

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

LOK SABHA
UNSTARRED QUESTION NO. 1874
(ANSWERED ON 11.02.2026)

GRIEVANCES TO PUBLIC SERVICES IN VARIOUS MINISTRIES/DEPARTMENTS

†1874. SHRI PATEL UMESHBHAI BABUBHAI:

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

- (a) the details of the total number of grievances related to public services received by various Ministries/Departments during the last three years and the number of such grievances disposed of within the prescribed time limit;
- (b) the total number of cases registered regarding delays in providing information under the Right to Information (RTI) Act;
- (c) the details of the existing mechanisms put in place to ensure transparency in public projects; and
- (d) whether the Government is considering the introduction of an accountability law to ensure the delivery of time-bound services to citizens and if so, the details thereof?

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): Centralised 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. During the last three years (2023, 2024 and 2025), Ministries/Departments of Government of India received 51,15,713 public grievances on CPGRAMS out of which 43,56,331 grievances, i.e. around 85%, were disposed of within prescribed time limit.
- (b): RTI Matters are not taken up for redressal in CPGRAMS.
- (c): The Government has put in place multiple mechanisms to improve transparency and accountability, which include CPGRAMS for time-bound grievance redressal with dashboard-based monitoring; adoption of e-Office for electronic movement of files; National e-Service Delivery Assessment (NeSDA) for assessing the quality and efficiency of public service delivery portals; Extensive use of dashboards, service delivery analytics, and citizen feedback through call centres. Further, the Right to Information Act, 2005 provides a statutory framework for transparency and accountability by mandating proactive disclosure of information under Section 4, thereby placing substantial information in the public domain and reducing the need for individual RTI applications.
- (d): No sir.
