	12545	46675	52115	7105
Karnataka	39436	78964	63391	55009
Lakshadweep	16	62	70	8
Ladakh	20	222	192	50
Meghalaya	1483	786	1012	1257
Maharashtra	154936	180091	254693	80334
Manipur	1666	1743	1799	1610
Madhya Pradesh	126915	104618	117447	114086
Mizoram	420	329	284	465
Nagaland	231	423	399	255
Odisha	36967	30166	34882	32251
Punjab	27595	42636	38065	32166
Puducherry	854	2982	3348	488
Rajasthan	34863	99207	121098	12972
Sikkim	385	298	565	118
Telangana	5739	41792	43414	4117
Tamil Nadu	39573	87950	98417	29106
Tripura	738	3813	3805	746
Uttarakhand	35717	30536	39446	26807
Uttar Pradesh	108540	455938	451459	113019
West Bengal	67590	149770	140157	77203
Not Provided	9449	49132	54226	4355
Total	1023304	2000590	2135923	887971

Complainant's State	2022			
	Brought Forward	Receipt During Period	Total Disposed	Total Pending
Andaman And Nicobar Islands	183	1503	1521	165
Andhra Pradesh	34133	27252	28354	33031
Arunachal Pradesh	397	479	506	370
Assam	34364	37291	54579	17076
Bihar	89261	128016	159628	57649
Chhattisgarh	3418	20664	21125	2957
Chandigarh	2961	10330	9640	3651
Daman and Diu	51	321	263	109
Delhi	33110	161502	163156	31456
Dadra and Nagar Haveli and Daman and Diu	76	465	464	77
Goa	1902	2686	3586	1002
Gujarat	21708	114592	108776	27524
Himachal Pradesh	16815	10877	12328	15364
Haryana	29716	77028	77066	29678
Jharkhand	16096	35642	34999	16739
Jammu And Kashmir	10253	14043	12537	11759
Kerala	7105	31690	33975	4820
Karnataka	55009	67140	93600	28549
Lakshadweep	8	32	35	5
Ladakh	50	121	138	33
Meghalaya	1257	744	999	1002
Maharashtra	80334	163497	155930	87901
Manipur	1610	1495	1732	1373
Madhya Pradesh	114086	95660	168839	40907
Mizoram	465	283	379	369
Nagaland	255	395	412	238
Odisha	32251	32685	28958	35978
Punjab	32166	48249	34738	45677
Puducherry	488	2804	2716	576
Rajasthan	12972	103267	105593	10646
Sikkim	118	235	313	40
Telangana	4117	35739	35930	3926
Tamil Nadu	29106	75842	90307	14641
Tripura	746	3386	3454	678
Uttarakhand	26807	29981	50168	6620
Uttar Pradesh	113019	446612	516002	43629
West Bengal	77203	100220	94587	82836
Not Provided	4355	35470	36135	3690
Total	887971	1918238	2143468	662741

Complainant's State	2023			
	Brought Forward	Receipt During Period	Total Disposed	Total Pending
Andaman And Nicobar Islands	165	1691	1707	149
Andhra Pradesh	33031	25031	50130	7932
Arunachal Pradesh	370	605	837	138
Assam	17076	67567	67582	17061
Bihar	57649	117322	162248	12723
Chhattisgarh	2957	23495	24056	2396
Chandigarh	3651	9776	12124	1303
Daman and Diu	109	269	274	104
Delhi	31456	123112	137247	17321
Dadra and Nagar Haveli and Daman and Diu	77	305	288	94
Goa	1002	2887	3168	721
Gujarat	27524	104536	117482	14578
Himachal Pradesh	15364	11010	21852	4522
Haryana	29678	76564	90177	16065
Jharkhand	16739	49897	58896	7740
Jammu And Kashmir	11759	15328	24396	2691
Kerala	4820	26358	28141	3037
Karnataka	28549	62360	75999	14910
Lakshadweep	5	39	40	4
Ladakh	33	350	356	27
Meghalaya	1002	1137	1733	406
Maharashtra	87901	164761	226251	26411
Manipur	1373	3623	2224	2772
Madhya Pradesh	40907	101404	132018	10293
Mizoram	369	459	586	242
Nagaland	238	833	445	626
Odisha	35978	47296	55997	27277
Punjab	45677	61875	100139	7413
Puducherry	576	3551	3689	438
Rajasthan	10646	89750	91193	9203
Sikkim	40	218	225	33
Telangana	3926	29571	31076	2421
Tamil Nadu	14641	98414	85077	27978
Tripura	678	2639	2786	531
Uttarakhand	6620	29427	31911	4136
Uttar Pradesh	43629	441881	453237	32273
West Bengal	82836	128134	180794	30176
Not Provided	3690	29582	31293	1979
Total	662741	1953057	2307674	308124

Complainant's State	2024			
	Brought Forward	Receipt During Period	Total Disposed	Total Pending
Andaman And Nicobar Islands	149	1816	1847	118
Andhra Pradesh	7932	35392	37655	5669
Arunachal Pradesh	138	700	710	128
Assam	17061	781291	788470	9882
Bihar	12723	92611	92806	12528
Chhattisgarh	2396	25309	24612	3093
Chandigarh	1303	8557	9161	699
Daman and Diu	104	104	121	87
Delhi	17321	119396	119466	17251
Dadra and Nagar Haveli and Daman and Diu	94	520	481	133
Goa	721	2976	2824	873
Gujarat	14578	99353	104629	9302
Himachal Pradesh	4522	12237	10719	6040
Haryana	16065	86475	86758	15782
Jharkhand	7740	49041	49298	7483
Jammu And Kashmir	2691	20158	15218	7631
Kerala	3037	29536	24962	7611
Karnataka	14910	66933	72264	9579
Lakshadweep	4	142	123	23
Ladakh	27	280	281	26
Meghalaya	406	2274	2157	523
Maharashtra	26411	161903	160105	28209
Manipur	2772	4107	4661	2218
Madhya Pradesh	10293	100249	103173	7369
Mizoram	242	1162	672	732
Nagaland	626	739	454	911
Odisha	27277	51140	58669	19748
Punjab	7413	66164	67428	6149
Puducherry	438	3676	3648	466
Rajasthan	9203	90104	92997	6310
Sikkim	33	353	339	47
Telangana	2421	31215	30981	2655
Tamil Nadu	27978	80446	96312	12112
Tripura	531	3086	3346	271
Uttarakhand	4136	31971	31652	4455
Uttar Pradesh	32273	434590	439328	27535
West Bengal	30176	92911	81113	41974
Not Provided	1979	26404	26429	1954
Total	308124	2615321	2645869	277576

Complainant's State	2025 (till 30 November 2025)			
	Brought Forward	Receipt During Period	Total Disposed	Total Pending
Andaman And Nicobar Islands	118	1789	1763	144
Andhra Pradesh	5669	45671	45840	5500
Arunachal Pradesh	128	897	850	175
Assam	9882	30433	34874	5441
Bihar	12528	107426	102426	17528
Chhattisgarh	3093	28151	25359	5885
Chandigarh	699	8082	7950	831
Daman and Diu	87	65	74	78
Delhi	17251	136609	134142	19718
Dadra and Nagar Haveli and Daman and Diu	133	580	530	183
Goa	873	2706	2804	775
Gujarat	9302	103763	104120	8945
Himachal Pradesh	6040	12855	12051	6844
Haryana	15782	97491	99423	13850
Jharkhand	7483	47012	48847	5648
Jammu And Kashmir	7631	22181	23337	6475
Kerala	7611	31743	36185	3169
Karnataka	9579	95912	92564	12927
Lakshadweep	23	152	147	28
Ladakh	26	212	211	27
Meghalaya	523	1166	1428	261
Maharashtra	28209	181727	172606	37330
Manipur	2218	4831	5833	1216
Madhya Pradesh	7369	119587	113302	13654
Mizoram	732	671	1315	88
Nagaland	911	596	484	1023
Odisha	19748	44814	51489	13073
Punjab	6149	55624	54373	7400
Puducherry	466	3181	2851	796
Rajasthan	6310	106062	105497	6875
Sikkim	47	410	406	51
Telangana	2655	37005	37272	2388
Tamil Nadu	12112	79248	80167	11193
Tripura	271	3850	3744	377
Uttarakhand	4455	36971	38259	3167
Uttar Pradesh	27535	476664	469150	35049
West Bengal	41974	100119	130000	12093
Not Provided	1954	27606	27618	1942
Total	277576	2053862	2069291	262147
