

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2368
(ANSWERED ON 20.03.2025)

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM

#2368. SMT. SUNETRA AJIT PAWAR:
SHRI RYAGA KRISHNAIAH:

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

- (a) the measures being taken to ensure that the reduction in public grievance redressal time from 30 days to 13 days does not compromise the quality and effectiveness of the process;
- (b) the steps being implemented to prevent repetitive grievances, thereby reducing the overall grievance load on the system;
- (c) whether Government has assessed the progress, benefits, risks, and challenges of integrating AI and ML into the grievance redressal mechanism; and
- (d) if so, the details thereof?

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, about 1.15 cr grievances were redressed through this platform. The effectiveness of the grievance redressal process is monitored through feedback calls made to the citizens after their grievances are redressed. The Feedback Call centre has collected over 20 lakh feedback surveys since its inception in 2022. The feedback survey portal is available to the Ministries/ Departments to monitor citizen satisfaction against each grievance. The Government monitors effectiveness of the grievance redressal mechanism through Grievance Redressal Assessment Index (GRAI) where performance of each Ministry/ Department is evaluated on identified parameters and ranked on monthly basis. The qualitative disposal of grievances is emphasised through reviews at Secretary to Government of India level which was introduced in January 2025. The CPGRAMS portal has leveraged AI/ ML technology for disaggregated data analytics, development of analytical dashboards of CPGRAMS, identifying spam/ repetitive/ habitual grievances all of which are available only to the authorised logins in Ministries/ Departments. The intelligent grievance monitoring dashboard and tree dashboard help in monitoring grievances relating to priority sector programs, grievance redressal Officer wise/ Department/ Ministry wise pendency and facilitated a policy decision to address root causes on people/ policy/ process related grievances. Government has placed limits for restricting number of grievances filed by a person on CPGRAMS in a month to control repetitive/ habitual complaints.
