

Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

Mains: GS II - Polity & Governance

Why in News?

The CPGRAMS has recently undergone major reforms, making it one of the world's largest digital grievance redressal platforms.

What is CPGRAMS?

- **CPGRAMS** - The primary digital grievance redressal system implemented by the government.
- **Single Portal** - A unified platform designed for the submission and tracking of grievances.
- **Integration** - The system is connected with all ministries and departments of the Government of India and state governments.
- It operates as a 24x7 online platform that enables citizens to lodge grievances related to service delivery.
- **Role-based access** - It ensures that each Ministry and State has defined levels of access to the system.

How has the CPGRAMS evolved between 2014 and 2025?

- **Transformation** - Transition from fragmented and manual processes to a technology-driven platform.
- Emphasis on efficiency, transparency, and citizen satisfaction.
- **Rising Grievances** - Annual grievances increased from 301,000 in 2014 to 2.7 million

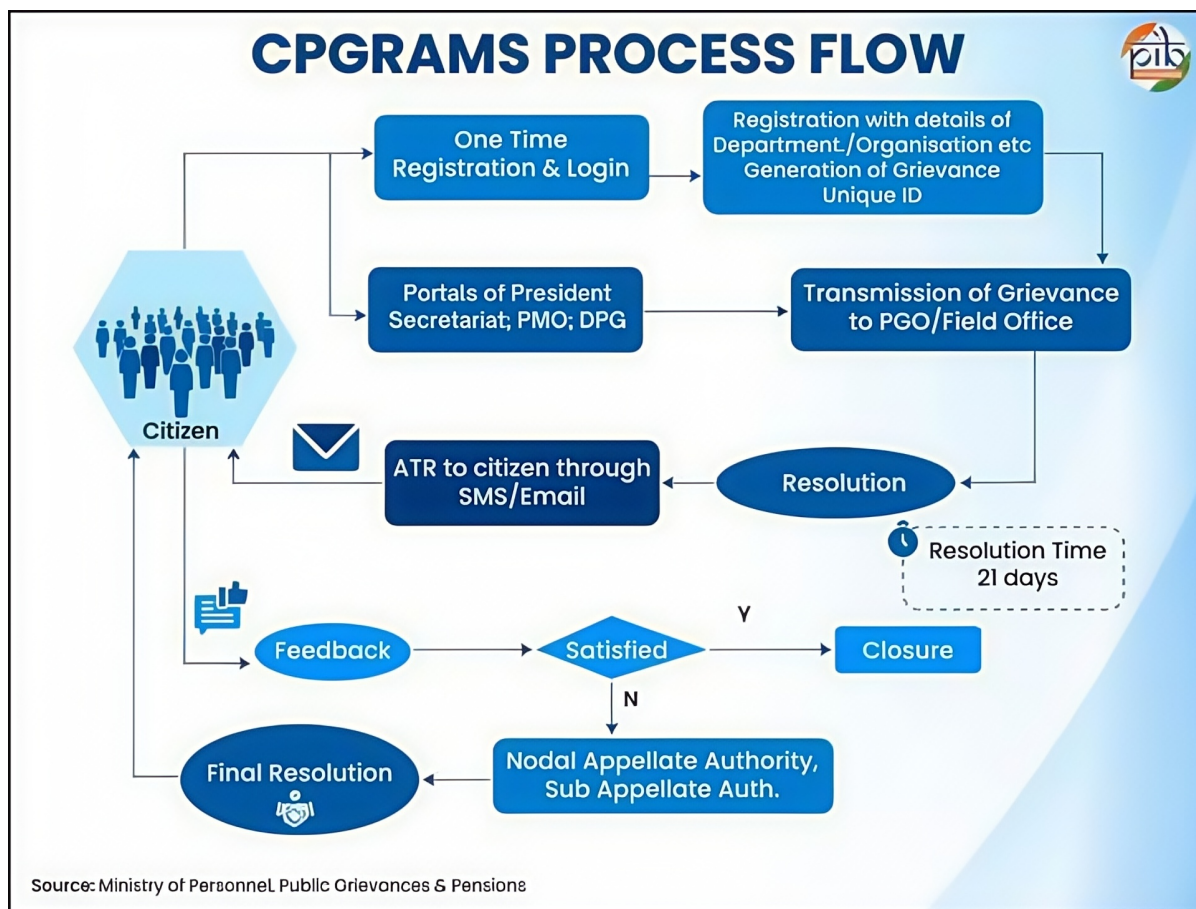
in 2024.

- This nearly ninefold increase reflects growing public trust in the system.
- **Expanded Network** - The number of Grievance Redressal Officers expanded from 10,232 in 2014 to over 111,000 projected in 2025.
- This expansion has resulted in broader institutional coverage.
- **Improved Service Delivery** - Average grievance disposal time reduced from 157 days in 2014 to an estimated 15 days in 2025.
- This represents a significant reduction in delays and enables faster resolution of grievances.

How it works?

- **Registration** - One-time registration via pgportal.gov.in.
- **Digital Access** - Grievances can be filed via CPGRAMS mobile app (integrated with UMANG) and through 5 lakh+ CSCs run by 2.5 lakh Village Level Entrepreneurs.
- **Offline Integration** - Complaints received by post are digitised and uploaded into the system.
- **Auto-Routing & Categorisation** - The system identifies and assigns the appropriate last-mile Grievance Redressal Officer (GRO).
- **Grievance Handling** - Complaints are auto-routed to the relevant authority and tracked through a unique registration ID.
- **Timelines & Resolution** - According to the August 2024 guidelines, the complaint disposal timeline has been reduced from **30 days to 21 days**.
- **Mandate** - Establishment of grievance cells, implementation of root cause analysis, and escalation mechanisms.
- The average disposal time has decreased from 157 days in 2014 to an anticipated **15 days by 2025**.

- **Feedback & Appeal** - A Feedback Call Centre contacts citizens after the resolution of their complaints.
- **Appeals Process** - Dissatisfied complainants can appeal to the Nodal Appellate Authority, resolved within 30 days, with status tracked via grievance registration number.
- **Excluded Issues**
 - RTI matters
 - Court-related / Sub-judice matters
 - Religious matters
 - Grievances of Government employees concerning their service matters including disciplinary proceedings etc.



What about the development of NextGen CPGRAMS?

- DARPG is advancing the Next Generation CPGRAMS initiative, a flagship project aimed at modernising India's public grievance redressal ecosystem through cutting-edge digital technologies.
- **Objective** - To enhance accessibility, efficiency and transparency, the platform seeks to deliver a more seamless and citizen-centric grievance redressal experience.
- Once operational, NextGen CPGRAMS will incorporate several advanced features, including:
 - Voice-enabled grievance registration and chatbot support.
 - AI-based grievance categorisation and intelligent routing.
 - Integration of State grievance categories into a unified platform.
 - Multilingual support across 22 scheduled languages, besides English.
 - Omni-channel grievance registration through email, social media and mobile applications.
 - Automated escalation mechanisms for timely grievance resolution.
 - Accessibility features for persons with disabilities.
 - Real-time analytics and reporting dashboards.
 - AI-enabled validation of grievance redressal to assess resolution quality and identify cases involving disposal through transfer or closure without effective resolution.

Samadhan Didi: AI-Enabled Grievance Redressal

Launched on 30 May 2026, the voice chatbot Samadhan Didi integrates AI with BHASHINI to allow citizens to lodge grievances in 22+ languages by simply speaking, ensuring inclusivity, automatic routing, and democratized access to public grievance redressal.



TRANSFORMING PUBLIC GRIEVANCE REDRESSAL: 10-STEP REFORM PROGRAMME

1		UNIVERSALISATION OF CPGRAMS 7.0 • Automatic routing of grievances → faster disposal. • All Central Ministries/Departments onboarded by 2022.
2		TECHNOLOGICAL ENHANCEMENTS • AI/ML integration for real-time analysis & systemic issue detection. • Dashboards & analytics → evidence-based decision-making.
3		LANGUAGE INCLUSIVITY • Submissions in 22 scheduled languages + English. • BHASHINI integration → GRO responses in citizen's language.
4		GRIEVANCE REDRESSAL ASSESSMENT & INDEX (GRAI) • Performance benchmarking of Ministries/Departments. • Promotes efficiency, accountability, competition.
5		FEEDBACK CALL CENTRE • Collects citizen feedback post-resolution. • Identifies service quality gaps.
6		ONE NATION-ONE PORTAL • Integration of State grievance portals & other platforms. • Unified national grievance ecosystem.
7		INCLUSIVITY & OUTREACH • CSC integration → rural/remote access. • Wider citizen participation.
8		TRAINING & CAPACITY BUILDING • Regular programmes under Sevottam framework. • Strengthens GRO capacity & quality of redressal.
9		MONITORING & REVIEW • Monthly reports, review meetings, engagement with Nodal Officers. • Ensures transparency, accountability, timely resolution.
10		DATA STRATEGY UNIT • Dedicated unit in DARPG. • Advanced analytics → trend identification, policy improvement, process optimisation.

What are the challenges?

- **Routing inefficiencies** - Multiple layers of complaint transfers between ministries,

states, and local offices result in significant delays.

- **Contextual deficit** - Authorities often lack local insights, which leads to superficial case closures.
- **Tokenistic disposal** - Departments may issue standard responses or shift responsibility, resulting in inadequate redress.
- **Digital access barriers** - Rural citizens and those with limited digital literacy face challenges using portals and applications, even with CSC support.
- **Low public awareness** - Many individuals remain unaware of procedures and escalation mechanisms.

What lies ahead?

- Over the past decade, CPGRAMS has evolved into one of the world's largest digital grievance redressal platforms, ensuring timely resolution, accountability, and citizen-centric governance aligned with Viksit Bharat vision.

Reference

[PIB | Centralised Public Grievance Redress and Monitoring System \(CPGRAMS\)](#)

