

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

LOK SABHA
UNSTARRED QUESTION NO.4299
(ANSWERED ON 18.03.2026)

DIGITAL GRIEVANCE REDRESSAL THROUGH CENTRAL PLATFORMS

4299. MS KANGNA RANAUT:

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

- (a) the details of the number of citizen grievances received through central digital grievance portals and mobile applications during the last five years, year-wise;
- (b) the average time taken for disposal of such grievances and the proportion resolved within prescribed timelines;
- (c) whether any Ministries or Departments have been flagged for repeated delays or poor resolution quality and if so, the details thereof;
- (d) the steps taken by the Government to improve accountability and inter-departmental coordination in digital grievance redressal; and
- (e) whether any structured mechanism exists for inter-ministerial coordination in cases where grievances pertain to multiple Ministries/Departments 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): The number of grievances received on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS), including through the mobile application, during the last five years and the current year, is given below:

Year	Total Grievances received
2021	20,00,590
2022	19,18,238
2023	19,53,057
2024	26,15,321
2025	22,78,256
2026 (up to 28.02.2026)	4,23,922
Total	1,11,89,384

(b): In the year 2025, the average time for disposal of public grievances for Central Government Ministries/Departments was 15 days, and 82.1% of grievances were disposed of within the prescribed timeline of 21 days.

(c): The Department of Administrative Reforms and Public Grievances (DARPG) regularly reviews grievance disposal performance of Ministries/Departments and States/UTs through

monthly review meetings. Ministries/Departments and States/UTs with higher pendency or delays are advised to take corrective measures.

(d): The Government has undertaken several measures to improve accountability and efficiency of the grievance redressal mechanism 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 development of an end-to-end IT solution for the Public Grievance System of the Government of India using emerging technologies.

(e): CPGRAMS provides a structured workflow for transfer of grievances between Ministries/Departments and States/UTs where matters pertain to multiple organisations. Nodal officers coordinate examination and redirection of such grievances through the system to ensure appropriate redressal to citizens' grievances.
