

**GOVERNMENT OF INDIA  
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
LOK SABHA**

UNSTARRED QUESTION NO:4193  
ANSWERED ON:19.12.2012  
DIGITALISING PUBLIC GRIEVANCES SYSTEM  
Tandon Annu

**Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:**

- (a) whether the Government is considering to make the system of public grievances digital as part of the Government's e-governance plan;
- (b) if so, whether the Government is considering to link the system of public grievances to the proposed Service Delivery Act;
- (c) if so, the details thereof;
- (d) whether there is an audit of the performance of the system of addressing public grievances; and
- (e) if so, the details thereof ?

**Answer**

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.  
(SHRI V. NARAYANASAMY)

(a), (d) & (e): The Government has already established an internet based Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) in June, 2007, to facilitate citizens to lodge their grievances from anywhere, anytime for redressal. The System enables Ministries/Departments to take appropriate action and upload the action taken reports on the System. The grievances received manually/by post are digitized and uploaded on the System. The citizens can view online the statues of action taken on their grievances. The System has provisions for generating various reports for monitoring of the grievances. CPGRAMS has feedback mechanism for rating of the satisfaction level, by the complainant, after redressal.

(b) & (c): The Government of India has introduced in Lok Sabha in December 2011, "The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011". It provides for development, improvement, modernization and reform in service delivery and redressal of grievance system and also include adoption of electronic modes, internet, etc.