

CPGRAMS IGMS 2.0 — India's AI Layer for National Citizen-Grievance Triage

AI in the Public Sector · Good practice · India

Quality score: 67/100

Evidence strength: Observational / pre–post

Summary

India's CPGRAMS grievance portal added an AI/ML dashboard built with IIT Kanpur for complaint categorisation, spam detection and root-cause analysis, cutting central-ministry disposal time from 32 to 18 days — though an independent review found satisfaction barely exceeds 50%.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-15

Department of Administrative Reforms and Public Grievances (DARPG) / IIT Kanpur — accessed 2026-08-15

IIT Kanpur: Intelligent Grievance Monitoring System — accessed 2026-08-15

IMPRI: critical analysis of India's CPGRAMS — accessed 2026-08-15

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