

PARLIAMENT QUESTION: PUBLIC GRIEVANCE REDRESSAL FORUM

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Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities. This single portal is connected to all Ministries and Departments of the Government of India and States and is accessible via a mobile application available on Google Play and integrated with UMANG. To enhance accessibility in rural and remote areas, CPGRAMS has been integrated with 5.1 lakh Common Service Centres (CSCs).

In the period from 2020-2025 (till 31.07.2025), more than 1.20 crore grievances have been received and 1.28 crore grievances have been redressed, on CPGRAMS portal. In 2022, the CPGRAMS 7.0 have been operationalised in all Ministries/ Departments of Government of India. Under the CPGRAMS version 7.0, Ministry specific grievance categories have been introduced so that citizens can choose the category and sub category in which the grievance is to be filed. Presently, 18398 categories and Sub-categories pertaining to 91 Ministries/ Departments/ Organisations of Central Government are available in CPGRAMS 7.0. Some of the main categories where grievances are received include EPFO related, Refund Matters in Income Tax, PM Kisan Related, Fraud in Banking, Speed Post letters etc. Apart from this some of the general grievances categories are Employee related, Government Scheme Related, land related, environment issues, police related etc.

The total number of public grievances received and redressed through CPGRAMS during the last three years, year-wise is as under:-

Year	Brought Forward	Receipt During Period	Total Disposed
2022	887971	1918238	2143468
2023	662741	1953057	2307674
2024	308124	2615321	2645869
2025 (Till 31-07-2025)	277576	1257942	1281998

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 Lok Sabha today.

NKR/PSM/AV

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