

PARLIAMENT QUESTION: STRENGTHENING OF CPGRAMS

प्रविष्टि तिथि: 12 AUG 2026 2:02PM by PIB Delhi

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.

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

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.

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; Department of Atomic Energy and Space Dr. Jitendra Singh in a written reply in Lok Sabha today.

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