



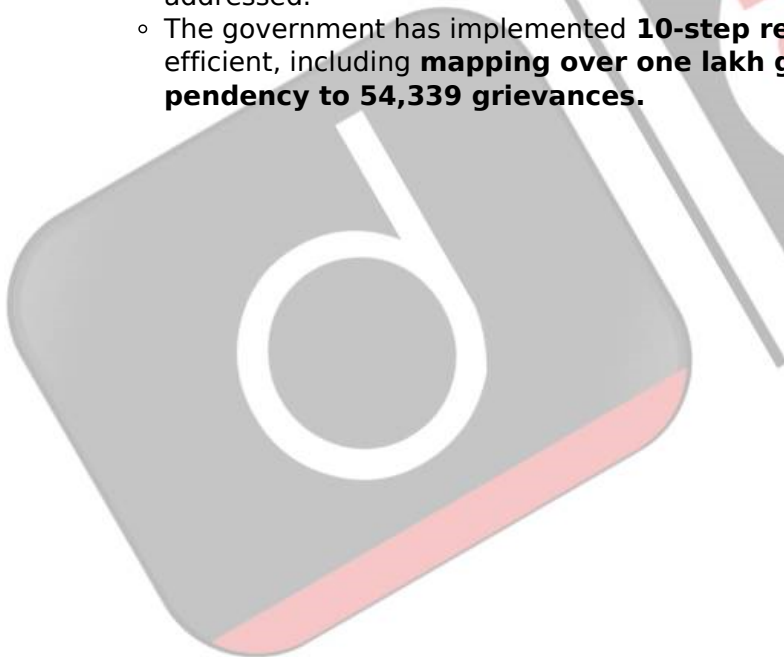
Centralized Public Grievance Redress and Monitoring System

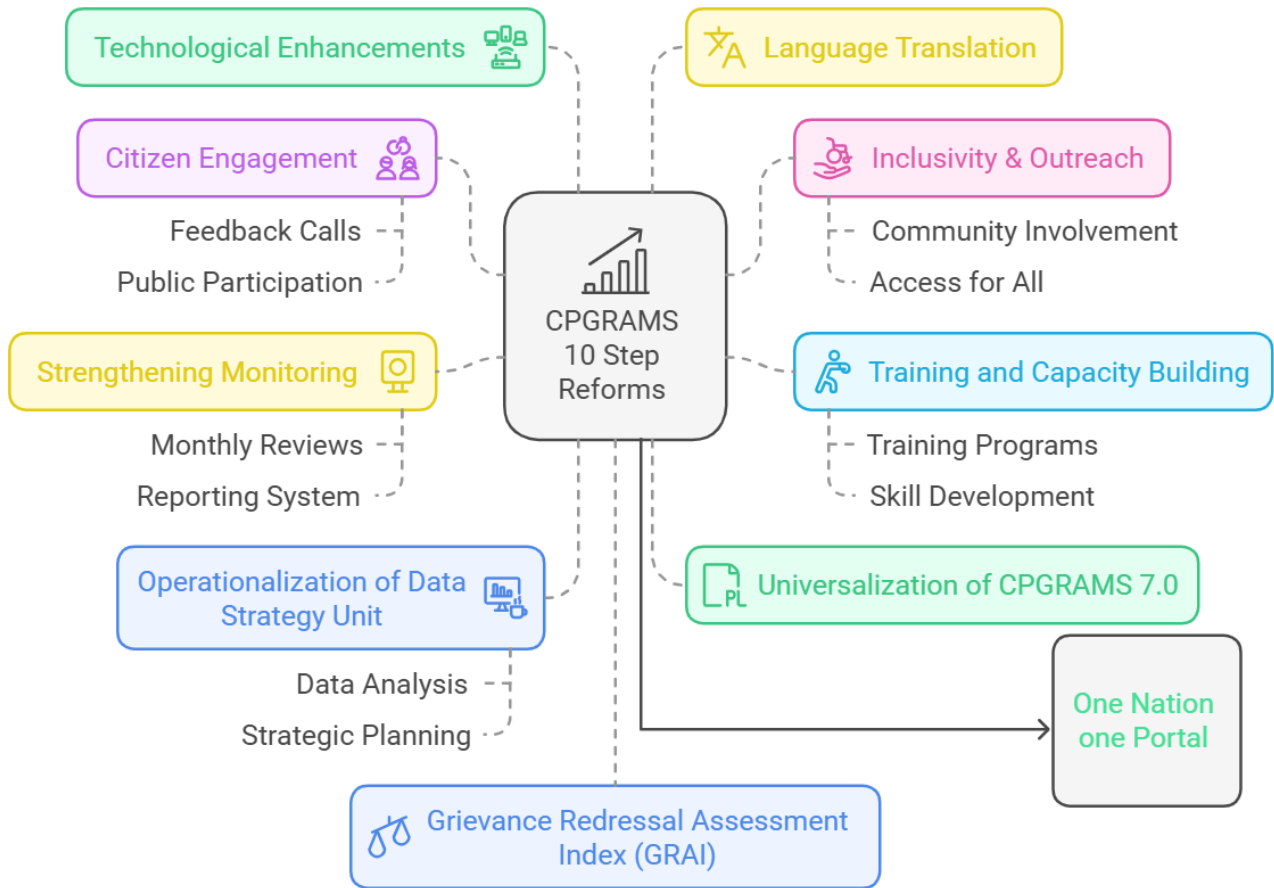
[Source: PIB](#)

Recently, the Ministry of Personnel, Public Grievances & Pensions highlighted the progress made under the [Centralized Public Grievance Redress and Monitoring System \(CPGRAMS\)](#) to enhance the efficiency of **grievance redressal mechanisms**.

- CPGRAMS is a 24/7 online platform developed by [National Informatics Centre](#), for citizens to **lodge grievances related to service delivery**. It connects all Ministries/Departments of the Government of India and states, with role-based access.
 - Citizens can track grievance status using a registration ID and file an appeal if dissatisfied with the resolution.
 - As of 31st October 2024, around **1.12 crore grievances have been redressed on CPGRAMS** from 2020 to 2024. In 2024, an all-time high of 23.24 lakh grievances were addressed.
 - The government has implemented **10-step reforms** to make grievance redressal more efficient, including **mapping over one lakh grievance officers and reducing pendency to 54,339 grievances**.

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Read more: [Speedy Grievances Redressal under CPGRAMS](#)

PDF Reference URL: <https://www.drishtias.com/printpdf/centralized-public-grievance-redress-and-monitoring-system>