

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 496**  
(TO BE ANSWERED ON 06.12.2023)

**EFFICACY OF GRIEVANCE REDRESSAL MECHANISM**

**496. SHRI B.Y. RAGHAVENDRA:**  
**SHRI ANNASAHEB SHANKAR JOLLE:**  
**SHRI SUNIL KUMAR SINGH:**

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

- (a) whether the Union Government has established any programme to monitor the efficacy of grievance redressal mechanism instituted by various States and Union Territories and if so, the details thereof; and
- (b) the details of the number and percentage of grievances still pending before the State Governments, State-wise including Jharkhand and Karnataka?

**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): The Government has created a web based portal, namely Centralised Public Grievance Redressal and Monitoring System (CPGRAMS). It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. The CPGRAMS portal ([www.pgportal.gov.in](http://www.pgportal.gov.in)) receives citizen grievances of State and Union Territory Governments which are transferred online to States/ UT's. Government monitors the efficacy of grievance redressal by various States/ Union Territories through citizen feedback from the BSNL Feedback Call Centre and the Grievance Redressal Index. Monthly reports are published by Government on progress achieved by States/ UT's in Effective Grievance Redressal which are share with State/ UT Governments and reviewed on a monthly basis. Till November 2023, Government has published 14 monthly progress reports of State/ UT Governments, copies of which available on the DARPG portal [www.darpg.gov.in](http://www.darpg.gov.in).

(b): the details of the number and percentage of grievances still pending before the State Governments, State-wise including Jharkhand and Karnataka is at annex 1. A total of 1.75 lac cases are pending in States, the percentage pending for each state is indicated in Annex 1.

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Number and Percentage of Grievances Pending before State governments including Jharkhand and Karnataka (as on 25.11.2023)

Sl No.	State	Pending	Percentage of Pendency against grievances received during 01.01.2023 to 25.11.2023 (including brought forward)
1.	Government of Assam	9105	17.62
2.	Government of Chattisgarh	1243	12.93
3.	Government of Gujarat	7158	10.67
4.	Government of Goa	567	31.61
5.	Government of Himachal Pradesh	3889	21.04
6.	Government of Jharkhand	5938	14.67
7.	Government of Kerala	460	6.06
8.	Government of Karnataka	10821	30.78
9.	Government of Maharashtra	12307	10.50
10.	Government of Madhya Pradesh	6521	9.81
11.	Government of Odisha	25845	47.02
12.	Government of Punjab	3029	3.82
13.	Government of Rajasthan	4479	14.15
14.	Government of Sikkim	11	4.72
15.	Government of Telangana	10	0.18
16.	Government of Tamil Nadu	5011	18.11
17.	Government of Tripura	330	16.66
18.	Government of Uttarakhand	2912	16.51
19.	Government of West Bengal	24456	26.50
20.	Government of Andhra Pradesh	7567	18.06
21.	Government of Arunachal Pradesh	98	11.53
22.	Government of Bihar	10316	13.31
23.	Government of Haryana	11643	22.97
24.	Government of Meghalaya	198	12.28
25.	Government of Manipur	3307	65.88
26.	Government of Mizoram	210	14.99
27.	Government of Nagaland	934	64.50
28.	Government of Uttar Pradesh	16322	6.55

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