

PARLIAMENT QUESTION: REDRESSAL OF PUBLIC GRIEVANCES

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Government introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens. In the years 2022, 2023, 2024 and 2025 the CPGRAMS 10 step reforms enabled redressal of 80,36,042 grievances, mapped 1,05,681 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 16 days in 2025 and reduced pendency to 62,620 Public Grievances as on 30th June, 2025 for Central Ministries. Government issued the Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024 reducing the grievance redressal timelines from 30 days to 21 days. These guidelines mandate the integration of public grievance platforms, establishment of dedicated grievance cells within Ministries and Departments, appointment of experienced and competent nodal and appellate officers, emphasis on root cause analysis and action on citizen feedback, and the strengthening of grievance escalation mechanisms. As on 30.06.2025, the Feedback call centre has completed 23 lakhs surveys. An appeal mechanism, with 90 Nodal Appellate Authorities and 1597 Sub Appellate Authorities, is available to the citizen in case the citizen is not satisfied with the resolution. In the years 2022, 2023, 2024 and 2025 (Till 30th June) a total of 7,75,240 appeals have been resolved.

The Government had constituted the National e-Governance Service Delivery Assessment (NeSDA) to boost the e-government endeavors and drive digital government excellence. The study assesses States, Union Territories (UTs), and focus Central Ministries on the effectiveness of e-Governance service delivery. NeSDA helps the respective governments to improve their delivery of citizen centric services and shares best practices across the country for all States, UTs and Central Ministries to emulate. Besides, Government plays a key role in advancing e-Governance across India through various initiatives: viz National Awards for e-Governance (NAeG) to recognizing excellence in e-Governance since 2003, National e-Governance Webinars (NeGW) to decipher the best from NAeG-winning projects, NeSDA Way Forward to review the progress with stakeholders, covering mandatory e-services, best practices, and advancements under the Right to Service Commission and strengthening of e-Governance by convergence of NeSDA and Right to Service Commission.

Further, for capacity building of the Civil Servants, the Rashtriya Karmayogi Large Scale Jan Seva Programme has been launched by the Capacity Building Commission (CBC). The program uses an innovative, interactive digital pedagogy that encourages reflective discussions and teamwork. So far 15,690 officials from 81 Ministries/Departments have been trained under the Phase-I of Rashtriya Karmayogi Large Scale Jan Seva Programme. This initiative is a significant stride toward creating a skilled, agile, and citizen-centric public service workforce. Phase II of the programme intends to cover the attached/subordinate/field offices through a three-tiered approach. 604 Lead Trainers have been trained, who have trained 3,161 Master Trainers, who in turn have trained 17,177 employees till now. In addition to the above, various courses are available on iGOT Karmayogi platform regarding Grievance redressal mechanism, CPGRAMS for consumption by Govt. employees.

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.

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