



PARLIAMENT QUESTION: GRIEVANCES TO PUBLIC SERVICES IN VARIOUS MINISTRIES/DEPARTMENTS

Posted On: 11 FEB 2026 12:58PM by PIB Delhi

Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. During the last three years (2023, 2024 and 2025), Ministries/Departments of Government of India received 51,15,713 public grievances on CPGRAMS out of which 43,56,331 grievances, i.e. around 85%, were disposed of within prescribed time limit.

RTI Matters are not taken up for redressal in CPGRAMS.

The Government has put in place multiple mechanisms to improve transparency and accountability, which include CPGRAMS for time-bound grievance redressal with dashboard-based monitoring; adoption of e-Office for electronic movement of files; National e-Service Delivery Assessment (NeSDA) for assessing the quality and efficiency of public service delivery portals; Extensive use of dashboards, service delivery analytics, and citizen feedback through call centres. Further, the Right to Information Act, 2005 provides a statutory framework for transparency and accountability by mandating proactive disclosure of information under Section 4, thereby placing substantial information in the public domain and reducing the need for individual RTI applications.

This information was given by Union Minister of State (Independent Charge) for Science & Technology and Earth Sciences, and Minister of State in the Prime Minister's Office, Personnel, Public Grievances and Pensions, Atomic Energy and Space, Dr. Jitendra Singh, in a written reply in the Lok Sabha on Wednesday.

AK/SK

(Release ID: 2226249) Visitor Counter : 83

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