

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

LOK SABHA
UNSTARRED QUESTION NO.4286
(ANSWERED ON 18.03.2026)

ACCESSIBILITY OF THE GRIEVANCE REDRESSAL MECHANISM

#4286. SHRI ADITYA YADAV:

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

- (a) whether the Government has assessed the effectiveness and accessibility of the grievance redressal mechanism available to the Government employees and pensioners of the country including Budaun district of Uttar Pradesh having a population of over Thirty One lakhs particularly focusing on the timeliness of grievance resolution, digital grievance reporting system and pension disbursement processes which affect thousands of beneficiaries;
- (b) if so, the details thereof along with the efforts made/ likely to be made by the Government for the modernisation of the grievance redressal forums, enhancing transparency and accountability, ensuring timely and accurate pension payments and improving the support services for the public servants and pensioners particularly in Budaun district of Uttar Pradesh; and
- (c) if not, the reasons therefor?

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): The Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available 24×7 for citizens to lodge grievances relating to service delivery by public authorities. The platform is connected to all Ministries/Departments of the Government of India and the States/UTs and enables online submission and monitoring of grievances. CPGRAMS is also accessible through a mobile application and through the Common Service Centres (CSCs) network to enhance accessibility, particularly in rural and remote areas.

The Government has undertaken several measures to improve the effectiveness and timeliness of grievance redressal under CPGRAMS, including implementation of the 10-Step Reforms. Further, the Comprehensive Guidelines for Effective Redressal of Public Grievances, issued in August 2024, rationalised the grievance redressal timeline from 30 days to 21 days and mandate the establishment of dedicated grievance cells, emphasis on root cause analysis, action on citizen feedback, and strengthening of grievance escalation mechanisms. A Review Meeting Module has also been operationalised in CPGRAMS to facilitate senior-level review of public grievances. For capacity building of officers of State/UT Governments on grievance redressal mechanisms, financial assistance is provided to Administrative Training Institutes under the Sevottam Scheme. Further, the Government is undertaking the fresh development of an end-to-end IT solution for the Public Grievance System of the Government of India using latest emerging technologies.

The grievance portal of the Government of Uttar Pradesh, namely 'Jansunwai – Samadhan', is integrated with CPGRAMS, and grievances pertaining to the State

Government received on CPGRAMS are transferred to the State portal for redressal. However, district-specific analytical assessments regarding the functioning or accessibility of grievance redressal mechanisms in individual districts, including Budaun, are not maintained centrally.
