

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

LOK SABHA
UNSTARRED QUESTION NO. 5636
(TO BE ANSWERED ON 06.04.2022)

CPGRAMS

5636. SHRI VISHNU DAYAL RAM:

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

- (a) the total number of grievances registered with the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) during the last three years and the current year, year-wise;
- (b) the total number of grievances that have been resolved during the said period; and
- (c) the total number of grievances that have been appealed during the given period?

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 year wise grievances registered with the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and disposed of (including grievances carried forwarded from the previous years) during the last three years and the current year is given as under:-

SL No.	Year	No. of grievance Received on CPGRAMS	No. of grievances disposed including the grievances carried forwarded from previous year
1)	2019	2711455	1639852
2)	2020	3342873	2319569
3)	2021	3023894	2135923
4)	2022 (Till 31 st March)	1332567	418451

(c): The Appeal Mechanism was introduced in CPGRAMS from 20.01.2021. From the date of introduction of Appeal Mechanism and till 31st March, 2022 total 98337 no of grievances have been filed in CPGRAMS.
