

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

LOK SABHA
UNSTARRED QUESTION NO. 814
(TO BE ANSWERED ON 07.02.2024)

ONE NATION ONE PORTAL

†814. **SHRI GAJENDRA SINGH PATEL:**

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

- (a) whether the Government plans to launch One Nation One Portal to resolve public grievances and if so, the details thereof;
- (b) if not, whether there is any such plan under consideration in this regard so that the problem can be resolved within the time limit;
- (c) whether the Government proposes to set a Good Governance Index scale for each State and if so, the details thereof; and
- (d) the number and details of the public complaints received in Madhya Pradesh and various efforts being made to resolve these problems?

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) & (b): The Government has created a unified grievance redressal platform namely Centralised Public Grievances Redress and Monitoring System (CPGRAMS) accessible at <https://pgportal.gov.in>. Any citizen can lodge his/her grievances pertaining to the Central Ministries/ Departments /State Governments / Union Territories (UTs) on CPGRAMS. Every Ministry / Department in Government of India and State Government/UT have access to this system and grievances are resolved by the concerned Ministries/ Departments/ States/ UTs on decentralized basis. About 1.3 lakh Grievance Officers of Central and State Governments are mapped on this system. The CPGRAMS has also been integrated with Grievance portals of 19 States /UT.

(c): The government has launched Good Governance Index (GGI) framework in 2019 to assess the State of Governance across all States and Union Territories (UTs) on common indicator. The Index provides a comparative picture among the States/ UTs, while developing competitive spirit for improvement. The second edition of Good Governance Index, GGI 2020-21 was released in 2021 covering a total of 58 indicators under ten sectors i.e Agriculture and Allied Sector, Commerce and Industry, Human Resource Development, Public Health, Public infrastructure & Utilities, Economic Governance, Social Welfare & Development, Judiciary and Public Safety Environment and Citizen Centric Governance.

(d): Madhya Pradesh has received about 36315 grievances in the year 2023 and disposed of about 38106 grievances including the backlog ones. Government has implemented 10 step reforms with special focus to enhancing capacity of CPGRAMS with next generation technology and feedback mechanism so as to ensure timely and effective resolution of grievances and enable root cause analysis of complaints and their solution through systemic reforms.
