

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

RAJYA SABHA
UNSTARRED QUESTION NO. 439
(TO BE ANSWERED ON 06.02.2025)

**IMPLEMENTATION AND IMPACT OF 2024 PUBLIC GRIEVANCE POLICY
GUIDELINES**

439. SHRI MALLIKARJUN KHARGE:

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

- (a) the number of public grievances that have been resolved within the revised 21-day timeline since the implementation of the 2024 Policy Guidelines;
- (b) the number of Ministries and Departments that have appointed nodal officers for public grievances, and the number of them identified as having high grievance loads;
- (c) the number of dedicated nodal officers who have been appointed in these high grievance load Departments; and
- (d) the grievances cleared over the past year, department-wise and month-wise?

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): Government issued the comprehensive guidelines for handling of Public Grievances on 23.08.2024. A total of 3,66,730 grievances were redressed within the 21 days timeline during the period 01.09.2024 to 31.12.2024 by the Ministries/Departments of Government of India. 90 Ministries/Departments have appointed 54,106 Grievance Redressal Officers on CPGRAMS portal. Of these 90 Ministries/Departments, 28 Ministries/Departments received more than 10,000 grievances in 2024. The number of grievance officers mapped in CPGRAMS in these 28 Ministries/Departments stands at 46,010. In 2024, 28,33,836 grievances were redressed on CPGRAMS out of which, 20,71,667 pertain to Ministries/Departments and is at **Annex-1** and 7,62,169 pertain to State Governments/Union Territories. The month wise progress of grievances redressal for Central Ministries/Departments for 2024 is at **Annex-2** where it can be seen that in each of the 12 months over 1 lakh grievances per month were redressed.

Annex-1 to the Rajya Sabha Unstarred Question No 439 for 06.02.2025
Ministry/ Department wise Grievance redressed during the period 01.01.2024 to 31.12.2024

S. No.	Name of Ministry/Department	Grievances Redressed
1	Department of Rural Development	725190
2	Ministry of Labour and Employment	177808
3	Department of Financial Services (Banking Division)	156879
4	Department of Agriculture and Farmers Welfare	107473
5	Central Board of Direct Taxes (Income Tax)	66157
6	Ministry of Railways (Railway Board)	63583
7	Department of Telecommunications	58721
8	Ministry of Home Affairs	55491
9	Department of Posts	53658
10	Department of Ex Servicemen Welfare	51195
11	Ministry of Housing and Urban Affairs	47699
12	Department of Health & Family Welfare	36673
13	Department of Defence Finance	30227
14	Ministry of Road Transport and Highways	26167
15	Department of Financial Services (Insurance Division)	23369
16	Unique Identification Authority of India	21675
17	Ministry of Petroleum and Natural Gas	22687
18	Department of Higher Education	18636
19	Department of Personnel and Training	18411
20	Department of Consumer Affairs	17490
21	Department of Defence	16921
22	Ministry of External Affairs	17099
23	Ministry of Corporate Affairs	16048
24	Department of School Education and Literacy	16027
25	Central Board of Indirect Taxes and Customs	14696
26	Ministry of Drinking Water and Sanitation	13417
27	Department of Food and Public Distribution	11232

28	Department of Justice	11599
29	Ministry of Micro Small and Medium Enterprises	9297
30	Ministry of Panchayati Raj	9000
31	Ministry of Electronics & Information Technology	9026
32	Ministry of Women and Child Development	8130
33	Department of Revenue	8277
34	Department of Social Justice and Empowerment	7482
35	Ministry of Civil Aviation	6205
36	Ministry of Environment, Forest and Climate Change	6013
37	Ministry of Skill Development and Entrepreneurship	5281
38	Ministry of Power	5107
39	Ministry of Cooperation	4744
40	Department of Military Affairs	4579
41	Department of Commerce	4297
42	Ministry of Coal	3831
43	Department of Land Resources	3902
44	Ministry of Information and Broadcasting	3987
45	NITI Aayog	3590
46	Ministry of Minority Affairs	3434
47	Staff Selection Commission	3848
48	Department of Economic Affairs ACC Division	3639
49	Department of Legal Affairs	3018
50	Department of Empowerment of Persons with Disabilities	2817
51	Department of Financial Services (Pension Reforms)	2763
52	Ministry of Water Resources, River Development & Ganga Rejuvenation	2745
53	Ministry of Tourism	2626
54	Ministry of Tribal Affairs	2555
55	Ministry of Culture	2513
56	Department for Promotion of Industry and Internal Trade	2285
57	O/o the Comptroller & Auditor General of India	2084
58	Department of Defence Production	2015

59	Ministry of New and Renewable Energy	1938
60	Ministry of Ayush	2017
61	Department of Animal Husbandry, Dairying	1668
62	Department of Agriculture Research and Education	1540
63	Ministry of Parliamentary Affairs	1680
64	Department of Atomic Energy	1571
65	Department of Expenditure	1355
66	Ministry of Shipping	1469
67	Department of Scientific & Industrial Research	1273
68	Ministry of Mines	1253
69	Department of Heavy Industry	1234
70	Ministry of Steel	1167
71	Department of Pharmaceuticals	1082
72	Department of Sports	1072
73	Department of Science and Technology	1092
74	Ministry of Textiles	945
75	Department of Health Research	923
76	Legislative Department	861
77	Department of Defence Research and Development	830
78	Department of Investment & Public Asset Management	766
79	Department of Youth Affairs	650
80	Department of Public Enterprises	549
81	Department of Space	430
82	Department of Fertilizers	568
83	Ministry of Food Processing Industries	463
84	Ministry of Statistics and Programme Implementation	407
85	Department of Chemicals and Petrochemicals	430
86	Department of Fisheries	378
87	Ministry of Earth Sciences	317
88	Department of Bio Technology	241
89	Department of Official Language	228
90	Ministry of Development of North Eastern Region	156

Annex-2 to the Rajya Sabha Unstarred Question No 439 for 06.02.2025

Month wise Grievance closed by Ministries/Departments of Government of India during the period 01.01.2024 to 31.12.2024

S. No	Name	Number of Grievances Redressed
1	Jan-24	1,21,478
2	Feb-24	1,26,844
3	Mar-24	4,66,747
4	Apr-24	1,74,701
5	May-24	1,05,991
6	Jun-24	1,34,386
7	Jul-24	2,48,963
8	Aug-24	2,32,885
9	Sep-24	1,24,879
10	Oct-24	1,26,083
11	Nov-24	1,04,167
12	Dec-24	1,13,131
