

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

UNSTARRED QUESTION NO:4104

ANSWERED ON:17.12.2014

REVIEW OF ONLINE PORTAL

Shekhawat Shri Gajendra Singh;Sreeramulu Shri B.

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

(a) whether the Government has reviewed the functioning of online Centralised Public Grievance Redress and Monitoring System portal; and

(b) if so, the outcome thereof and the steps taken by the Government to improve the system?

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): It is constant endeavour of Government to improve the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS) and operational issues, if any, are looked into on priority.