



प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
GOVERNMENT OF INDIA



CPGRAMS ANNUAL REPORT 2024



“24 BY 7 FOR 2047”

Hon'ble Prime Minister Shri Narendra Modi,

in his reply to the Motion of Thanks on the President's Address in Lok Sabha, assured the people of India that the government is committed to realizing the vision of a Viksit Bharat and will strive towards it with full dedication, honesty, and the best of their abilities.

डॉ. जितेन्द्र सिंह

राज्य मंत्री (स्वतंत्र प्रभार),
विज्ञान और प्रौद्योगिकी मंत्रालय,
पृथ्वी विज्ञान मंत्रालय,
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MESSAGE

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Minister of State, Prime Minister's Office,
Ministry of Personnel, Public Grievances and Pensions,
Department of Atomic Energy & Department of Space,
Government of India

CPGRAMS represents the technology platform for fulfilling the Government's commitment for effective and timely redressal of Public grievances in an accessible and meaningful manner. In his historic 3rd term, Hon'ble Prime Minister, Shri Narendra Modi ji, has accorded the highest priority for citizen empowerment through effective grievance redressal by using technology platforms. The CPGRAMS has proved an effective instrument for implementing the Government's policies for time bound redressal of public grievances. The CPGRAMS 10-step reforms have enabled higher inclusivity through regional language interface, common service centers, higher citizen satisfaction levels, strong citizen feedback, reduction in timelines of grievance redressal, data analytics and development of effective metrics through the GRAI. Encouraged by the improvements witnessed following the adoption of the CPGRAMS 10-Step Reforms, Government further revised its Grievance Redressal Policy in August, 2024, under which grievance redressal timelines were brought down to 21 days and enhanced focus accorded to capacity building programmes of grievance officers. Government also envisages timely implementation of Next Generation CPGRAMS to further enhance the ease of living of citizens.

I am glad that the CPGRAMS Annual Report 2024 presents the dedicated and purposeful efforts undertaken by the Department of Administrative Reforms and Public Grievances in developing a world class grievance system that will cater to millions of Indians in effective redressal of public grievances. Bringing citizen and government closer by adoption of technology represents an important step for Viksit Bharat 2047 and the CPGRAMS plays an important role in fulfilling this policy objective.

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V. Srinivas, IAS

सचिव

SECRETARY



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अमृत महोत्सव

सत्यमेव जयते

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कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
प्रशासनिक सुधार और लोक शिकायत विभाग,
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DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
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MESSAGE

The **CPGRAMS Annual Report 2024** represents Government's commitment to strengthening the grievance redressal ecosystem with focus of quality of grievance redressal in a time-bound manner.

The year 2024 has been marked by significant strides in grievance redressal, marked by deepening 10-step reforms for enhanced transparency and citizen satisfaction.

The **CPGRAMS Annual Report 2024** is a summary of the work done in Effective Redressal. It is also a blueprint for the future, fostering a culture of accountability and continuous improvement.

This publication reflects the dedication and collective efforts of the Department of Administrative Reforms and Public Grievances (DARPG) and knowledge partners, Nodal Officers and Appellate Officers of ministries and departments. I extend my heartfelt gratitude to all officials and whose contributions have made this milestone possible.

The insights shared in this report will enable Ministries, Departments, States and Union Territories across the country to rededicate themselves to effective grievance redressal.



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(V. Srinivas)

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Introduction

“In this decade of Amrit Kaal, we will give priority to Next Generation Reforms. We will ensure that all facilities like service delivery should reach citizens up to the last mile; it should reach the last person seamlessly, without hesitation or any kind of difficulty. For the overall development of the country, unnecessary interference by the Government and Government processes in the lives of the people has to be ended.” – Prime Minister Narendra Modi’s address from the Red Fort on 75th Independence Day, August 15, 2021

Public grievance redressal is the cornerstone of a responsive democracy. As Hon’ble Prime Minister Narendra Modi aptly stated, “Effective grievance redressal systems are vital for enhancing inclusion, transparency, and human dignity.” In the pursuit of Viksit Bharat @2047, the government has undertaken transformative reforms to strengthen citizen engagement, streamline grievance redressal processes, and integrate cutting-edge technology.

The Department of Administrative Reforms and Public Grievances (DARPG) is the primary agency of the Government of India responsible for administrative reforms and redressing public grievances related to both Central Government agencies and State/UT administrations. To enhance public service delivery and government responsiveness, DARPG launched the Centralized Public Grievances Redress and Monitoring System (CPGRAMS), a 24x7 digital platform enabling citizens to lodge and track grievances across 89 Central Ministries, 36 States/UTs, and key offices like the PMO and President’s Secretariat, ensuring a unified approach to grievance handling.

Presently, the CPGRAMS is the world’s largest citizen interface platform. The CPGRAMS has been adopted and implemented across all the Central M&D, attached, subordinate and autonomous bodies. By integrating advanced technologies, supporting multiple languages and providing comprehensive tracking and feedback mechanisms, CPGRAMS ensures that citizens’ grievances are addressed promptly and effectively, contributing to improved governance and public service delivery.

The CPGRAMS Annual Report 2024 captures significant developments, trends, initiatives, and impact stories, presenting a holistic picture of CPGRAMS’ performance and its contribution to improving governance framework.

TIMELINE

- Online Hackathon launched on “Data-driven Innovation for Citizen Grievance Redressal” by DARPG
- Capacity Building session for GROs of Central Ministries/Departments
- 09th -12th January - PSC study visit to Hyderabad & Port Blair, interaction with Chief Secretaries and concerned officials on ‘Effective redressal of Grievances by Strengthening the Public Grievances Redressal System’

- Urgent grievance report made available to GROs
- 19th March- AI Classification report made available to GROs
- Capacity Building session for GROs of Central Ministries/Departments
- CSC - CPGRAMS Live Session with Agriculture Joint Secretary, on CPGRAMS and Agriculture Sector grievances

- Launch of the Feedback Portal (Link - <https://pgportal.gov.in/CCFeedback>)
- Capacity Building session for GROs of Central Ministries/Departments



- Meeting between Secretary, DARPG and Chief Secretary, Government of Gujarat to on-board their grievance redressal system onto CPGRAMS 7.0

- 22nd - 24th April - Indian delegation led by Secretary, DARPG, attended the “3rd Biennial Pan-Commonwealth Meeting of Heads of Public Service”, at Marlborough House, London. CPGRAMS identified as a State-of-the-Art Grievance Redressal System for possible replication in the Commonwealth
- 4th April - Secretary, DARPG delivered a lecture on “Effective Grievance Redressal and CPGRAMS Technology Enhancements” at IIT Bombay and discussed collaboration on “Next Generation CPGRAMS”

- Secretary, DARPG presented CPGRAMS, to the representatives of the US Government and key stakeholders at a meeting convened by IBM Centre for the Business of Government
- Change in language translation service and auto detection of source language functionality introduced for GROs
- CPGRAMS 100-day Action Plan submitted to the government
- CSC - CPGRAMS Live Session on CPGRAMS and Pradhan Mantri Awas Yojana grievances

- Revised Sevottam Guidelines released
- Comprehensive review of Jammu & Kashmir Grievance Redressal System chaired by Secretary, DARPG
- Cabinet Secretary directed Ministries/Departments to enhance Grievance Redressal Systems, aligning with the PM's call for greater sensitivity, accessibility, and meaningfulness
- JK Samadhan App launched
- 8th July – Secretary, DARPG delivered a special oration on "CPGRAMS: The Foundation for SMART Government" at the Sri Lanka Institute of Development Administration, attended by senior SLAS officers

- National Conference on e-Governance (NCeG) held in Mumbai, the CPGRAMS stall in the exhibition was inaugurated by the Hon'ble Chief Minister of Maharashtra, where DARPG showcased the e-delivery of public services through CPGRAMS
- Comprehensive discussions held with Chairman, ASCI and DG, ASCI on capacity building of GROs

- 18th November – National Conference on Effective Redressal of Public Grievances held, CPGRAMS Mobile App 2.0, GRAI 2023 and CPGRAMS October, 2024 Monthly Reports were released
- 18th November – DARPG presented to the PSC, with Secretaries from Civil Aviation and Social Justice & Empowerment called to review their grievance redressal systems



- New Comprehensive Guidelines for handling the Public Grievances released
- Capacity Building session for GROs of Central Ministries/Departments
- 21st August – Secretary, DARPG, held discussions with the Chief Information Commissioner and other senior officials on technological advancements in CPGRAMS

- New Action Taken Report Format operationalised
- New Call Centre vendor to collect citizen feedback on their redressed grievances finalised
- One-on-one comprehensive CPGRAMS 7.0 categorisation meeting with Ministry of Labour and Employment
- One-on-one comprehensive CPGRAMS 7.0 categorisation meeting with Department of Animal Husbandry and Dairying
- CPGRAMS Live Session with Agriculture Secretary, on CPGRAMS and PM KISAN scheme
- Industry workshop on ideal NextGen CPGRAMS system
- Tender for the NextGen CPGRAMS published

- 5th December – Secretary, DARPG delivered ASCI 68th Foundation Day Lecture
- 10th December – Secretary, DARPG offered a discourse on 'Effective Redressal of Public Grievances' at 16th Annual Convention, 2024 of Central Information Commission
- Secretary, DARPG, convened an interactive meeting with officials from RBI and SEBI for understanding the best practices regarding Grievance Redressal Mechanism.
- DARPG gave the training to nearly 200 officers of the Government of Odisha on CPGRAMS Portal.

HIGHLIGHTS FOR THE YEAR 2024

1. The **136th Report**, authorized by the committee, presents the **Action Taken on the 127th Report** pertaining to the Department of Administrative Reforms and Public Grievances and Pension & Pensioners' Welfare (Ministry of Personnel, Public Grievances & Pensions).
2. Cabinet Secretary directed Ministries/Departments to enhance Grievance Redressal Systems, aligning with the **Hon'ble Prime Minister's** call for greater sensitivity, accessibility, and meaningfulness.
3. **Hon'ble MoS (PP) Dr. Jitendra Singh** released the **CPGRAMS Annual Report for the year 2023** and the **CPGRAMS Mobile App** at the inaugural function of the **Good Governance Week 2023** on 19th December, 2023.
4. On **23rd August, 2024**, the **Department of Administrative Reforms and Public Grievances** has issued comprehensive guidelines for handling public grievances. The 2024 Policy Guidelines reiterate the Government's commitment for **Effective Grievance Redressal** and manifest the technology improvements undertaken with the 10-step reform process adopted.
5. **CPGRAMS Monthly Reports** published to assist the Central Ministries/Departments and States/UTs in monitoring and course correction to improve grievance redressal
6. On **20th of every month, CSC-CPGRAMS Day** is being organised where VLEs encourage citizens to register their grievances on the CPGRAMS portal.
7. Indian delegation led by **Secretary, DARPG**, attended the "Third Biennial Pan-Commonwealth Meeting of Heads of Public Service" from 22nd to 24th April, 2024, at Marlborough House, London. The theme of the 3-day conference was "Institutionalization for SMART Government to enhance Public Service Delivery", with focus on adoption of AI in governance

"India's CPGRAMS grievance redressal system is a best practice for member states to learn from" quoted by Secretary General, Commonwealth Secretariat
8. **Feedback Portal** was launched, empowering **Grievance Redressal Officers** to directly hear citizen's voice
9. **Secretary, DARPG** presented **CPGRAMS, a foundation for SMART Government** to the representatives of the US Government and key stakeholders at a meeting convened by IBM Centre for the Business of Government
10. Comprehensive review of Jammu & Kashmir Grievance Redressal System chaired by **Secretary, DARPG** in July, 2024

11. In September, 2024 comprehensive discussions held with Chairman, ASCI and DG, ASCI on capacity building of GROs
12. In November 2024, for the **29th month** in a row, the monthly disposal crossed **1 lakh** cases in the Central Secretariat.
13. **More than 200 DO letters** have been issued to the Ministries/ Departments by DARPG in 2024
14. In 2024, **more than 24 lakh grievances** received by all the Ministries/ Departments and States/UTs
15. **Average disposal time** of Central Ministries/Departments has improved from **22 days in 2022 to 12 days in 2024**
16. In 2024, **2,06,531 appeals** were received by all the Central Ministries/ Departments
17. **More than 2,41,304 grievances** have received the rating of Excellent & Very Good, directly from the citizens, in the feedback collected by the Call Centre for the period of 1st January, 2024 to 30th November, 2024
18. Leveraging the impetus provided by the **Special Campaign 4.0** conducted by DARPG, all the Ministries/Departments resolved **99.05%** of their pending grievances
19. New Action Taken Report Format operationalised for the **Grievance Redressal Officers** to improve the quality assessment of the resolution and performance of grievance officers
20. The **Sevottam scheme** has been revamped to further align with it the new demands and requirements of the next generation CPGRAMS. Under the new scheme, Government of India will support ATIs for training programmes of GROs @1500/per day/per person.
21. **Government of Gujarat requested for a meeting between Secretary, DARPG and Chief Secretary, Government of Gujarat**, that took place on 15th February, 2024, where **technological enhancements** in CPGRAMS Portal were discussed, suggestions were made to enhance the grievance redressal system in Gujarat, and **adopt CPGRAMS 7.0** for all officers of State Government

CPGRAMS RECOGNISED AS BEST PRACTICE BY THE COMMONWEALTH SECRETARIAT

From April 22-24, 2024, an Indian delegation led by the Secretary, Department of Administrative Reforms and Public Grievances, attended the Third Biennial Pan-Commonwealth Meeting of Heads of Public Service at Marlborough House, London, where CPGRAMS was

recognized in the Outcome Statement as “India’s State-of-the-Art Grievance Redressal System” and a best practice in governance that can be replicated across Commonwealth nations.



Outcome Statement



The Commonwealth

25 April 2024

Dear Mr. Srinivas,

It was a great pleasure to welcome you and your distinguished delegation to Marlborough House this week for the Third Biennial Pan-Commonwealth Meeting of Heads of Public Service, on the theme of 'Institutionalisation of Smart Government to enhance public service delivery'. I reiterate the sincere gratitude of the Secretary-General, the Rt Hon Patricia Scotland KC, and the whole Secretariat team for your exceptional contributions to this meeting.

The presentation you delivered during the meeting on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) highlighted how this state-of-the-art grievance redressal system has engaged and empowered citizens across India. We learnt from your presentation about its transformative impact on the transparency and accountability of government. We eagerly look forward to the evolution of India's vision to use AI for further policy, process and people-related changes, to operationalise the CPGRAMS mobile app and adopt the CPGRAMS 7.0 version in all states and Union Territories.

As the Vishwa Mitra, India has given the world confidence to achieve our common and collective goals. We look forward to working with the Government of India to advance ideas we discussed on how India's success story can help to bridge the gaps experienced by the other 1.2 billion people in the Commonwealth. As you heard this week from many other Commonwealth member states, they are eager to learn and benefit from India's remarkable journey in the use of technology to deliver smart governance. Your presentation was appreciated by representatives from across the Commonwealth, including from Kenya, Tanzania, Zambia, Botswana, Uganda, the Maldives, and Grenada amongst others. As our Secretary-General stated, India's CPGRAMS grievance redressal system is a best practice for member states to learn from.

In this spirit, we would like to collaborate with you on two key aspects of smart governance. First, the Commonwealth seeks your support in advancing the digital transformation of our member countries, particularly in improving the delivery of public services. Many of our members are in the early stages of digitisation and face significant challenges. We deeply value India's leadership and experience and would like to leverage your expertise to guide our members towards "maximum governance, minimum government" as espoused by Prime Minister Modi. Much like India, our member states would benefit from harnessing technology that should be open, interoperable, scalable, and secure within a framework that prioritises people, policy and processes.

Towards this end, we propose to begin by taking stock of the level of public service digitisation across Commonwealth countries. This survey will help us understand each member state's progress in their digital transformation journey, identify existing gaps, and determine which areas need additional

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support. Based on demand and existing capabilities, governance technologies such as CPGRAMS, e-Office, and e-Courts, may be adapted to meet the needs of our members in a phased approach. If India is interested in supporting Digital transformation of the Commonwealth, we can create a concept note, followed by a comprehensive proposal detailing the next steps. In this regard it is worth noting that the Secretariat, in collaboration with the Management Development Institute (MDI) Gurgaon, is setting up the Commonwealth Hub for the Business of Government (CHBOG) based at MDI, and which would be ready to act as an intermediary and as a facilitator should you prefer that option.

Second, we would appreciate your leadership and extensive expertise in accelerating the efforts of the Commonwealth AI Consortium, to support countries that are ready to make the AI leap. As you are aware, the Consortium has produced an analysis for each country's digital position from which we can craft the heat map, and it is ready to focus on policy, governance, capacity-building, research, innovation, data and infrastructure. We greatly value your appreciation and support of this initiative. We would be delighted to arrange a more detailed presentation for your team that outlines each working group's goals and would welcome your feedback on areas where India could offer assistance.

I thank you again for sharing the inspiring story of India's public governance journey and look forward to our deepened collaboration. It was a real pleasure meeting you.

With my very best wishes,


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Assistant Secretary-General

Mr V. Srinivas IAS
Secretary to Government of India
Department of Administrative Reforms and Public Grievances
Department of Pensions and Pensioners Welfare and
Director General – National Centre for Good Governance

c/c HE Vikram Doraiswami, IFS
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NATIONAL WORKSHOP ON EFFECTIVE REDRESSAL OF PUBLIC GRIEVANCES



Dr. Jitendra Singh, Hon'ble Minister of State



Officials at the Workshop

The National Workshop on Effective Redressal of Public Grievances, organized by the Department of Administrative Reforms and Public Grievances (DARPG) was held on 18th November 2024, which brought together over 500 officers from Central Ministries, State Governments, and Administrative Training Institutes. The workshop focused on promoting citizen-centric governance, addressing systemic

challenges in grievance redressal, and showcasing innovative practices and technologies.

In the workshop, Dr Jitendra Singh, Minister of State for Personnel, Public Grievances, and Pensions, delivered the keynote address in which he highlighted a significant improvement in grievance resolution times,

with an average of 13 days achieved in 2024, compared to the earlier benchmark of 21 days. Citizen satisfaction levels, reflecting the efficiency of initiatives like CPGRAMS, reached 44 percent. Dr Singh emphasized the role of technology-driven mechanisms in transforming public service delivery, building trust, and fostering transparency between the government and citizens.

The workshop spanned across six sessions, including plenary discussions and knowledge-sharing by experts. It also featured the launch of several key initiatives, including the Grievance Redressal Assessment and Index (GRAI) 2023, CPGRAMS Mobile App, and the Monthly Reports for October 2024. These tools are expected to enhance governance by offering innovative solutions and proactive engagement with citizens. Shri V. Srinivas, Secretary of DARPG, spoke on the evolution of CPGRAMS as a flagship initiative. He highlighted the integration of data-driven strategies and modern technologies, such as artificial intelligence, to streamline grievance management and improve citizen satisfaction. During his presentation, he also laid out a future roadmap for key advancements in governance, including the Bhashini's initiative to develop Chatbot for enhanced citizen interaction and plans for NextGen CPGRAMS were discussed as part of the government's forward-looking strategy.

Shri Srinivas outlined a detailed roadmap for improving grievance redressal mechanisms. This included establishing dedicated grievance cells in Ministries/Departments with high grievance volumes, training officials through capacity-building programs, and adopting

regional best practices. Examples such as Karnataka's collaboration with feedback call centers in regional languages and Kerala's Kerala Yatra initiative, which trained 30,000 officials for resolving grievances at the grassroots level, were recognized for their effectiveness. He also emphasized studying the Reserve Bank of India's internal ombudsman system and incorporating its principles into CPGRAMS to enhance efficiency. Plans for the NextGen CPGRAMS Portal, set for launch by June 2025, were unveiled. The portal will include features like streamlined citizen registration, chatbot integration, improved social media engagement, and the use of artificial intelligence for predictive grievance analysis. Shri Srinivas stressed the importance of these advancements in improving accessibility, user experience, and overall efficiency.

The workshop concluded with a valedictory session led by Shri V. Srinivas and Smt. Jaya Dubey. They commended the collaborative efforts of all stakeholders and knowledge partners, including NIC, the Quality Council of India, Ernst and Young, and the Data Strategy Unit, for their contributions to improving grievance redressal systems. The event highlighted the critical need for technological integration, inclusivity through regional language support, and the adoption of innovative practices to strengthen governance and enhance public service delivery across the country.

COMPREHENSIVE GUIDELINES FOR HANDLING PUBLIC GRIEVANCES, 2024

In line with the directions of the Hon'ble Prime Minister during his interaction with the Secretaries to the GOI on 29th June 2024, DARPG has undertaken a review of existing processes to make CPGRAMS more sensitive, accessible and meaningful to the citizen.

In the past, DARPG had introduced several measures for strengthening CPGRAMS and also issued a comprehensive guideline to strengthening Grievance Redressal Mechanism vide this Department OM of even no. dated 27.07.2022, which stand revised/reiterated as under:

1. An integrated user-friendly grievance filing platform

CPGRAMS is a centralized platform for citizens to register grievances against public authorities in the Central Government or States/UTs, offering role-based access to relevant departments. Many Central Ministries/Departments, and States also have their own public grievance platforms. Integrating all of them into a single window enhances accessibility, reduces duplication, and saves officials' time. Priority shall be given to API-based integration to optimize the operational efficiency of all public grievance portals.

2. Appointment of Nodal Officer for Public Grievances

The Nodal Officer for Public Grievances ensures citizen grievances are addressed promptly, fairly and efficiently. Ministries must appoint experienced, competent officers with sufficient authority

and knowledge of departmental workflows. In the Ministries/ Departments where grievance volume is high, a dedicated Nodal Officer with independent charge on sufficient rank is recommended to ensure timely and quality grievance resolution.

3. Role of Nodal Public Grievance officer

An indicative list of activities to be performed by the Nodal Officer for Public Grievances is given as follows:

- I. **Effective categorization:** Effective grievance management on CPGRAMS is based on accurate categorization and their mapping with right authorities. Nodal PG officer, under the guidance of Secretary, shall undertake review of categorization once in six months to ensure their relevance and effectiveness for citizen in filing of grievances.
- II. **Appointment of Nodal Technical GRO:** The updating of Grievance Redressal Officers (GROs) and ensuring their correct mapping on CPGRAMS is crucial for faster grievance resolution. A Nodal GRO should appoint a Nodal Technical GRO to oversee this process. The Nodal Technical GRO will manage updates related to officers' mobile numbers, transfers, retirements, and other CPGRAMS-related technical details. This ensures smooth and efficient functioning of the grievance redressal system.

- III. **Monitoring pendency:** The Nodal Officer shall monitor grievances and ensure quality disposal. Nodal GROs are responsible for handling grievances sensitively and maintaining polite, respectful communication with citizens.
- IV. Nodal Public Grievance officer may view the performance of other GROs in the nodal PG officer's dashboard in CPGRAMS. The Nodal officer is expected to utilize this facility to review the performance of other GROs in the respective Ministry.
- V. DARPG has created a portal for the feedback collected by BSNL on the grievances disposed by the GROs on CPGRAMS. The portal can be accessed on pgportal.gov.in/ccfeedback/. The Nodal officer is expected to analyze the feedback and work on the areas of poor/low feedback.
- VI. The Public Grievance System aims to identify and address root causes of grievances through systemic reforms. DARPG has created an AI-powered Data Strategy Unit and analytics dashboards for in-depth grievance analysis. Nodal Officers may utilize these tools to identify pain points in schemes and implement sustainable solutions.
- VII. DARPG publishes monthly CPGRAMS reports with performance rankings of Ministries/Departments based on the parameters of Grievance Redressal and Assessment Index (GRAI). Nodal Officers shall utilize the report to enhance their Ministry/Department's performance and rankings.
- VIII. Nodal officer shall take note of the complaints appearing in the newspaper/ social media etc. and take Suo moto action on the complaints.

- IX. At least one day in a month shall be utilized by Nodal GRO for having meetings with all Grievance Redressal Officers in his Ministry/Department regarding pendency, quality of redressal and complaints being received.

4. Setting up a dedicated Grievance Cell in every Ministry

Every Ministry shall set up a dedicated Grievance Cell under the supervision of the Nodal GRO. This Cell must be staffed with personnel knowledgeable about the Ministry's schemes and skilled in data analytics and root cause analysis to effective grievance handling.

5. Timeline for resolving the grievances

- 5.1 The 10-step reforms initiated in CPGRAMS have significantly reduced the average resolution time, enabling DARPG to set a maximum grievance redressal time of 21 days. In cases where the redressal requires longer time, an interim reply may be provided, stating the reason and expected resolution timeline.
- 5.2 For grievances requiring more than 21 days due to procedural complexities, Ministries/Departments may identify such categories and suggest the timelines as a guideline to GROs. DARPG will support Ministries/Departments in this process by using algorithms to determine optimal time for resolution based on past history.
- 5.3 The grievances of urgent/priority nature are flagged on CPGRAMS based on individual Ministry-level inputs. Nodal GROs may validate the tagging of grievances and ensure GROs prioritize resolving these grievances promptly.

6. Escalation process: Appointment of Appellate Authorities

CPGRAMS serves as an appeal platform for grievances unresolved on other portals, allowing citizens to raise appeals via the portal or feedback call centres. Appeals are handled by a Nodal Appellate Authority (NAA) of Additional/Joint Secretary rank, supported by Sub Appellate Authorities (SAA) for localized resolution of appeals against GROs. Appeals must be independently reviewed and shall be disposed of within a maximum of 30 days.

7. Redressal/ Closure of Grievances

7.1 Grievances shall follow a 'whole of the government' approach, avoiding closures with "Does not pertain to this Ministry/ Department/Office" or its equivalent statements. Efforts shall be made to transfer the same to the concerned authority for resolution.

7.2 GROs should not close grievances due to missing documents or information. Instead, they can request additional details through CPGRAMS or contact the citizen directly to obtain the required documents, if needed.

7.3 After redressal, GROs must submit a detailed Action Taken Report (ATR). DARPG has redesigned ATRs for faster closure of frivolous cases and meaningful reporting in other cases. In cases identified as frivolous, GROs are not required to submit detailed ATRs and feedback.

7.4 GROs must ensure to upload any relevant letters or orders issued by the Ministries/Departments for grievance redressal

and provide clear, valid reasons while closing the grievance, especially if a citizen's request is not accepted.

7.5 The disposed grievance will be treated as closed unless the citizen has filed the appeal. If the appeal is received from the citizen against the disposed grievance, the grievance will be treated as closed only after disposal of appeal.

7.6 CPGRAMS has multilingual auto translation facility. This facility shall be utilized and reply to the citizen shall be given in the language grievance was filed.

7.7 GROs are advised to follow the Standard Operating Procedure for handling the grievance on CPGRAMS which is enclosed at Annexure to this Circular.

8. Feedback on disposed grievances

8.1 Upon grievance resolution, an SMS/email is sent to the citizen on their registered mobile number and email address, and if dissatisfied, they can provide feedback or raise an appeal on the portal. DARPG has also set up a call center to survey the citizen response on grievance disposal.

8.2 Feedback will soon be integrated with platforms like WhatsApp and chatbots, allowing citizens to appeal through various channels. DARPG has created a separate portal <https://pgportal.gov.in/ccfeedback> for feedback and call records, accessible to Nodal PG Officers. Ministries can use this portal for detailed analysis of citizen feedback to improve their programs and policies.

9. Analysis of grievances to review impact of the schemes/ programmes and scope for improvements

- 9.1 Public grievances offer direct feedback on government programs, policies, and services. Analyzing these grievances provides valuable insights into areas needing attention and helps improve efficiency in government initiatives.
- 9.2 DARPG has established a Data Strategy Unit and developed two AI-powered analytical tools, accessible via <https://dashboard-pmopg.nic.in/igms2/sign-in> and <https://treedashboard.in/>. Ministries have been provided login credentials to these dashboards, which can be used for in-depth grievance analysis on CPGRAMS.

10. Benchmarking Performances: Grievance Redressal Assessment Index (GRAI)

The Grievance Redressal Assessment Index (GRAI), introduced by DARPG, helps Ministries/Departments review, analyse and streamline their internal grievance redressal mechanisms through SWOT analysis. Based on four dimensions—Efficiency, Feedback, Domain, and Organizational Commitment—it ranks Ministries/Departments on grievance handling effectiveness. Rankings are published in the CPGRAMS monthly reports, and an award policy be also introduced to recognize the best practices in grievance resolution.

11. Communication and Awareness

The link of CPGRAMS shall be prominently displayed at the homepage of every Ministry/ Department. The individual schemes/ programmes of the Ministry shall contain the link of grievance portal/ helpline where citizen can contact in case of a grievance. Other mediums of communication including social media handles of Ministry/ Departments shall also be used to create awareness about the grievance/ complaint filing systems in GOI. Success stories and the best practices of CPGRAMS shall be publicized through PIB Statements and social media handles of the Ministries.

12. Training and Capacity Building

DARPG will organize training for GROs on last Friday of every month. User Manual for GRO interface and Citizen interface are also available for self-learning by GROs. A course module on CPGRAMS is available in iGoT. Ministries shall utilize those training facilities to ensure effective and meaningful handling of public grievance. For training of State GROs, DARPG has collaborated with State ATIs under its SEVOTTAM scheme. It supports ATI for training @ Rs 1500 per GRO / per day.

13. Review of PG Cases/ PG Appeals in SOMs

To institutionalize the mechanism of grievance resolution, and to ensure quality disposal, the Secretary of the line Ministries/ Departments may review disposal process of CPGRAMS in Senior Officers Meetings. Secretary/Addl Secretary/Joint ff Secretary should also examine disposal of grievances every week and issue necessary direction for improvement in quality of disposal.

NEW ACTION TAKEN REPORT

DARPG has operationalized a **new ATR (Action Taken Report) format**, reinforcing the GoI commitment to creating a responsive and citizen-friendly grievance redressal ecosystem. The newly introduced ATR format will empower GROs in addressing important and priority

grievances received through the CPGRAMS Portal, with greater focus and efficiency. The initiative is an effort towards fostering trust and maximizing citizen satisfaction, aligning with the broader goals of good governance.

S. No.	ATR field	Field Mandatory/Optional	Dropdown options
1	Name of Grievance Officer	Mandatory	Auto-populated / Auto-saved
2	Designation of the Officer	Mandatory	Auto-populated / Auto-saved
3	Name of Organisation	Mandatory	Auto-populated / Auto-saved
4	Nature of Grievance	Mandatory	Shall be populated per customised choice of Ministry/ Department/State
5	Do you agree with the issues raised in grievance?	Mandatory	Yes/No
If the answer of question at S.No. 5 is YES then the following information needs to be furnished			
5(a)	Cause of Grievance	Mandatory	Local Office Related Policy Related Process Related Other

5(b)	Resolution Type	Mandatory	Fully Resolved Partially Resolved Unresolved
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If the answer of question at S.No. 5 is NO then the following information needs to be furnished

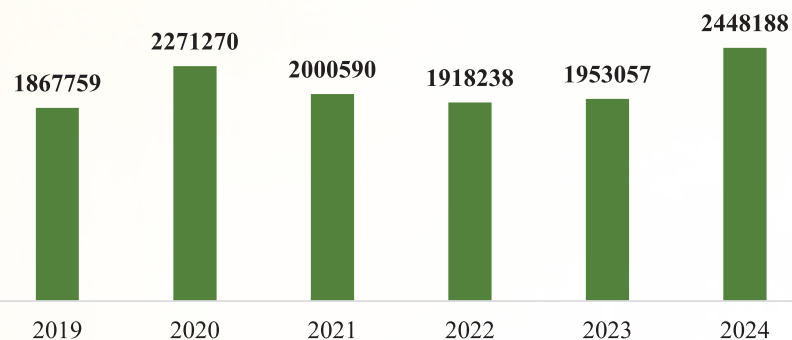
5(c)	Reason for Disagreement	Mandatory	Duplicate Suggestion Clutter/Spam Invalid : RTI Matter Invalid : Service Matter Invalid : Sub-judice Matter Invalid : Beyond Entitlement Systematic Limitation (not feasible) Appropriate Information not provided by the complainant Inadequate information despite effort Religious Faith/Belief
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6)	Supporting Document / Proof of Resolution (if any)	Optional	
7)	Final Reply to complainant	Mandatory	Limit of 2000 characters

It may be noted that in case '**No**' is selected for the clause '**Do you agree with the issues raised in grievance**', the grievance would not be eligible for feedback from call center, GRAI and Appeal Process.

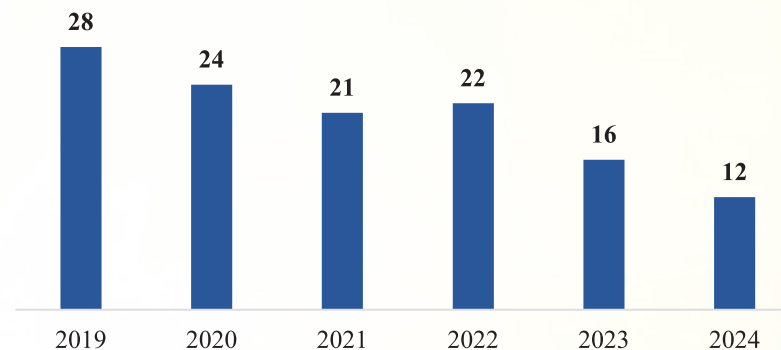
TREND OVER THE YEARS

Grievances Received



Increase in number of grievances received from 2019 to 2024

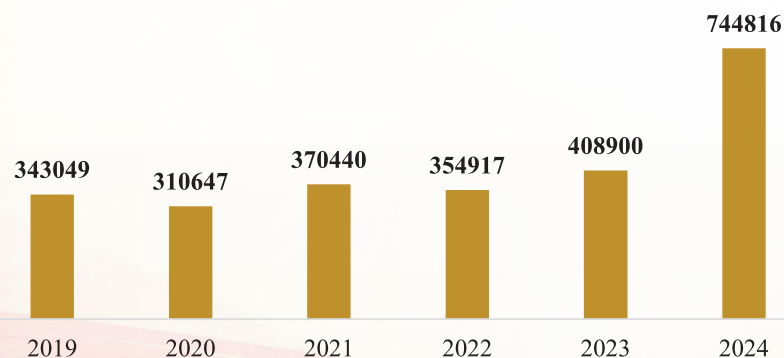
Average Closing Time of Central Secretariat on CPGRAMS Portal



Average Closing Time has fallen from 22 days in 2022 to 12 days in 2024

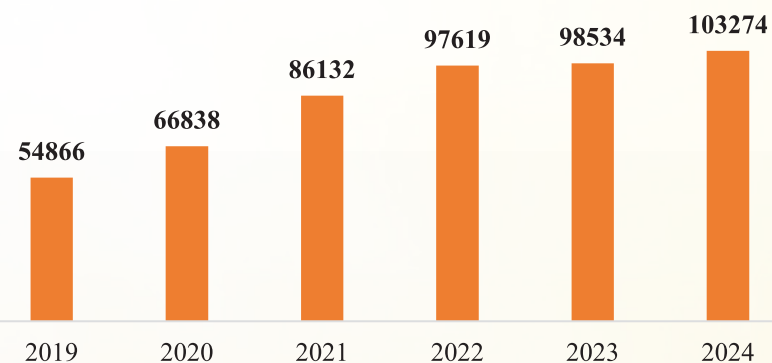
*as per receipts in the year and closed before a cut off date (for whole Central Secretariat at a Grievance level)

Users Registered on CPGRAMS



25,32,769 citizens have registered on CPGRAMS from 2019 to 2024

GROs registered on CPGRAMS Portal



Increase in number of GROs from 2019 to 2024

COLLABORATIVE APPROACH

CPGRAMS



10-STEP CPGRAMS REFORMS

In pursuance of the decisions taken by the Prime Minister during the review meeting on 16th April 2022, CPGRAMS reforms were implemented by the DARPG to improve the quality of grievance disposal and further reduce redressal timelines. A comprehensive 10-step CPGRAMS reform program was adopted after several rounds of consultations with key

stakeholders. These reforms have revolutionized grievance redressal by promoting technology-driven and data-driven governance. By enhancing accountability through periodic reviews, the system ensures a citizen-centric and transparent administration, making good governance a reality.

Universalization of CPGRAMS 7.0

Previously, grievances were manually forwarded to the concerned officer. With universalization, grievances are now auto-routed to the appropriate authority, ensuring timely resolution. By 2022, all Ministries/Departments of the Government of India were onboarded onto CPGRAMS 7.0.

Technological Enhancements

Use of AI/ML technologies to prioritize grievances, detect patterns, and flag systemic issues through real-time analysis of text, attachments, and data clusters. Advanced dashboards and spatiotemporal filtering empower authorities to address localized problems, and refine public services. By identifying root causes and implementing policy changes, the system ensures efficient grievance redressal and continuous governance improvement.

Language Translation

Portal supports submissions in 21 scheduled languages, in addition to English and Hindi, increasing accessibility and inclusivity for citizens nationwide. AI-based Bhashini integrated with CPGRAMS, enabling Grievance Redressal Officers to respond in the language in which grievance was submitted.

Grievance Redressal Assessment and Index	A ranking system that evaluates the effectiveness of Ministries/Departments in grievance redressal, fostering healthy competition to enhance efficiency and accountability.
Feedback Call Centre:	Outbound call centre to gather direct citizen feedback on their redressed grievances, driving continuous improvement in grievance resolution.
One Nation – One Portal	State-level grievance portals and other Government of India portals integrated with CPGRAMS, creating a unified and efficient platform for streamlined grievance redressal.
Inclusivity and Outreach	Focus on empowering even the remotest citizens to file grievances through enhanced outreach and inclusive policies, with CPGRAMS integration into Common Service Centres (CSCs) to assist rural citizens in raising concerns with public authorities. The CSC-CPGRAMS Day is held on the 20th of every month to further facilitate this process.
Training and Capacity Building	Training programs conducted under ISTM and the Sevottam scheme to equip grievance officers with the necessary skills for effective grievance resolution.
Monitoring Process	Monthly reports generated for Central Ministries/Departments and States/UTs to ensure transparency and monitor performance effectively, accompanied by review meetings with Nodal Grievance Officers, Nodal Appellate Authorities, and Administrative Training Institutes.
Data Strategy Unit	A dedicated unit at DARPG for conducting insightful data analytics to identify trends, enhance policies, and optimize grievance redressal processes

UNIVERSALISATION OF CPGRAMS 7.0

The implementation of CPGRAMS 7.0 introduced significant systemic upgrade to enhance grievance redressal by mapping last-mile officers, expanding grievance categories, and enabling auto-routing of grievances to the concerned authority. These reforms played a pivotal role in reducing disposal timelines, improving monitoring, and increasing transparency on the portal. Achieving universal adoption across all Ministries and Departments, CPGRAMS 7.0 addressed the issue of sequential grievance movement through auto-routing grievances to the last mile, comprehensive revisions in grievance categories and streamlined workflows, ensuring that every grievance reaches the concerned authority for resolution.

The onboarding process for CPGRAMS 7.0 began with the Department of Posts on September 25, 2019, and concluded with the Ministry of Shipping on October 6, 2022. Staff Selection Commission was onboarded on May 26, 2023. Additionally, the PMOPG portal was migrated to CPGRAMS on February 18, 2023.

In 2024, the Department of Administrative Reforms and Public Grievances

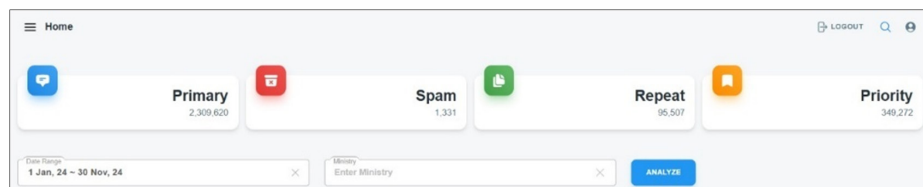
(DARPG) undertook a significant initiative to revamp the existing categorization on the CPGRAMS portal for selected Central Ministries and Departments. This initiative focused on streamlining grievance redressal by introducing clear and precise categorization. The DARPG conducted categorization review meetings with the Ministry of Labour and Employment on October 01, 2024 and with the Department of Animal Husbandry and Dairying on October 15, 2024. The proposed framework was designed to make the CPGRAMS portal more efficient and user-friendly, empowering citizens to lodge grievances through clearly defined and relevant categories.



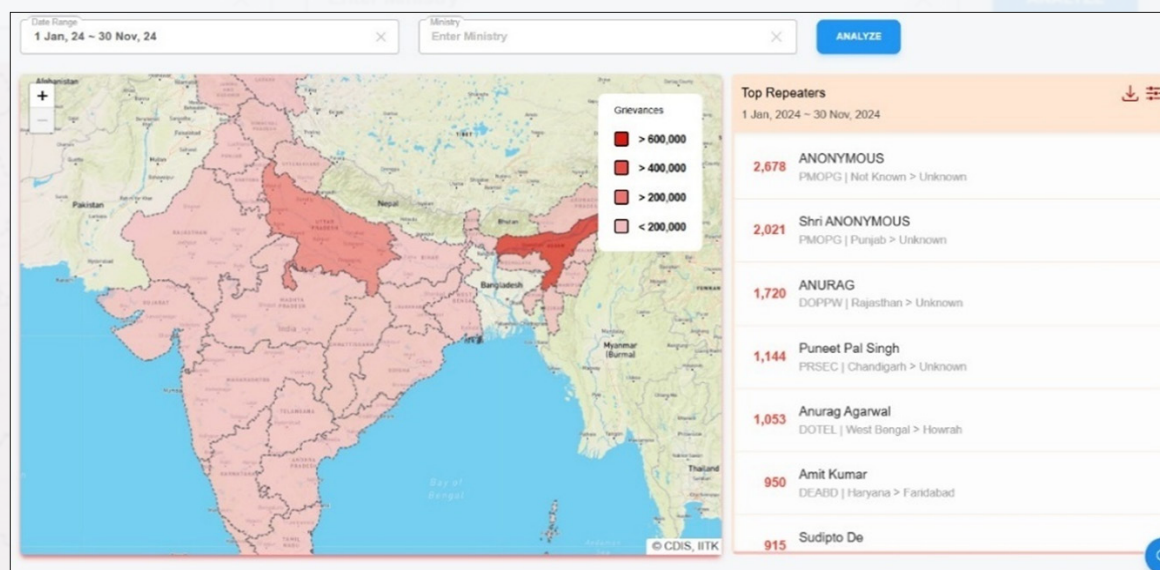
TECHNOLOGICAL ENHANCEMENTS IN CPGRAMS

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) represents a transformative approach to grievance redressal and public service delivery by integrating advanced technologies and analytics.

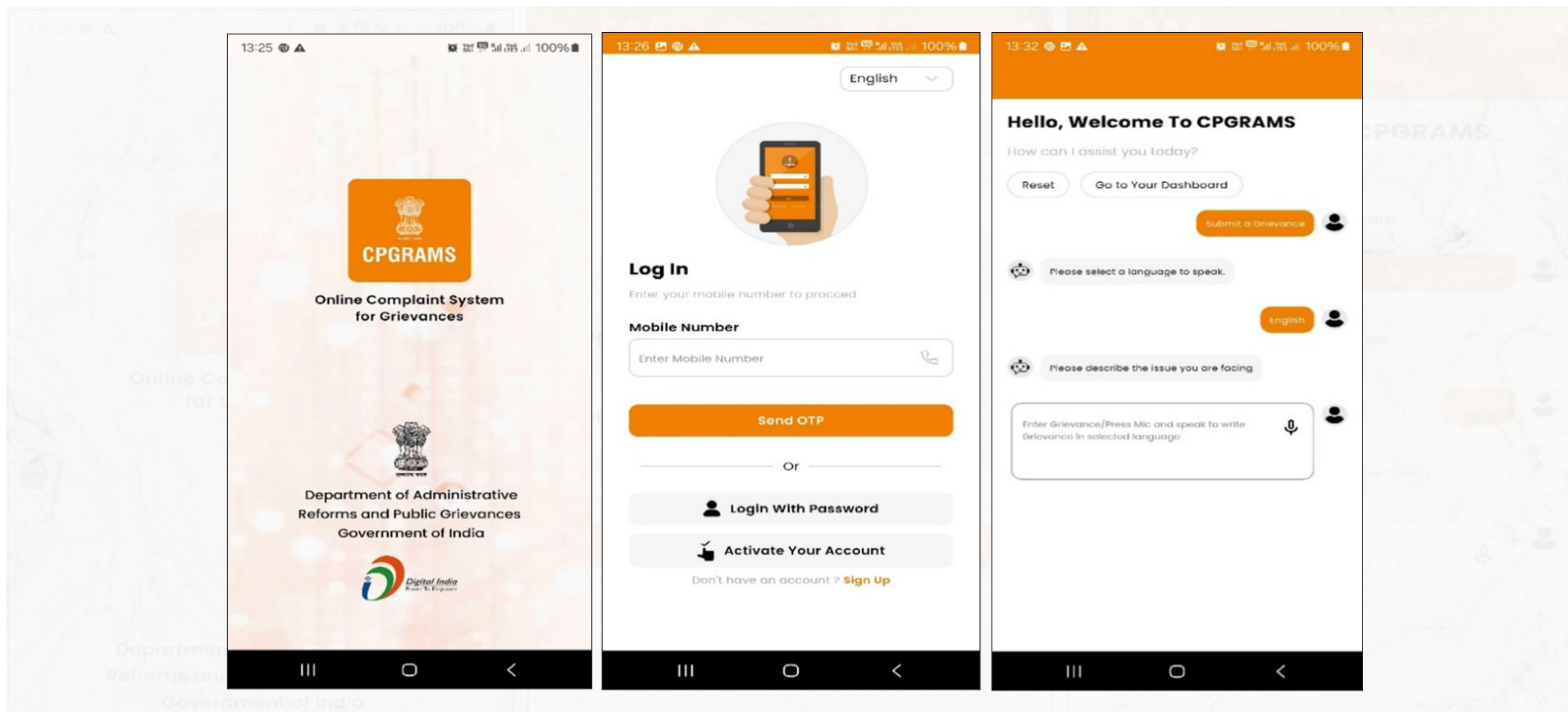
1. Intelligent Grievance Monitoring System (IGMS) 2.0 Dashboard:



Building on this foundation, the Intelligent Grievance Monitoring System (IGMS) 2.0 Dashboard, developed by IIT Kanpur in collaboration with DARPG, has further enhanced CPGRAMS through Artificial Intelligence (AI) capabilities. The IGMS dashboard enables instant tabular analysis of grievances, categorizing them by priority, repeat submissions, and spam, while also providing a geographical breakdown of grievances filed and resolved. Its AI-driven semantic search capability surpasses traditional keyword-based approaches by understanding the context of grievances, aiding officials in identifying root causes more effectively.



2. My Grievance App:



The newly launched CPGRAMS Application has been developed by the Department of Administrative Reforms and Public Grievances (DARPG) in collaboration with Ministry of Electronics and Information Technology (MeitY). This application serves as a one-stop platform for citizens to lodge grievances related to Central/State Government organizations. The application also provides monitoring feature for the citizens to track their grievance redressal status. It provides a seamless experience for the citizens, with its easy-to-use login

functionality, ensuring quick and hassle-free entry. Citizens may login via OTP received on their registered mobile number or through the set password. Enhanced with robust security features, citizen's data and privacy are fully protected. With its AI-powered voice-to-text functionality, citizens can now effortlessly voice their grievances using the in-built Chatbot and submit them directly to the public authorities. The Chatbot assists the citizens with its smart suggestive list of relevant organizations to which grievance may pertain.

LANGUAGE TRANSLATION

DARPG in collaboration with C-DAC has operationalized the CPGRAMS platform in all scheduled languages, empowering citizens to lodge their grievances in English, Assamese, Bangla, Gujarati, Hindi, Kannada, Kashmiri, Konkani, Malayalam, Manipuri, Marathi, Nepali, Odiya, Punjabi, Sanskrit, Sindhi, Tamil, Telugu, Urdu, Bodo, Santhali, Maithili, and Dogri.

The seamless integration of the AI-powered BHASHINI platform with the CPGRAMS portal has significantly enhanced the grievance

redressal process by enabling the translation of grievances into 21 regional languages, along with English and Hindi. Complementing this, Anuvadini has been utilized to translate approximately 2,200 pages of monthly reports into local languages, fostering greater accessibility and inclusivity. With these advancements, GROs now has access to robust language translation facility, empowering them to directly respond to citizens in their preferred regional languages, ensuring effective communication and improved grievance resolution.



GRIEVANCE REDRESSAL ASSESSMENT & INDEX

The Department of Administrative Reforms and Public Grievances (DARPG) introduced the Grievance Redressal Assessment and Index (GRAI) in May 2023. Developed as part of CPGRAMS' 10-Step Reform Programme, GRAI evaluates the grievance redressal mechanisms of Ministries and Departments using four dimensions – Efficiency, Feedback, Domain, and Organisational Commitment – and 11 indicators.

The Index fosters transparency, accountability, and continuous

improvement, offering comparative analysis, highlighting areas for enhancement, and encouraging the adoption of best practices. Regular publication promotes benchmarking and motivates M&D to refine their grievance processes, ultimately advancing a responsive, efficient, and citizen-centric redressal system.

GRAI has been formulated based on the following 4 key dimensions and 11 indicators with the corresponding weightages:

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
1	Efficiency	0.45	1	% of Grievances Resolved with ATRs within Timeline (within 30 days)	Positive	0.45
			2	% of Appeals Redressed	Positive	0.15
			3	% of Resolution of Grievances under Corruption Category	Positive	0.15
			4	Average Resolution Time	Negative	0.10
			5	% Pendency with GROs (beyond 30 days)	Negative	0.15
2	Feedback	0.30	6	% of Appeals Filed	Negative	0.50
3	Domain	0.15	7	% of Resolution with "Satisfied" Remarks	Positive	0.50
			8	% of Resolution of Complaints Labelled as "Urgent"	Positive	0.60
4	Organisational Commitment	0.10	9	Adequacy of Categorisation of Grievance by M/D	Negative	0.40
			10	Ratio of GROs vis-à-vis Grievances Received	Negative	0.30
			11	% of Active Grievance Redressal Officers (GROs)	Positive	0.70

*Positive = for which Higher Value is better, Negative = for which Lower Value is better

GRAI Report-2023: Key Findings

Overall Findings	<ul style="list-style-type: none"> The GRAI report 2023 shows that 85 of the 89 Ministries and Departments have shown significant improvement and progress from the GRAI report 2022. Around 10 percent have shown more than 50 percent growth, 28 percent have shown growth between 25-50 percent, and 51 Ministries and Departments have shown growth up to 25 percent. The GRAI findings indicate improved resolution rates, high volume of grievances, data analytics and continuous improvement.
Composite Ranking – Group A (M&D with registered grievances > 10,000)	<ul style="list-style-type: none"> Department of Agriculture and Farmers Welfare topped the ranking with a composite score of 0.850 among the 28 M&D of Group A. It is followed by Department of Post and Ministry of Cooperation with composite score of 0.817 and 0.794 respectively. Around 90% M&D of Group A have scored more than 0.600. Seven M&D have scored more than 0.750. All the 28 M&D, except for two (Department of Ex Servicemen Welfare and Department of School Education and Literacy) have registered growth in overall growth. score from GRAI 2022. Ten out of the 28 M&D (36%) have registered more than 50%.
Composite Ranking – Group B (M&D with registered grievances 2,000 to 9,999)	<ul style="list-style-type: none"> The O/o the Comptroller & Auditor General of India has topped the ranking with a composite score of 0.878 among the 33 M&D of Group B. It is closely followed by Department of Land Resources and NITI Aayog with composite score of 0.877 and 0.839 respectively. More than 90% M&D of Group B have scored more than 0.600. Ten M&D have scored more than 0.750. All the 33 M&D, except for Department of Financial Services (Pension Reforms have 50% growth.
Composite Ranking – Group C (M&D with registered grievances < 2,000)	<ul style="list-style-type: none"> Department of Investment & Public Asset Management has topped the ranking with a composite score of 0.839 among the 28 M&D of Group C. It is followed by Ministry of Development of North Eastern Region and Department of Pharmaceuticals with composite score of 0.806 and 0.7990 respectively. Around 70% M&D of Group C have scored more than 0.600. Four M&D have scored more than 0.750. All the 28 Ministries, except for Department of Fertilizers have registered growth in overall Score from GRAI 2022. Eight out of the 28 M&D (29%) have registered more than 50% growth.

GRAI Month-wise Top Performers 2024 (month-on-month)

Month	Group A (more than equal to 500)	Group B (less than 500)
January	NITI Aayog	Ministry of Development of North Eastern Region
February	Department of Revenue	NITI Aayog
March	Department of Revenue	Ministry of Development of North Eastern Region
April	Department of Revenue	NITI Aayog
May	Department of Revenue	NITI Aayog
June	Central Board of Indirect Taxes and Customs	NITI Aayog
July	Department of Revenue	Ministry of Parliamentary Affairs
August	Central Board of Indirect Taxes and Customs	Department of Empowerment of Persons with Disabilities
September	Department of Revenue	Department of Land Resources
October	Ministry of Skill Development and Entrepreneurship	Ministry of Parliamentary Affairs
November	Department of Agriculture and Farmers Welfare	Department of Land Resources

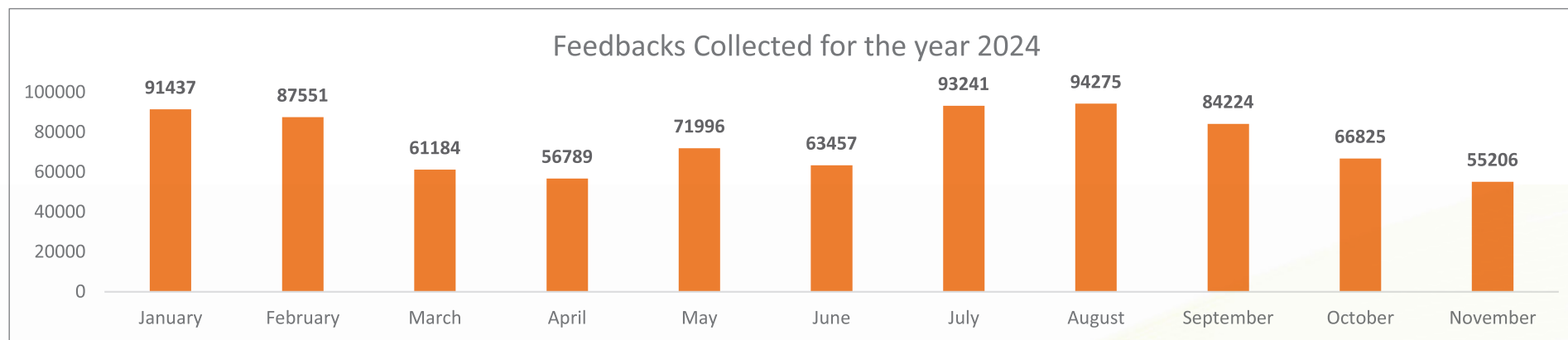
FEEDBACK CALL CENTRE

- DARPG, in association with Bharat Sanchar Nigam Limited (BSNL), launched the Feedback Call Centre in July 2022.
- The establishment of the Feedback Call Centre aimed to promote accountability and improve the quality of grievance resolution.
- Citizens provide **direct feedback** to the Call Centre, shedding light on the effectiveness of resolutions by Ministries/Departments and States/UTs in addressing their grievances.
- The Call Centre operates in 4 cities: Noida, Vadodara, Zahirabad, and Marthandam.
- Feedback calls are conducted in **12 distinct languages**: English, Hindi, Gujarati, Marathi, Bengali, Telugu, Assamese, Odia, Tamil, Malayalam, Kannada, and Punjabi.
- English, Hindi, Gujarati, Marathi, Bengali, Telugu, Assamese, Odia, Tamil, Malayalam, Kannada, and Punjabi.
- Citizens can indicate their satisfaction level as **Satisfied, Partially Satisfied, or Not Satisfied** with the resolution.

Successful
Feedbacks
Collected:
8,26,581

Citizens
Expressing
Satisfaction:
3,88,226

Excellent &
Very Good
Feedbacks:
2,41,304



ONE NATION-ONE PORTAL

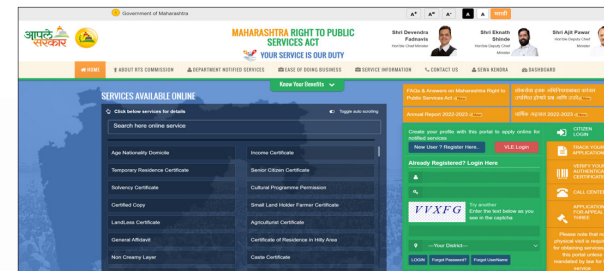
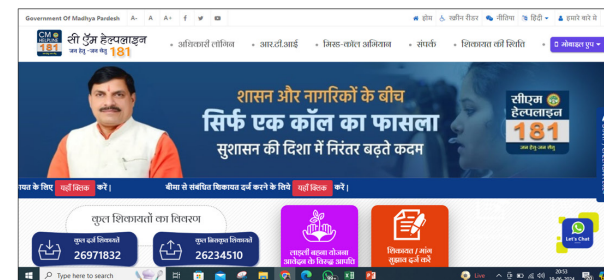
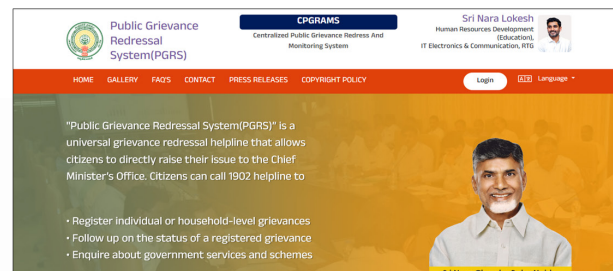
DARPG had undertaken One Nation - One Portal Digital platform across Government of India and State Governments for seamless digital processing of grievances adopting a whole of Government approach.

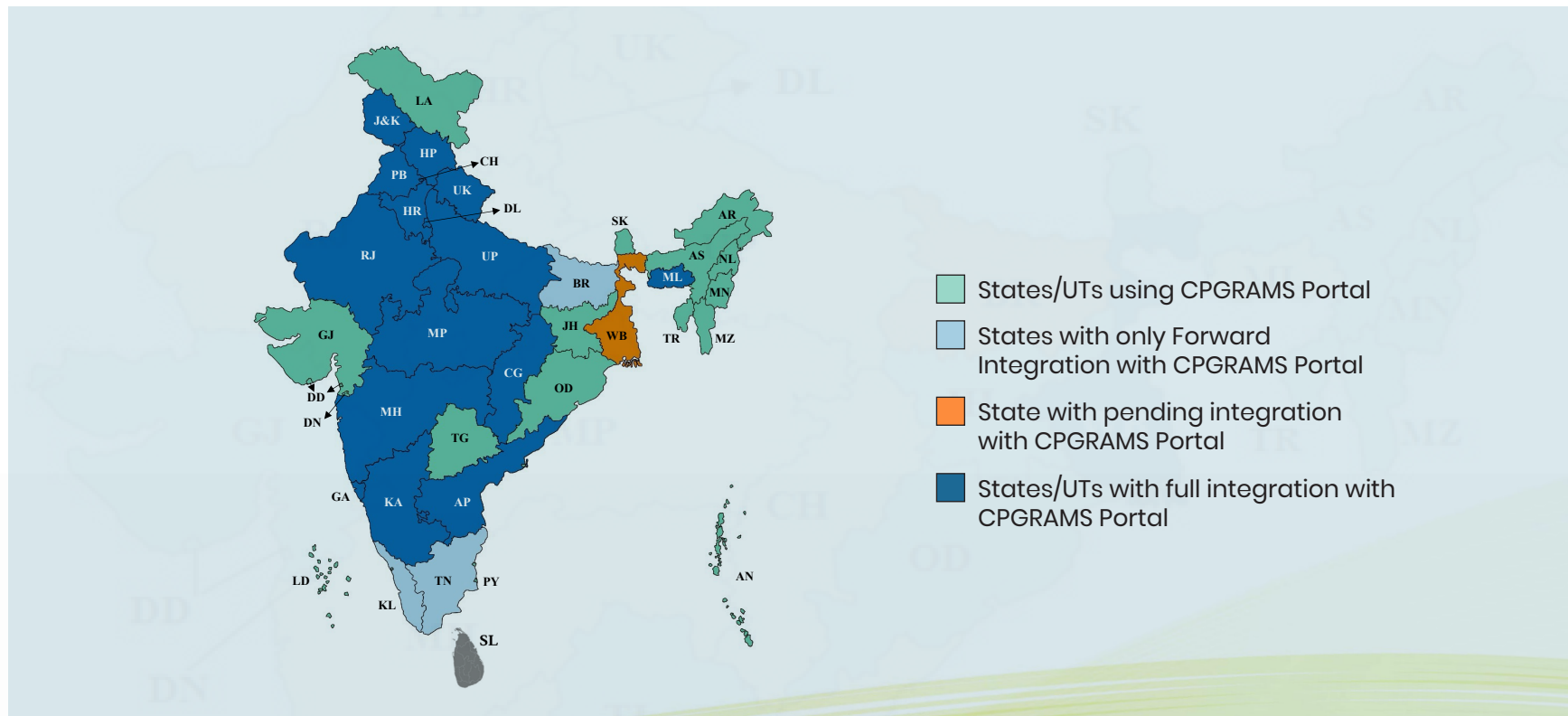
The integration/ reverse integration of State portals enables hassle-free transfer of public grievances from CPGRAMS to State portals and from State portals to CPGRAMS. To expedite the integration process, monthly meetings with all Nodal Officers were convened by DARPG with all States/UTs and all Central Ministries. These meetings helped

expedite the process of integration of grievance portals of States with CPGRAMS portal. As of October 2024, 15 State/UTs portals are fully integrated with CPGRAMS. The DARPG has once again reached out to States and Union Territories not linked with CPGRAMS to request them to link them at the earliest.

Central Ministries operationalizing large Grievance Portals – Champions of MSME, Meri Sadak of MORTH, SCORES of SEBI stand integrated in the CPGRAMS.

Integration of State/UT Portals





INCLUSIVITY AND OUTREACH

Leveraging network of Common Service centre (CSCs) for rural outreach

CPGRAMS has been integrated with the Common Service Centres (CSC) to leverage the network of Village Level Entrepreneurs (VLEs) of CSCs across 5.6 lakh villages. The initiative of Public Grievances being filed from Common Service Centres has been widely used by Citizens. In 2023 and 2024, 4.68 lakh grievances have been filed through Common Service Centres.

Common Service Centers observes CSC-CPGRAMS Grievance Day on 20th of every month from October 2023 onwards.

A comprehensive communication and outreach plan to further deepen the outreach has been prepared envisaging communication using community radio system, e-Vigyapan, posters with QR code and other digital platforms.

National Conference on e-Governance (NCeG)

NCeG was held in Mumbai on September 3-4, 2024, where DARPG showcased the e-delivery of public services through CPGRAMS.

A stall was setup on the CPGRAMS Portal in the exhibition which was inaugurated by the Hon'ble Chief Minister of Maharashtra Shri Eknath Shinde.



CSC-CPGRAMS Live Sessions in 2024

2 HOURS LEFT

A Session on
CSC - CPGRAMS GRIEVANCE DAY

20th June, 2024 | 4 PM Onwards

V Srinivas, I.A.S.
Secretary, DARPG, GoI

Bhagwan Patil
Group President
CSC SPV

Vignesh Sornamohan
Sr. VP, CSC SPV

Join us LIVE on: YouTube LIVE, Facebook LIVE, X LIVE

Join us on: @cscscheme, @CSCgov_, @commonservicescenters, CSCSPV

1. March 04, 2024:
Interaction on
agriculture sector
grievances

Join us for A Session on
CPGRAMS and Agriculture Service

Interaction with CSC VLEs

4th March, 2024 | 4 PM Onwards

5 Hours TO GO

Speakers

Shri. V Srinivas, I.A.S.
Secretary, Department of
Administrative Reforms & Public
Grievances and Department of Pension
and Pensioners Welfare, Govt. of India

Smt S. Rukmani
Joint Secretary,
Department of Agricultural
and Farmers Welfare

Join us on Facebook LIVE: <https://www.facebook.com/cscscheme>

2. June 20, 2024:
Interaction on
addressing PMAY-
related issues

3. October 24, 2024:
Interaction on
addressing PM-KISAN
related grievances

A Session on PM-Kisan
through CSC-CPGRAMS Grievance Portal...

24th October, 2024 (Thursday) | 4 PM Onwards

V. Srinivas, I.A.S.
Secretary, DARPG

Devesh Chaturvedi, I.A.S.
Secretary - Ministry of
Agriculture & Farmers
Welfare, India

Sanjay Kumar Rakesh
MD & CEO, CSC SPV

Join us on: YouTube LIVE, Facebook LIVE, X LIVE

Join us on: @cscscheme, @CSCgov_, @commonservicescenters, CSCSPV

TRAINING & CAPACITY BUILDING

Sevottam Scheme is a generic framework created by the Department of Administrative Reforms and Public Grievances in 2005 for quality-based improvements in Public Service Delivery. It envisages capacity building of officers for improving service delivery and redressal of public grievances. Under the scheme, DARPG releases funds to State ATIS/CTIS for setting up a Sevottam Training Cell in the ATI.

DARPG collaborated with 22 State Administrative Training Institutes for implementation of the Sevottam Program following extensive discussions with HIPA Gurgaon.

The scheme has been revamped to further align with it the new demands and requirements of the next generation CPGRAMS. Under the new scheme, Government of India will support ATIs for training programmes of GROs @1500/per day/per person.

Four dedicated capacity-building programs for GROs on CPGRAMS were successfully conducted this year on 30th January, 5th March,

8th May, and 21st August, showcasing a consistent commitment to enhancing grievance redressal capabilities.

Department of Administrative Reforms & Public Grievances has developed a dedicated portal for monitoring State/UT ATIs.



Number of courses completed and officers trained in the last three Financial Years are as follows:

S. No.	Financial Year	Training Conducted	Officers Trained
1	2022-2023	280	8496
2	2023-2024	236	8445
3	2024-2025	100	3076
	Total	616	20,017

Financial Year 2024-25

Proposals of 22 ATIs have been approved and first instalment, i.e. 25% of approved grant have been sanctioned.

- | | | |
|----------------------|--------------------|----------------------|
| 1. Kerala | 9. Rajasthan | 17. Gujarat |
| 2. Arunachal Pradesh | 10. Madhya Pradesh | 18. Uttar Pradesh |
| 3. Jammu & Kashmir | 11. Andhra Pradesh | 19. Himachal Pradesh |
| 4. Assam | 12. Telangana | 20. Mizoram |
| 5. Tamil Nadu | 13. Goa | 21. Manipur |
| 6. Haryana | 14. Delhi | 22. Odisha |
| 7. Punjab | 15. Meghalaya | |
| 8. Tripura | 16. Jharkhand | |

Second instalments of grant have been released to 2 ATIs, namely Haryana and Telangana.

MONITORING PROCESS

- CPGRAMS Monthly Reports, one for Central Ministries/Departments and the other for States/UTs, are being issued by the DARPG from May 2022 onwards, to all the Secretaries to the Government of India and Chief Secretaries of the States/UTs respectively.
- Hon'ble Minister of State Dr. Jitendra Singh released the CPGRAMS Annual Report for the year 2023 at the inaugural function of the Good Governance Week 2023 on 19th December 2023.
- 11 Monthly Reports for the Central Ministries/Departments, from January to November 2024, have been rolled out.
- 11 Monthly Reports, from January to November 2024, compiled for the States/UTs, have been rolled out.
- **The reports:**
 - o Provide a detailed analysis of types and categories of the grievances and their quality of disposal.
 - o Assist the Ministries/Departments and States/UTs in reviewing and streamlining their Grievance Redressal System, through a comparative assessment with other Ministries/Departments and States/UTs.
 - o Encourage Ministries/Departments and States/UTs to update and re-engineer their processes to improve the quality and timeliness of resolution and eliminate the root causes of the grievances.
 - o Encourage fast, effective, and holistic resolution of grievances.

DATA STRATEGY UNIT

Department of Administrative Reforms and Public Grievances has set up a Data Strategy Unit w.e.f. from March, 2022. DSU has developed an analytical dashboard named Tree Dashboard that is used for strategic decision making and policy-reforms for seamless delivery of services to the citizens.

The dashboard provides **GROs data analysis, trend analysis, geographical analysis, root cause analysis** for all the Central Ministries/ Departments and States/UTs. Additionally, it offers significant benefits to the government, including enhanced transparency, accountability, monitoring and evaluation.



NEXTGEN CPGRAMS

The Department of Administrative Reforms and Public Grievances (DARPG) is developing the NextGen CPGRAMS platform to address the needs of both citizens and government entities. Through extensive research and benchmarking against global best practices, DARPG has designed a technologically advanced, user-friendly system. The platform will offer features such as filing grievances via WhatsApp/Chatbot, voice-to-text lodging, instant alerts for status changes, and an auto-escalation matrix.

For Grievance Redressal Officers (GROs), it includes auto-suggestive replies using machine learning and auto-populated Action Taken Reports (ATR).

Monitoring bodies will benefit from functionalities like bunching similar grievances, scheme-wise/Ministry-wise/Office-wise monitoring, and sector-wise analysis across the Government of India.

*The NextGen CPGRAMS is
targeted to be live from
1st July, 2025.*

IMPACT OF CPGRAMS

Grievance of Dr. K. V. Babu – Misleading homeopathic “Insulin Tablets”

Dr Babu KV, a CWC member of Indian Medical Association, was concerned regarding the alleged “Insulin Tablets” being manufactured by a Rajasthan based company pointing out that the labelling violated Drugs and Cosmetics Rules and branding the tablets as “Insulin” could mislead patients, potentially causing them to replace prescribed insulin injections with these tablets, risking health complications. Concerned citizen filed a CPGRAMS and as a result, within a month of filing the grievance, manufacturing license for the said product was cancelled by the concerned authorities.

Grievance of Shri Rashpal Singh – Restoration of Disability Pension and Payment of Arrears

Shri Rashpal Singh, a retired Naib Subedar, reported that his Disability Pension, which had been credited through SPARSH after his migration in August 2023, was discontinued starting from September 2023. He also highlighted that the arrears amounting to approximately Rs. 1,29,117/- for the period from September 2023 to April 2024 were not credited. He requested prompt restoration and payment of the arrears. The issue was resolved with an arrear amount of Rs. 1,78,148/- being credited to his bank account on August 8, 2024, and he was advised to update his bank passbook.

Grievance of Shri Babu Lal Meena – Closure of fake loan accounts

Shri Babu Lal Meena reported a fraud case involving ICICI Bank account number 00120105XXXX. Without his consent or sharing any OTP, two consumer loans amounting to ₹94,900 and ₹73,099 were sanctioned. The account holder became aware of the fraudulent activity when the first EMI was debited on March 4, 2024. Subsequently, the concerned citizen raised a grievance on the CPGRAMS Portal, requesting the recovery of the deducted EMI amount and the immediate cancellation of the fake loan accounts. In response to the grievance, ICICI Bank deactivated the loan accounts and initiated the refund process for the debited EMI, assuring that the amount would be refunded within 7 working days.

Grievance of Smt. Alpana Khatun - Delay in Sarkari Ujjwala Gas Connection

Smt. Alpana Khatun from Cooch Behar, West Bengal, applied for a Ujjwala Gas Connection through Badal Roy HP Gas Gramin Vitrak. Despite her application, she did not receive the connection. After filing the grievance on the CPGRAMS Portal, the distributor confirmed handing over the connection on 6th August, 2024, resolving the issue within a week. The complainant has also confirmed the same in writing that she has received the benefits under the scheme.

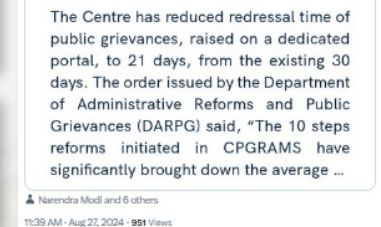
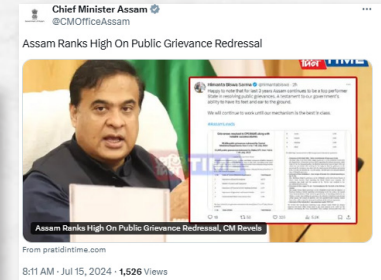
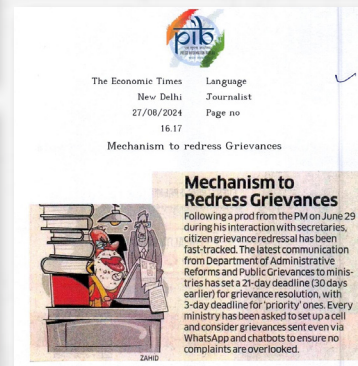
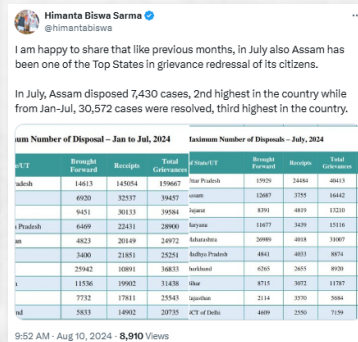
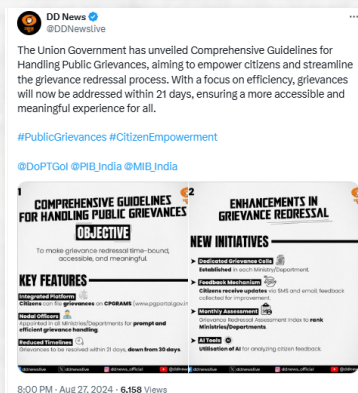
Grievance of Shri. Bijoy Kumar Barik - Delay in Pre-Closure/NOC Issuance for Loan Transfer

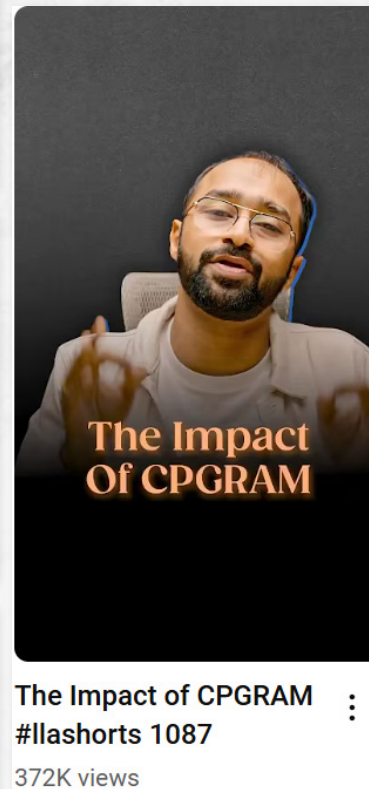
Shri. Bijoy Kumar Barik and Mrs. Kabita Barik, who had a ₹42,00,000 non-housing loan from PNB Housing Finance Limited, faced an interest rate hike. They decided to transfer the loan to HDFC Bank and applied for pre-closure/NOC but experienced delays. They then decided to lodge a grievance on CPGRAMS portal and within 24 days of filing the grievance and with the NHB intervention, PNB Housing Finance issued the loan closure statement in March, 2024 and offered a revised interest rate with a switch fee of ₹1500 plus GST.

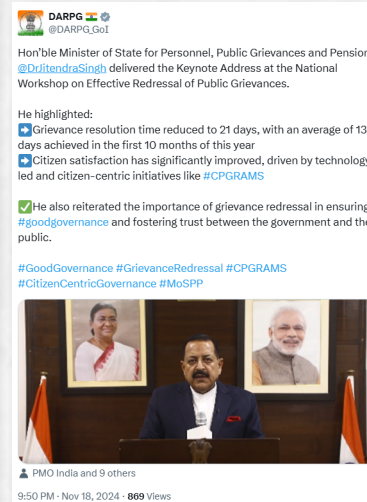
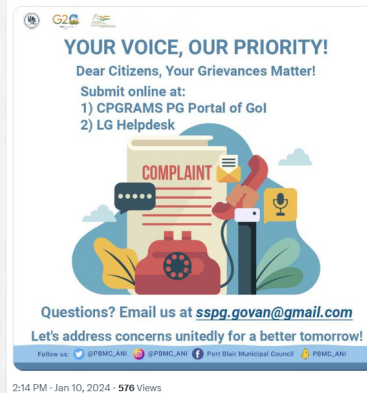
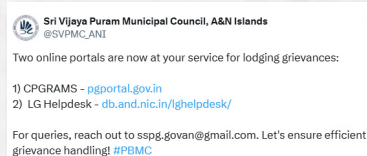
Grievance of Shri Amit Mishra - Low Voltage Issues Affecting Crop Irrigation

The villages in the Basti district have experienced low voltage issues for nearly two months, leading to the inoperability of government tube wells and subsequent crop damage due to insufficient water supply. Despite repeated complaints to the Electricity Department, no effective action was taken initially. Additionally, the supply of Asanhara feeder from Bhanpur Power House is so unreliable that even charging phones is difficult. The concerned authorities have since replaced a damaged pole and restored normal supply to the village. The resolution was provided within 14 days of filing the grievance on the CPGRAMS portal.

MEDIA OUTREACH – SOCIAL MEDIA









**Department of Administrative
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