

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:1702
ANSWERED ON:29.11.2000
PUBLIC GRIEVANCES .
NIVEDITA MANE;VIJAY GOEL

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) whether the Government have framed any system to redress the public grievances within a stipulated time;
- (b) if so, the details thereof;
- (c) the details of the complaints received and redressed by the Government during the last three years, year-wise;
- (d) the number of public grievances pending with the Government till date; and
- (e) the details of the role of Public Grievances Cell functioning in the Prime Minister's Office?

Answer

MINISTER OF STATE FOR DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI ARUN SHOURIE)

(a) & (b) : Yes, Sir. As most of the grievances arise at the field level, their actual redress has necessarily to come from agencies functioning at the local level which are fully conversant with the subject-matter of grievances related to their respective fields of activity. The Department of Administrative Reforms & Public Grievances has accordingly established a decentralised grievance redress machinery in each Ministry/Department/Organisation of the Central Government under the charge of a senior officer. Detailed guidelines, which inter alia provide for fixing of time limits for acknowledgement and final disposal of grievances, have been issued to them.

(c) : According to the information received from various Ministries/Departments, the year-wise details of complaints received and disposed of are as follows:

Year.	No. of Complaints received (Including of brought forward)	No. disposed
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1997-1998	7,06,511	4,82,048
1998-1999	15,52,228	10,82,042
1999-2000	7,13,241	6,07,678

(d) : Number of grievances pending for the period 1.4.2000 to 30.9.2000 is 63,838.

(e) : The Public Wing in the Prime Minister's Office receives and processes petitions from the general public including those presented to the Prime Minister during tours and Janata Darbars. All petitions are scrutinized and forwarded for appropriate action to the concerned authorities for disposal with a request to suitably inform the petitioners. Reports are sought in a few selective cases which deserve more attention and warrant monitoring in the PMO.