



Grievance Redressal Assessment and Index (GRAI) 2023

[Source: PIB](#)

Recently, the [Ministry of Personnel, Public Grievances and Pensions \(MoPP&P\)](#), launched the [GRAI 2023](#). This initiative aims to evaluate and improve the grievance redressal mechanisms of various central ministries and departments in India.

- The GRAI was conceptualised by the [Department of Administrative Reforms and Public Grievances \(DARPG\)](#) based on recommendations from the Parliamentary Standing Committee of the **MoPP&P**.
- The **GRAI index**, based on **four dimensions (Efficiency, Feedback, Domain, Organizational Commitment)** and 11 indicators, assesses 89 central ministries and departments, enabling comparative analysis of grievance handling.
- The data used for this assessment was collected from the [Centralized Public Grievance Redressal and Management System \(CPGRAMS\)](#), ensuring a standardised evaluation process.
 - **CPGRAMS** is an online platform available to citizens **24/7** to lodge their **grievances to the public authorities** on any subject related to service delivery.
 - Recognised as a best practice by the [Commonwealth Secretariat](#), CPGRAMS serves as a vital tool for citizens to file and track grievances, enhancing transparency in public service.
- The report indicates that 85 out of 89 ministries showed an improvement in their GRAI scores compared to the previous year.
 - Approximately 10% of the ministries/departments achieved over **50% growth, while 28% recorded growth between 25-50%**.

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