

**GOVERNMENT OF INDIA
MINISTRY OF COOPERATION**

**LOK SABHA
STARRED QUESTION NO. 47
TO BE ANSWERED ON 06/02/2024**

Grievance Redressal Mechanism

***47. SHRI LALLU SINGH
MS.LOCKET CHATTERJEE:**

Will the Minister of COOPERATION (सहकारिता मंत्री) be pleased to state:

- (a) the details and the number of grievances redressed by the Ministry during the year 2023;
- (b) the steps taken by the Ministry to improve the effectiveness of the grievance redressal mechanisms and response to the complaints from across the country;
- (c) whether the Ministry has employed the use of Artificial Intelligence (AI) and other technology for complaints resolution; and
- (d) if so, the details thereof?

ANSWER

**THE MINISTER OF COOPERATION
सहकारिता मंत्री (SHRI AMIT SHAH)**

(a) to (d): A statement is laid on the Table of the House.

**STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (d) IN RESPECT OF
LOK SABHA STARRED QUESTION NO. 47 FOR REPLY ON 6TH FEBRUARY, 2024
ASKED BY SHRI LALLU SINGH AND MS. LOCKET CHATTERJEE REGARDING
GRIEVANCE REDRESSAL MECHANISM.**

(a): Government of India has established Centralized Public Grievance Redress and Monitoring System (CPGRAMS) as an online platform available to citizens 24x7 to lodge their grievances on any subject matter related to service delivery. Ministry of Cooperation has been pro-actively addressing to the grievances received on the portal and disposing cases in the speedy manner.

Ministry of Cooperation has redressed total 36,008 grievances during the year 2023 through Centralized Public Grievance Redress and Monitoring System (CPGRAMS), an online platform available to citizens to lodge their grievance on any subject matter related to service delivery. Further, Ministry has also received 8945 appeals against grievances which have been pro-actively examined and disposed with average closing time of 2 days.

As per the CPGRAMS Report for the Month of December 2023 released by Department of Administrative Reforms and Public Grievances, Ministry of Cooperation has been placed at the first position amongst Ministries and Departments (where total grievances are more than 500) of Government of India, with highest Grievance Redressal Assessment and Index (GRAI) of 0.747 and average closing time of 2 days.

(b) to (d): Government of India has undertaken a comprehensive reform of the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) to make it more responsive to the needs of the citizens. In this regard, DARPG has introduced several measures for strengthening CPGRAMS, viz. Monitoring dashboards for stakeholders facilitate deeper analysis of grievances, capacity building of stakeholders under the Sevottam Scheme for effective redressal of grievances, universalization of CPGRAMS ver 7.0 for auto-routing of grievances to last mile, integration of State portals with CPGRAMS, operationalization of feedback call centers, developing an inclusive system by using common service centers.
