

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

LOK SABHA
UNSTARRED QUESTION NO.4034
(ANSWERED ON 12.08.2026)

STRENGTHENING OF CPGRAMS

4034. SMT. D K ARUNA:

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

- (a) the details of progress made in strengthening the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) including the major digital reforms introduced;
- (b) the details of the number of public grievances received, disposed of and pending during the last three years along with the average disposal time taken;
- (c) the details of the measures taken by the Government to improve the quality of grievance disposal, citizen feedback mechanisms and appellate grievance redressal; and
- (d) the details of the roadmap for further leveraging digital technologies and Artificial Intelligence to strengthen public grievance redressal?

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) & (c): The Government has undertaken several measures to strengthen the Centralised Public Grievance Redress and Monitoring System (CPGRAMS). Major reforms include adoption of next-generation technologies to enhance system capabilities, introduction of the Grievance Redressal Assessment and Index (GRAI) to benchmark the performance of Ministries and Departments, publication of monthly CPGRAMS reports for transparency and monitoring, capacity building of grievance officers through Sevottam, integration with the grievance portals of Central Ministries/Departments and States/UTs, multilingual grievance registration and translation facility through integration with Bhashini, operationalization of the Feedback Call Centre, availability of CPGRAMS through the mobile application and Common Service Centres (CSCs), reduction of prescribed grievance disposal timeline from 30 days to 21 days, and launch of 'Samadhan Didi', an AI-powered multilingual voice-first chatbot for grievance registration.

Further, to improve the quality of grievance redressal, the Comprehensive Guidelines on Handling of Public Grievances, issued in August 2024, mandates establishment of dedicated Grievance Cells in Ministries/Departments, appointment of experienced nodal officers, monitoring of pendency and citizen feedback, emphasis on root cause analysis, and strengthened escalation mechanisms. In addition, a dedicated Review Meeting Module has been operationalised in CPGRAMS to facilitate senior-level review of public grievances to further improve the efficiency and quality of grievance redressal.

(b): The details of grievances received, disposed of, pending, and the average disposal time during the last three years on CPGRAMS in respect of grievances pertaining to Central Ministries/Departments are as under:

Year	Brought Forward	Receipt	Disposal	Pending	Average Disposal Time (Centre)
2023-24	74,217	17,37,599	17,05,792	1,06,024	16
2024-25	1,06,024	16,73,645	17,17,570	62,099	15
2025-26	62,099	18,33,972	18,12,923	83,148	14

(d): CPGRAMS is amongst the early digital platforms to use AI/ ML enabled dashboards which helped in extensive data analysis towards exploratory and predictive insights for root cause analysis through categorisation by priority, repeat and spam, geographical analysis of grievances, trend analysis and semantic search. Building on this foundation, the Government is developing NextGen CPGRAMS as an end-to-end digital public grievance platform leveraging emerging technologies, including AI/ML, to further enhance citizen experience and improve grievance redressal system.
