

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2451**  
(TO BE ANSWERED ON 16.03.2022)

**GRIEVANCE CELL**

**2451. SHRI MOHANBHAI KALYANJI KUNDARIYA:**

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

- (a) whether a grievance cell has been set up for redressal of complaints received from various Ministries?
- (b) if so, the details of the complaints received and that are pending during the last three years and the current year?
- (c) the details of the individuals and the departments against which the complaints have been received? and
- (d) the details of the efforts being made for quick redressal of complaints?

**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 (c): The Government has set up a grievance redressal platform namely Centralised Public Grievances Redress and Monitoring System (CPGRAMS) through which a Citizen can register his/ her grievances pertaining to any Central Ministry/Department or Departments in States /UTs. All Ministries/Departments / States /UTs have access to this system and grievances are resolved by them directly. Details of Ministries/ Departments against whom grievances have been received is given at annexure I. The details of complaints received and pending in the last three years is attached at Annexure -II.

(d): The grievances are to be attended promptly. The Government has recently reduced the time-frame of grievance redressal in CPGRAMS from 60 days to 45 days. Directions were issued to resolve COVID 19 related grievances maximum within 3 days. CPGRAMS version 7.0 which was rolled out in 2019 ensures direct transition of grievance to the concerned grievance redressal officer in the fields by skipping intermediate levels. This has helped in reduction in redressal time of a grievance. Periodic reviews are undertaken to ensure that the grievances are addressed in time. However, certain grievances which cannot be disposed within the stipulated time frame due to policy issue or litigation etc are also monitored closely. A provision to reflect age wise pendency has been created in CPGRAMS to keep a tab on pending grievances. The Government has undertaken special campaign for reducing pendency from 2nd - 31st October 2021 when about 3 lakh public grievances were disposed of. The institutional mechanism to monitor pendency created during the Special Campaign has been continued to review pendency in identified categories including public grievances on a monthly basis through a central monitoring dashboard.

**Annexure I**

**Lok Sabha Unstarred Question No. 2451 (To be answered on 16.03.2022)**

(b) Details of complaints received during and pending in last three years (2019, 2020 & 2021):-

Year	Brought Forward	Received	Total Received	Disposed	Pending
2019	843697	1867758	2711455	1639852	1071603
2020	1071603	2271270	3342873	2319569	1023304
2021	1023304	2000590	3023894	2135923	887971

Lok Sabha Unstarred Question No. 2451 (To be answered on 16.03.2022)

(C) Ministry/Department wise grievances received and disposed

Ministry/Department wise Report

Period of Report – 01.01.2019 to 31.12.2021

Sl No.	Ministry/Department/Org	Total Receipt
1.	Central Board of Direct Taxes (Income Tax)	131008
2.	Central Board of Indirect Taxes and Customs	47614
3.	Department for Promotion of Industry and Internal Trade	7200
4.	Department of Administrative Reforms and Public Grievances - PG Division	1703
5.	Department of Agriculture and Farmers Welfare	125213
6.	Department of Agriculture Research and Education	6585
7.	Department of Animal Husbandry, Dairying	5802
8.	Department of Atomic Energy	5390
9.	Department of Bio Technology	1762
10.	Department of Chemicals and Petrochemicals	2221
11.	Department of Commerce	16823
12.	Department of Consumer Affairs	38619
13.	Department of Defence	43095
14.	Department of Defence Finance	47594
15.	Department of Defence Production	8105
16.	Department of Defence Research and Development	3889
17.	Department of Economic Affairs ACC Division	13888
18.	Department of Empowerment of Persons with Disabilities	8875
19.	Department of Ex Servicemen Welfare	24564
20.	Department of Expenditure	17118
21.	Department of Fertilizers	2780
22.	Department of Financial Services (Banking Division)	458743
23.	Department of Financial Services (Insurance Division)	66392
24.	Department of Financial Services (Pension Reforms)	8503

25.	Department of Fisheries	859
26.	Department of Food and Public Distribution	13935
27.	Department of Health & Family Welfare	92496
28.	Department of Health Research	9240
29.	Department of Heavy Industry	4099
30.	Department of Higher Education	71450
31.	Department of Investment & Public Asset Management	2462
32.	Department of Justice	29472
33.	Department of Land Resources	2669
34.	Department of Legal Affairs	13719
35.	Department of Military Affairs	14535
36.	Department of Official Language	1147
37.	Department of Personnel and Training	80518
38.	Department of Pharmaceutical	6036
39.	Department of Posts	159814
40.	Department of Public Enterprises	2185
41.	Department of Revenue	60234
42.	Department of Rural Development	18367
43.	Department of School Education and Literacy	72501
44.	Department of Science and Technology	6057
45.	Department of Scientific & Industrial Research	3789
46.	Department of Social Justice and Empowerment	19898
47.	Department of Space	2213
48.	Department of Sports	3873
49.	Department of Telecommunications	207992
50.	Department of Youth Affairs	3058
51.	Legislative Department	4699
52.	Ministry of Coal	13504
53.	Ministry of Ayush	13670
54.	Ministry of Civil Aviation	43389
55.	Ministry of Cooperation	2781
56.	Ministry of Corporate Affairs	51784
57.	Ministry of Culture	8613
58.	Ministry of Development of North Eastern Region	1095
59.	Ministry of Drinking Water and Sanitation	7184
60.	Ministry of Earth Sciences	1520
61.	Ministry of Electronics & Information Technology	30081
62.	Ministry of Environment, Forest and Climate Change	16010
63.	Ministry of External Affairs	56558
64.	Ministry of Food Processing Industries	2161
65.	Ministry of Home Affairs	116561
66.	Ministry of Housing and Urban Affairs	62585
67.	Ministry of Information and Broadcasting	26767

68.	Ministry of Labour and Employment	203147
69.	Ministry of Micro Small and Medium Enterprises	10518
70.	Ministry of Mines	5234
71.	Ministry of Minority Affairs	6130
72.	Ministry of New and Renewable Energy	2583
73.	Ministry of Panchayati Raj	8159
74.	Ministry of Parliamentary Affairs	6689
75.	Ministry of Petroleum and Natural Gas	58561
76.	Ministry of Power	12192
77.	Ministry of Railways ( Railway Board)	151797
78.	Ministry of Road Transport and Highways	52610
79.	Ministry of Shipping	6261
80.	Ministry of Skill Development and Entrepreneurship	6900
81.	Ministry of Statistics and Programme Implementation	1904
82.	Ministry of Steel	4854
83.	Ministry of Textiles	4373
84.	Ministry of Tourism	6216
85.	Ministry of Tribal Affairs	4080
86.	Ministry of Water Resources, River Development & Ganga Rejuv	8704
87.	Ministry of Women and Child Development	22970
88.	NITI Aayog	7693
89.	O/o the Comptroller & Auditor General of India	30809
90.	Unique Identification Authority of India	27714

\*\*\*\*\*