

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

LOK SABHA
UNSTARRED QUESTION NO. 380
(TO BE ANSWERED ON 24.07.2024)

'INTERACT WITH PM' INITIATIVE PORTAL

380 SHRI K SUDHAKARAN:

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

- (a) the total number of complaints received by the 'Interact with PM' initiative of the PM India portal, year-wise;
- (b) the total number of complaints that has been closed upon the direct intervention of the Prime Minister's Office, year-wise;
- (c) the number of complaints that has been unresolved, year-wise; and
- (d) the details of pendency rate of complaints, year-wise?

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) to (d): PMO PG Portal at <https://www.pmindia.gov.in> is a centralized portal for receiving public grievances relating to Central Ministries/Departments and also for State/UTs. The status of the grievances filed in PMO PG portal can be tracked with a unique registration ID provided at the time of filing of the grievance. The grievances received are redressed by the concerned Ministries/Departments/States/UTs in a decentralized manner. A majority of the grievances are redressed in less than 30 days. The details of the grievance received through this portal and which pertain to Central Ministries/Departments and State Governments/UTs during the last 5 years (Till 30.06.2024) is at **Annex-1**.

Annex- 1 to the reply of Unstarred Question No: 380, Lok Sabha (to be answered on 24.7.2024)

Status of the complaints lodged through Interact with PM initiative on PMINDIA portal -For Central Ministries/Departments

Year	Brought Forwarded	Received during the period	Redressed during the period	Grievances Pending as on Year End
2019	31031	461780	451823	40988
2020	40988	729619	721092	49515
2021	49515	403486	433608	19393
2022	19393	220053	219741	19705
2023	19705	184227	169273	34659
2024(Till 30th of June 2024)	34659	58612	80513	12758

Status of the complaints lodged through Interact with PM initiative on PMINDIA portal -For State Governments/UTs

Year	Brought Forwarded	Received during the period	Redressed during the period	Grievances Pending as on Year End
2019	279129	273369	153985	398513
2020	398513	344727	339275	403965
2021	403965	203634	281667	325932
2022	325932	127257	260805	192384
2023	192384	91973	258633	25724
2024(Till 30th of June 2024)	25724	46696	46219	26201
