

GOVERNMENT OF INDIA  
MINISTRY OF CHEMICALS AND FERTILIZERS  
DEPARTMENT OF CHEMICALS AND PETROCHEMICALS

**LOK SABHA**  
**UNSTARRED QUESTION NO. 57**  
ANSWERED ON 02.02.2024

**FAST REDRESSAL OF PUBLIC GRIEVANCES**

57. SHRI PRADEEP KUMAR SINGH:

SHRI KHAGEN MURMU:

SHRI RAVI KISHAN:

DR. ARVIND KUMAR SHARMA:

Will the Minister of CHEMICALS AND FERTILIZERS be pleased to state:

(a) whether the Ministry of Chemicals and Petrochemicals has implemented any measures to promote transparency and accountability in accordance with the Right to Information Act, 2005;

(b) if so, the details thereof; and

(c) the steps taken/proposed to be taken by the Ministry to ensure swift and fast grievance redressals of the public in the country?

**ANSWER**

MINISTER OF STATE FOR CHEMICALS AND FERTILIZERS

(SHRI BHAGWANTH KHUBA)

(a) and (b): The Department of Chemicals and Petrochemicals promotes transparency and accountability in accordance with the provision of the Right to Information Act, 2005 as below:

- An RTI Cell has been set up in the Department to coordinate the RTI-related work. This Section receives and transfers the application seeking information under the RTI Act, 2005 to the Central Public Information Officers (CPIOs).
- CPIOs under section 5(1) of the Act, as well as Appellate Authorities in terms of section 19(1) of the Act have been designated, according to the subjects being handled by officers of the Department.
- As per the DoPT's guidelines issued, this Department has also been disposing off RTI applications, appeals and replies of CPIOs and appellate authorities through the portal.

(c): To attend grievances of the public the Department has nominated a Nodal officer whose name, designation, room number, telephone number, etc. has been displayed on the website of the Department (<https://chemicals.gov.in/citizens-corner>). A public Grievance Officer has been nominated in each Division as the Nodal Officer to monitor the Progress of the redressal of public grievances in respective Divisions.

Public grievances received through the Centralized Public Grievance Redress And Monitoring System (CPGRAMS) Portal are processed and disposed off. Grievances that are received through channels other than the CPGRAMS portal are also disposed off promptly by the officers concerned. Regular review meetings at the Apex level are held within the Department to monitor both disposed and pending grievances.

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