

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

UNSTARRED QUESTION NO:2162
ANSWERED ON:06.12.2006
ENQUIRY INTO GRIEVANCES AND COMPLAINTS
Kalmadi Shri Suresh

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

- (a) the total number of grievances and complaints received during the current year and the comparative figures during the past two years;
- (b) the mode of enquiry conducted into these complaints;
- (c) the names of departments against whom maximum number of complaints have been received; and
- (d) the nature of coordination between the Centre and the Local Government while looking into these complaints?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS. (SHRI SURESH PACHOURI)

- (a): A statement containing total number of grievances/complaints received in the Department of Administrative Reforms & Public Grievances during the current year and comparative figures during the past 2 years is placed at Annexure-I.
- (b): After scrutinizing in the Department of Administrative Reforms & Public Grievances, all grievances are forwarded to the Ministries/Departments and State Governments concerned for immediate redress of the grievances under intimation to the complainant. On the basis of their gravity and seriousness certain grievances are closely monitored by this Department until their final disposal. The system of online lodging of grievances enables complainants to track the redress status of their complaints
- (c): The Ministries and Departments with a large number of grievances are; Ministry of Defence, Ministry of Railways, Ministry of Home Affairs, Ministry of External Affairs (Passport Division), Ministry of Labour, Ministry of Health and F W, Department of Telecommunications, Department of Posts and Banking/Insurance Divisions, Central Board of Direct taxes of the Ministry of Finance.
- (d): While public grievances arising out of the working of various Ministries, Departments and Organizations of the government are redressed through a decentralized public grievances redress mechanism which functions in every Ministry/Department/Organization, a Committee under the Cabinet Secretary reviews the public grievances redress mechanism of all Ministries and Departments of Government of India. The grievances received in the Department of Administrative Reforms & Public Grievances pertaining to States/UTs are closely monitored and followed up with State Governments/UT Administrations concerned.

ANNEXURE-I

Number of Grievances Received during the last two years and the current year

2004 2005 2006

January	502	372	387
February	594	436	860
March	647	364	3708
April	627	347	1254
May	443	431	1171
June	408	304	987
July	486	460	857
August	639	414	882
September	499	393	624
October	501	435	572
November	447	400	641
December	509	552	
Total	6302	4908	11943