

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

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1127**  
(TO BE ANSWERED ON 01.08.2024)

**DISPOSAL OF CASES ON CPGRAMS PORTAL**

**1127#. SHRI KRISHAN LAL PANWAR:**  
**SHRI TEJVEER SINGH:**

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

- (a) the status of implementation of a 10-step reform of the Centralised Public Grievance Redress and Monitoring System (CPGRAMS), the details thereof; and
- (b) the average time taken for disposal of cases on CPGRAMS portal in 2021, 2022 and 2023?

**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) and (b): In 2022 the 10-step CPGRAMS reforms process was adopted by Government for improving quality of disposal and reducing the time lines for grievance redressal. Over the past 3 years, the 10-step CPGRAMS reforms has enabled significant improvements in timelines of grievance redressal and quality of grievance redressal. This was achieved through universalization of CPGRAMS, integration of all grievance portals of central ministries/ states, language translation, inclusivity and outreach, operationalization of feedback call centre, technology enhancement using AI/ML and emerging technologies, benchmarking of performance through the grievance redressal assessment index and capacity building of grievance officers through Sevottam, operationalization of a data strategy unit, regular documentation and dissemination through monthly reports. The 10-step CPGRAMS reforms was implemented across all Ministries/ Departments, all States/ UT's in collaboration with knowledge partners IIT Kanpur, IIT Mumbai, Centre of Good Governance Hyderabad, National Informatics Centre, Bhashini, National Institute of Smart Governance, State Administrative Training Institutions, Quality Council of India, Common Services Centres and BSNL. Government has laid down a timeline of 30 days for grievance redressal in Central Ministries/ Departments and average time taken for grievance redressal is within the prescribed policy guidelines.

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