

Grievance Redressal Assessment and Index (GRAI) 2022

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About Grievance Redressal Assessment and Index (GRAI) 2022:

- It was conceptualised and designed by **the Department of Administrative Reforms and Public Grievances (DARPG)**, Govt. of India.
- **Objective:** To present an organisation-wise comparative picture and provide valuable insights about strengths and areas of improvement regarding the grievance redressal mechanism.
- Eighty-nine Central Ministries and Departments were assessed and ranked based on a comprehensive index in the dimensions of (1) Efficiency, (2) Feedback, (3) Domain and (4) Organisational Commitment and corresponding 12 indicators.
- To compute the index, data between January and December 2022, was used from the **Centralised Public Grievance Redressal and Management System (CPGRAMS)**.

Key facts about CPGRAMS

- It is an online platform available to the **citizens 24x7 to lodge their grievances** to the public authorities on any subject related to service delivery.
- It is a single **portal connected** to all the **Ministries/Departments** of the Government of India and States.
- Every Ministry and State have role-based access to this system.
- It is also accessible to the citizens through a standalone mobile application.

Q1) What is Public administration?

Public administration refers to the implementation and management of government policies and programs. It involves the planning, organizing, and coordinating of public resources to achieve the goals and objectives of the government.

Source: For the first time the average disposal time of public grievances by Central Ministries & Departments has reduced to 16 days, as recorded in May 2023, says Dr Jitendra Singh

Source: <https://vajiramandravi.com/current-affairs/grievance-redressal-assessment-and-index-grai-2022/>

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