

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

LOK SABHA
UNSTARRED QUESTION NO. 3138
(ANSWERED ON 19.03.2025)

EFFICACY OF GRIEVANCE REDRESSAL BY CPGRAMS

3138. ADV. CHANDRA SHEKHAR:

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

- (a) whether there are reports which indicate unresolved grievances and procedural closures, while Central Public Grievances Redressal and Monitoring System (CPGRAMS) is cited as a key accountability tool and if so, the details thereof and the reasons therefor;
- (b) the details of third-party audit mechanisms put in place to evaluate the platform's resolution quality, transparency and adherence to timeline;
- (c) the details of metrics used to assess the departmental performance, penalties imposed for chronic inefficiencies and transparency measures for publicly reporting audit outcomes; and
- (d) the manner in which the citizen's feedback loops integrated to enhance responsiveness?

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 (d): Effective Redressal of Public Grievances in a timely, meaningful and accessible manner through the CPGRAMS has been accorded highest priority in Government. In the period 2019-2024, 1.15 crore public grievances were redressed. An all time high of 26,45,869 grievances have been redressed on CPGRAMS portal from January – December 2024. 103,675 Grievance Redressal Officers are mapped on CPGRAMS. The Government has issued comprehensive guidelines for grievance redressal on 24.8.2024 reducing the timelines of grievance redressal to 21 days. To monitor citizen satisfaction, the feedback call centre has completed 19,74,594 citizen surveys till December 2024. The feedback survey dashboard is available to the Grievance Redressal Officers to monitor citizen satisfaction. In January 2025, Government has introduced a framework for review of public grievances at the level of Secretaries to the Government of India. The Grievance Redressal Assessment Index (GRAI) 2023 prepared by Centre for Good Governance Hyderabad, which was released on December 23, 2024, (www.darpg.gov.in) has indicated (a) 84 of the 89 Ministries/ Departments have shown significant improvements and progress (b) 10 percent Ministries/ Departments have shown more than 50 percent growth (c) 28 percent have shown between 25-50 percent growth and (d) 51 Ministries/ Departments have shown incremental growth upto 25 percent.
