

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

LOK SABHA
UNSTARRED QUESTION NO. 2050
(ANSWERED ON 11.02.2026)

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM

†2050. SHRI BALYA MAMA SURESH GOPINATH MHATRE:

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

- (a) whether it is a fact that several grievances are pending on the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal and if so, the details thereof, district-wise ;
- (b) the average number of days in which redressal is taking place in the public grievance redressal system and the number of complaints pending for more than 90 days;
- (c) whether the Government has taken any steps to resolve such complaints and if so, the details thereof and if not, the reasons therefor; and
- (d) whether any online training programme has been started in Maharashtra under 'Mission Karmayogi and if so, the details thereof, district-wise?

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): As on 31.01.2026, the average time of disposal of public grievances for Central Government Ministries/ Departments is 15 days while the prescribed resolution timeline in Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is 21 days. Hence, at anytime there are a large number of grievances under process as per the approved timelines while a few grievances may take longer than the prescribed timeline for their disposal.

In the CPGRAMS, on matters related to the States/ Districts the grievances are marked to the State Nodal officers and the grievance pendency figures are captured and maintained Statewise.

(b): In the year 2025, average disposal time of grievances on CPGRAMS was 15 days for Central Government Ministries/ Departments. The number of grievances pending on CPGRAMS with Central Government Ministries/ Departments for more than 90 days, as on 31.01.2026, were 5845 out of pending grievances totalling 71887 Central Government Ministries/ Departments grievances.

(c): The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the grievance redressal process through the implementation of the 10-Step Reforms under CPGRAMS. Further, the Comprehensive

Guidelines for Effective Redressal of Public Grievances were issued in August 2024 to reduce grievance redressal timelines from 30 days to 21 days, and to mandate establishment of dedicated grievance cells, emphasis on root cause analysis and action on citizen feedback. To facilitate senior-level review, a Review Meeting Module has been operationalised in CPGRAMS in February 2025. DARPG provides financial assistance to Administrative Training Institutes under the Sevottam Scheme for capacity building of officers of State/UT governments on grievance redressal mechanisms. During the last four years, 1,010 such training programmes have been conducted, benefitting 33,775 Grievance Redressal Officers. DARPG also conducts monthly review meetings with State/UT Nodal Officers to ensure timely disposal of grievances. Further, DARPG organized a one week 'Prashasan Gaon Ko Ore' Campaign from 19th to 25th December 2025, which, inter-alia, aims at resolving pending public grievances in CPGRAMS.

(d): For capacity building of employees of Maharashtra Government, Tripartite MoU has been signed between Capacity Building Commission, Karmayogi Bharat-SPV & Government of Maharashtra. With respect to the State of Maharashtra, as of 4 February 2026, over 8.81 lakh employees of the Government of Maharashtra are registered on the iGOT Karmayogi platform, collectively recording more than 72.18 lakh course enrolments and 50.76 lakh course completions. However, the platform does not capture or maintain geographical or location-specific information of its users.
