

REDRESSAL OF COMPLAINTS UNDER CPGRAMS

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In the period from 1.4.2025 to 24.7.2025, a total of 6,60,091 grievances pertaining to Central Ministries/Departments have been received in CPGRAMS out of which 4,47,431 grievances have been redressed within 30 days with an average grievance redressal time of 16 days. Department of Administrative Reforms and Public Grievances conducts monthly review meetings with all Ministries/Departments and State/UTs to ensure timely disposal of grievances. To independently assess the citizen satisfaction, a Feedback Call Centre is operational since July 2022.

This information was given by Dr. Jitendra Singh, Union Minister of State (Independent Charge) for Science and Technology, Earth Sciences, MoS PMO, MoS Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, in a written reply in the Rajya Sabha today.

NKR/PSM/AV

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