

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

LOK SABHA
UNSTARRED QUESTION NO. 677
(ANSWERED ON 23.07.2025)

TIMELINE FOR REDRESSAL OF COMPLAINTS

677. DR. THIRUMAAVALAVAN THOLKAPPIYAN:

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

- (a) whether the Government has reduced the timeline for redressing the complaints received from the public, if so, the details thereof;
- (b) whether the Government has the data about the number of complaints accepted and redressed and the number of complaints that were rejected as unacceptable; and
- (c) 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) to (c): Government issued Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024. These guidelines envisage reduction in upper limit of resolution time from 30 days to 21 days. Since 2020 more than 1.25 crore grievances have been redressed on the CPGRAMS portal. The year wise details are as follows:

S.No	Year	Number of Grievances Redressed
1.	2020	2319569
2.	2021	2135923
3.	2022	2143468
4.	2023	2307674
5.	2024	2645869
6.	2025 (till 30 th June)	1032509
	Total	1,25,85,012
