

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2515
(TO BE ANSWERED ON 24.03.2022)

REDRESSAL OF PUBLIC GRIEVANCES

2515 SHRI K.J. ALPHONS:

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

- (a) whether Government has evolved a national protocol for redressal of public grievances;
- (b) if so, the details of protocol; and
- (c) the number of grievances redressed?

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): Yes Sir, the Government has created a grievance redressal platform namely Centralised Public Grievances Redress and Monitoring System (CPGRAMS) accessible at <https://pgportal.gov.in>. Any citizen can lodge his/her grievances pertaining to the Central Ministries/ Departments /State Governments / Union Territories (UTs) through this platform. Every Ministry / Department in Government of India and State Government/UT have access to this system and grievances are resolved by the concerned Ministries/ Departments/ States/ UTs. A total of 81000 grievance officers and 792 Appellate/Sub Appellate authorities have been mapped in the CPGRAMS. A timeframe of 45 days has been prescribed to dispose of a grievance. In case redressal is not possible within the prescribed time-frame an interim reply shall be given to the citizen. About 1,17,06,366 Grievances have been disposed of in CPGRAMS from 01.01.2015 to 28.02.2022.
