



PARLIAMENT QUESTION: TIMELY RESOLUTION OF CITIZEN COMPLAINTS

प्रविष्टि तिथि: 06 AUG 2026 2:16PM by PIB Delhi

The Government has established robust grievance redressal mechanisms across Ministries/Departments/Organizations of Centre/States, with prescribed timelines of 21 days for disposal of complaints on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS). Continuous monitoring is undertaken through periodic reviews to ensure timely resolution. While a small number of grievances may occasionally exceed the prescribed timelines due to the complexity of issues, inter-departmental consultations, legal proceedings, or the need for detailed verification, sustained efforts are made to minimize delays and ensure that citizens do not face undue hardship.

The overall trend indicates steady improvement in the timely disposal of grievances over the years and the average redressal time in Central Ministries/Departments has come down from 32 days in 2021 to 13 days in 2026 (till 15.07.2026), which shows that majority of grievances are being disposed of within prescribed timeline of 21 days. A Review Meeting Module was operationalized in February 2025, to facilitate periodic review of grievance redressal by senior officer in order to closely monitor the pendency. Ministry/Department wise details of grievances pending beyond the prescribed timeline on CPGRAMS during the last five years and the current year are enclosed at **Annexure-I**.

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

Annexure-I

Details of grievances disposed of within timeline and pending beyond timeline in Central Ministries/Departments/Organization

Organisation	2021		2022		2023		202
	Disposal within timeline	Pending beyond timeline	Disposal within timeline	Pending beyond timeline	Disposal within timeline	Pending beyond timeline	Disposal within timeline

Central Board of Direct Taxes (Income Tax)	31357	8007	27972	14024	33364	6768	28620
Central Board of Indirect Taxes and Customs	14252	501	10743	351	9864	56	14094
Department for Promotion of Industry and Internal Trade	2599	13	2113	11	2046	37	1564
Department of Administrative Reforms and Public Grievances	296	132	2350	592	2429	1150	4538
Department of Agriculture and Farmers Welfare	28577	1692	28303	1219	122243	108	105326
Department of Agriculture Research and Education	2208	95	1903	80	1105	27	888

Department of Animal Husbandry, Dairying	1800	55	1313	156	1430	26	929	1592	1713
Department of Atomic Energy	1492	477	1017	157	929	39	1203	1627	1597
Department of Bio Technology	569	12	280	6	207	3	171	309	144

Department of Chemicals and Petrochemicals	1049	2	438	10	356	8	388	606	472	
Department of Commerce	6814	140	4966	180	3556	66	3547	5147	3883	1.0
Department of Consumer Affairs	13059	187	13775	249	12106	237	11583	18072	19357	1.0
Department of Defence	8582	3341	9625	2361	11865	500	13595	19782	17003	
Department of Defence Finance	17464	525	16175	301	10710	319	20278	36060	22099	23.0
Department of Defence Production	3074	12	2491	23	1760	93	1211	2065	1195	
Department of Defence Research and Development	1506	17	1255	23	606	13	610	981	551	0.0
Department of Economic Affairs ACC Division	5844	343	4281	353	2060	539	1616	3851	1680	4.0
Department of Empowerment of Persons with Disabilities	3099	79	2489	10	2873	7	2618	3344	2946	0.0

Department of Ex Servicemen Welfare	7100	411	10835	489	22190	1448	33623	57455	2034
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Department of Expenditure	4973	54	7191	52	4987	18	1052	1612	124
Department of Fertilizers	1635	19	473	37	380	63	327	559	61
Department of Financial Services (Banking Division)	154182	1159	176984	1161	151842	1388	123732	186655	1757
Department of Financial Services (Insurance Division)	32870	105	28936	115	35596	86	21448	29253	282
Department of Financial Services (Pension Reforms)	3420	29	3445	25	3169	25	2655	3303	41
Department of Fisheries	323	48	290	20	402	5	245	373	4
Department of Food and Public Distribution	5085	23	4914	9	6656	12	10779	13481	113
Department of Health & Family Welfare	27898	3780	10209	12896	24559	773	27490	38988	425
Department of Health Research	3430	180	1123	54	858	24	593	980	8

Department of Higher Education	18056	1483	15123	1184	12982	464	12452	18879	206
Department of Investment &	909	43	956	24	1151	9	674	997	8

Public Asset Management									
Department of Justice	10399	304	14393	176	13296	311	10097	14648	1167
Department of Land Resources	1061	21	1710	16	3453	4	3873	4717	721
Department of Legal Affairs	3106	5749	3655	38	3759	7	2816	3839	363
Department of Military Affairs	4822	1976	4823	897	3132	226	2878	4723	498
Department of Official Language	374	37	237	12	151	7	149	209	25
Department of Personnel and Training	16812	2526	23230	3769	19722	209	15433	21684	1952
Department of Pharmaceuticals	1973	43	758	41	892	2	969	1374	100
Department of Posts	51829	135	54278	86	56177	105	51222	68496	6622
Department of Public Enterprises	685	13	678	6	601	1	527	638	72

Department of Revenue	13383	5812	8990	4039	8905	66	7910	10945	9660
Department of Rural Development	4890	637	7877	568	14226	361	700458	1385496	1346
Department of School Education and Literacy	22920	1175	15258	948	9750	1017	10046	17800	1432
Department of Science and Technology	2401	28	6827	29	2032	23	787	1262	118

Department of Scientific & Industrial Research	714	301	1548	89	555	3	1075	1421	780
Department of Social Justice and Empowerment	4703	1812	2505	2963	6785	51	6581	8655	8887
Department of Space	448	138	233	26	385	10	232	459	316
Department of Sports	1139	36	1129	73	949	26	740	1035	1120
Department of Telecommunication s	58868	383	51418	61	47271	13	58473	69892	90709
Department of Youth Affairs	685	80	493	96	596	14	394	727	440
Legislative Department	1301	225	738	89	793	9	533	1072	1007
Ministry of Coal	3863	229	3360	90	3475	8	3138	4386	4158

Ministry of Ayush	3394	70	2057	194	1961	3	1965	2807	3084
Ministry of Civil Aviation	15157	715	8439	459	7071	46	5082	7995	5437
Ministry of Cooperation	6	338	12698	18368	35924	14	4548	6327	5672
Ministry of Corporate Affairs	19854	216	16366	213	23625	46	13759	22418	12372
Ministry of Culture	2262	455	1544	242	1576	100	1415	2404	2494
Ministry of Development of North Eastern Region	609	7	166	6	232	0	128	205	132

Ministry of Drinking Water and Sanitation	2572	79	2540	449	4342	6	12576	20998	8618
Ministry of Earth Sciences	683	6	397	34	320	5	206	377	252
Ministry of Electronics & Information Technology	9562	154	7906	77	7145	154	7761	10381	12361
Ministry of Environment, Forest and Climate Change	4031	77	4214	328	4697	50	5189	7388	7360
Ministry of External Affairs	18142	497	15244	1070	16786	532	13347	19866	17491

Ministry of Food Processing Industries	1019	12	1750	15	540	6	346	561	478
Ministry of Heavy Industries	1424	10	1140	8	1023	14	962	1223	2116
Ministry of Home Affairs	36173	1832	36258	2212	45641	895	50140	69356	57415
Ministry of Housing and Urban Affairs	29953	414	27939	575	24292	306	34614	65551	21471
Ministry of Information and Broadcasting	5857	407	3109	284	2722	146	2654	4252	4197
Ministry of Labour and Employment	92876	352	135690	498	159267	185	167942	219046	203807

Ministry of Micro Small and Medium Enterprises	3677	147	2006	171	1918	24	8395	4830	31307
Ministry of Mines	2672	25	1895	20	840	18	1038	1510	1266
Ministry of Minority Affairs	1195	399	1548	143	1921	72	2174	2417	1070
Ministry of New and Renewable Energy	894	31	823	12	668	3	1769	2407	1967

Ministry of Panchayati Raj	3889	48	5345	65	8060	9	8346	10517	11970
Ministry of Parliamentary Affairs	3080	31	2489	17	3185	0	1650	2409	1644
Ministry of Petroleum and Natural Gas	18727	231	15338	360	12365	298	16292	27595	7085
Ministry of Power	3937	318	3663	290	3183	124	3946	5663	6358
Ministry of Railways (Railway Board)	49904	348	50760	1025	55138	1096	54847	78152	64305
Ministry of Road Transport and Highways	19917	1473	21622	1462	19606	290	22848	29532	40016
Ministry of Shipping	2120	239	1096	211	1250	50	1052	1739	1258
Ministry of Skill Development and Entrepreneurship	2393	72	2001	102	1690	31	4662	2535	13746
Ministry of Statistics and	692	77	233	38	360	6	332	495	268

Programme Implementation								
Ministry of Steel	2215	11	946	15	936	18	719	127
Ministry of Textiles	1320	21	1034	17	714	49	539	96

Ministry of Tourism	2603	33	1993	43	2329	34	2276	325
Ministry of Tribal Affairs	1440	87	860	113	1450	58	1613	205
Ministry of Water Resources, River Development & Ganga Rejuvenation	1937	204	1886	45	4706	32	2013	304
Ministry of Women and Child Development	7108	167	4437	139	4935	127	6864	885
NITI Aayog	2812	19	2667	46	3766	5	3520	435
O/o the Comptroller & Auditor General of India	6670	126	11294	41	8674	68	1372	278
Staff Selection Commission	7929	49	11340	1319	8859	251	2153	370
Unique Identification Authority of India	11162	43	12117	268	16784	36	18388	2494
Total	1011765	54464	1030956	81278	1181687	21991	1815622	299088

Note: The prescribed timeline for redressal of public grievances on CPGRAMS was 60 days up to 22.06.2021, 45 days from 23.06.2021 to 27.07.2022, 30 days from 28.07.2022 to 23.08.2024, and 21 days with effect from 24.08.2024. Grievances disposed within timeline and pending beyond timeline have been calculated as per applicable timeline.

NKR/AK

(रिलीज़ आईडी: 2295410) आगंतुक पटल : 760
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