

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

UNSTARRED QUESTION NO:3077
ANSWERED ON:21.03.2007
COMPLAINTS REDRESSAL MACHINERIES
Ahir Shri Hansraj Gangaram

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

- (a) the achievement of Complaints/ Grievances redressal machineries in Government Departments and Public Sector Undertakings;
- (b) whether the Government proposes to enact a law to make the system more effective; and
- (c) if so, the details thereof ?

Answer

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

(a): Each Ministry /Department and Public Sector Undertaking has an internal grievance redress machinery, as grievances are redressed in a decentralised manner.The Public Grievances Redress and Monitoring System (PGRAMS) developed by the Department has facilitated lodging of grievances on line from any geographical location and also viewing status of redressal by complainants.

(b): No, Sir.

(c): Does not arise.