

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

LOK SABHA
UNSTARRED QUESTION NO.6033
(ANSWERED ON 01.04.2026)

IMPROVEMENT OF CPGRAMS

6033. SHRI DEEPENDER SINGH HOODA:

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

- (a) the details of the total number of complaints received, resolved and pending in the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) during the last ten years and the current year, Ministry, State/Union Territory and year-wise;
- (b) whether CPGRAMS is maintaining a constant and satisfactory rate of grievance redressal across Ministries and States/UTs and if so, the details thereof and if not, the reasons therefor;
- (c) the steps taken or proposed to be taken by the Government to ensure that pending complaints are resolved within a time-bound framework including timelines by which the remaining backlog is likely to be cleared; and
- (d) whether the Government has prepared a time-bound action plan to improve the efficiency of CPGRAMS so that grievances are addressed promptly and on a near-immediate basis and if so, the details of such a roadmap and implementation schedule and 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): The details of grievances received, disposed and pending in the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) during the last ten years and the current year, Ministry/Department, State/Union Territory and year-wise, are given in Annexures I, II and III respectively.

(b): The effectiveness of the grievance redressal process is monitored through feedback given by complainants on resolution. A dedicated feedback portal is available to the Ministries/Departments/States/UTs to monitor citizen satisfaction against each grievance. During the period from 1st January, 2025 to 28th February, 2026, out of approx. 6 lakh resolved grievances 69.8% were rated as satisfactory by complainants.

(c) and (d): 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. Further, 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. 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 operationalized in CPGRAMS in February 2025 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.

Ministry/Department wise - details of grievances received, disposed and pending in CPGRAMS during the last ten years and the current year (01.01.2016 to 28.02.2026)

Ministry/Department	Brought Forward	Receipt	Disposed	Pending
Central Board of Direct Taxes (Income Tax)	8135	510278	512330	6083
Central Board of Indirect Taxes and Customs	940	155166	155900	206
Department for Promotion of Industry and Internal Trade	145	23307	23327	125
Department of Administrative Reforms and Public Grievances - PG Division	22	23910	23872	60
Department of Agriculture and Farmers Welfare	1149	469979	468008	3120
Department of Agriculture Research and Education	580	18956	19445	91
Department of Animal Husbandry, Dairying	264	17644	17814	94
Department of Atomic Energy	219	15695	15856	58
Department of Bio Technology	177	3549	3717	9
Department of Chemicals and Petrochemicals	38	5918	5947	9
Department of Commerce	608	48519	48626	501
Department of Consumer Affairs	995	143236	143954	277
Department of Defence	5468	153515	158643	340
Department of Defence Finance	399	177338	174654	3083
Department of Defence Production	308	24785	24952	141
Department of Defence Research and Development	39	10427	10325	141
Department of Economic Affairs ACC Division	754	45244	45538	460
Department of Empowerment of Persons with Disabilities	62	29337	29272	127
Department of Ex Servicemen Welfare	1065	182106	182155	1016
Department of Expenditure	315	42241	42343	213
Department of Fertilizers	248	6729	6955	22
Department of Financial Services (Banking Division)	5106	1505438	1507252	3292
Department of Financial Services (Insurance Division)	675	225633	225973	335
Department of Financial Services (Pension Reforms)	0	23777	23722	55
Department of Fisheries	0	2729	2702	27
Department of Food and Public Distribution	181	67701	65495	2387
Department of Health & Family Welfare	3163	317372	318462	2073
Department of Health Research	110	16193	16255	48
Department of Higher Education	6543	232352	237648	1247
Department of Investment & Public Asset Management	3	7760	7717	46
Department of Justice	226	112980	113118	88
Department of Land Resources	63	22663	22649	77
Department of Legal Affairs	661	37120	37624	157

Department of Military Affairs	0	40414	39128	1286
Department of Official Language	39	3262	3297	4
Department of Personnel and Training	1230	269475	269693	1012
Department of Pharmaceuticals	391	15450	15796	45
Department of Posts	864	524549	523925	1488
Department of Public Enterprises	3	8128	8091	40
Department of Revenue	5213	179894	184762	345
Department of Rural Development	1007	810606	810501	1112
Department of School Education and Literacy	5574	193402	197589	1387
Department of Science and Technology	1362	24890	26188	64
Department of Scientific & Industrial Research	141	12388	12497	32
Department of Social Justice and Empowerment	442	65521	65757	206
Department of Space	110	5640	5719	31
Department of Sports	1183	15038	16131	90
Department of Telecommunications	4672	680130	684068	734
Department of Youth Affairs	53	9032	9045	40
Legislative Department	267	11028	11257	38
Ministry of Coal	723	45182	45768	137
Ministry of Ayush	370	31080	31343	107
Ministry of Civil Aviation	1371	94967	95929	409
Ministry of Cooperation	0	81955	81477	478
Ministry of Corporate Affairs	1742	151377	152502	617
Ministry of Culture	376	25913	26233	56
Ministry of Development of North Eastern Region	81	2585	2666	0
Ministry of Drinking Water and Sanitation	293	48885	48564	614
Ministry of Earth Sciences	73	4875	4941	7
Ministry of Electronics & Information Technology	268	90246	90197	317
Ministry of Environment, Forest and Climate Change	4240	61006	64889	357
Ministry of External Affairs	514	171174	170524	1164
Ministry of Food Processing Industries	68	7200	7240	28
Ministry of Heavy Industries	437	14778	15192	23
Ministry of Home Affairs	5006	425960	428041	2925
Ministry of Housing and Urban Affairs	2228	242109	242349	1988
Ministry of Information and Broadcasting	5687	65686	71208	165
Ministry of Labour and Employment	1028	1088078	1074670	14436
Ministry of Micro Small and Medium Enterprises	213	78194	76213	2194
Ministry of Mines	230	14501	14659	72
Ministry of Minority Affairs	185	21888	21974	99
Ministry of New and Renewable Energy	636	12260	12760	136
Ministry of Panchayati Raj	30	55742	53510	2262
Ministry of Parliamentary Affairs	91	18490	18571	10
Ministry of Petroleum and Natural Gas	1415	190272	190197	1490
Ministry of Power	432	45953	46296	89
Ministry of Railways (Railway Board)	9760	589480	595011	4229

Ministry of Road Transport and Highways	4523	210970	214269	1224
Ministry of Shipping	179	18052	18189	42
Ministry of Skill Development and Entrepreneurship	134	43933	43685	382
Ministry of Statistics and Programme Implementation	65	5022	5067	20
Ministry of Steel	157	14835	14950	42
Ministry of Textiles	119	13286	13376	29
Ministry of Tourism	666	20628	21168	126
Ministry of Tribal Affairs	89	16524	16566	47
Ministry of Water Resources, River Development & Ganga Rejuvenation	805	35092	35716	181
Ministry of Women and Child Development	254	65359	65254	359
NITI Aayog	1134	27470	28571	33
O/o the Comptroller & Auditor General of India	75	64268	64254	89
Staff Selection Commission	78	140024	139894	208
Unique Identification Authority of India	268	170332	168502	2098

State/UT wise - details of grievances received, disposed and pending in CPGRAMS during the last ten years and the current year (01.01.2016 to 28.02.2026)

State/UT	Brought Forward	Receipt	Disposed	Pending
Government of Andaman & Nicobar	593	9150	9684	59
Government of Andhra Pradesh	15187	84726	94953	4960
Government of Arunachal Pradesh	283	4382	4394	271
Government of Assam	4781	167755	169868	2668
Government of Bihar	9114	300734	297196	12652
Government of Chattisgarh	1078	97759	91533	7304
Government of Goa	417	13568	13221	764
Government of Gujarat	6423	437007	438997	4433
Government of Haryana	18135	308283	316051	10367
Government of Himachal Pradesh	2905	42601	38355	7151
Government of Jammu and Kashmir	3148	57981	54433	6696
Government of Jharkhand	6365	154718	156393	4690
Government of Karnataka	12650	202007	205935	8722
Government of Kerala	6287	83635	88870	1052
Government of Madhya Pradesh	13120	338483	339350	12253
Government of Maharashtra	35027	429576	431545	33058
Government of Manipur	378	9580	8578	1380
Government of Meghalaya	235	4738	4687	286
Government of Mizoram	83	2469	2511	41
Government of Nagaland	134	2901	1702	1333
Government of NCT of Delhi	13262	302071	310545	4788
Government of Odisha	6627	116673	112165	11135
Government of Puducherry	811	13474	14098	187
Government of Punjab	5913	161546	161270	6189
Government of Rajasthan	18171	317387	332091	3467
Government of Sikkim	194	2094	2262	26
Government of Tamil Nadu	3126	197844	192101	8869
Government of Telangana	3790	74831	78567	54
Government of Tripura	383	12616	12853	146
Government of UT of Chandigarh	1577	35944	37357	164
Government of UT of Dadra & Nagar Haveli	169	3124	3094	199
Government of UT of Daman & Diu	99	3091	2926	264
Government of UT of Ladakh	0	1144	1102	42
Government of UT of Lakshadweep	69	1502	1554	17
Government of Uttar Pradesh	61842	2058402	2095797	24447
Government of Uttarakhand	5901	128687	132997	1591
Government of West Bengal	11293	136983	137042	11234

Year wise - details of grievances received, disposed and pending in CPGRAMS during the last ten years and the current year

Year	Brought Forward	Receipt During Period	Total Disposed	Total Pending
2016	449626	1483166	1262213	670579
2017	670579	1866124	1773016	763687
2018	763687	1586415	1506405	843697
2019	843697	1867759	1639853	1071603
2020	1071603	2271270	2319569	1023304
2021	1023304	2000590	2135923	887971
2022	887971	1918238	2143468	662741
2023	662741	1953057	2307674	308124
2024	308124	2615321	2645869	277576
2025	277576	2278256	2279040	276792
2026 (till 28-02-2026)	276792	423922	406799	293915