

**GOVERNMENT OF INDIA  
MINISTRY OF CULTURE**

**RAJYA SABHA**

**UNSTARRED QUESTION NO. 825**

**TO BE ANSWERED ON 09.02.2021**

**GRIEVANCES RECEIVED ON CPGRAMS PORTAL**

**825 # Shri Shaktisinh Gohil**

Will the Minister of **Culture** be pleased to state:

- (a) the number of grievances received by the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal of the Ministry of Culture during the last two years; and
- (b) the number of grievances that have been dealt with and those still pending?

**ANSWER**

**MINISTER OF STATE (IC) FOR CULTURE & TOURISM  
(SHRI PRAHLAD SINGH PATEL)**

(a) The total number of grievances received by Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal of the Ministry of Culture during the last two years 2019 and 2020 (From 01.01.2019 to 31.12.2020) is 5272.

(b) Number of grievances brought forward from the previous year, no. of cases dealt with/disposed of and no. of cases pending for disposal during 2019 and 2020 is given below:

Year	Grievances Brought Forward from Previous Year	Number of Grievances Received during the year	Number of grievances disposed of during the year	No. of pending cases at the end of the year
2019	299	2136	1890	545
2020	545	3136	3185	496
	Total	5272	5075	

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