

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

UNSTARRED QUESTION NO:565
ANSWERED ON:28.07.2010
REDRESSAL OF PUBLIC GRIEVANCES
Shantha J.

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

- (a) the number of cases of public grievance received by the Government during the last three years and the current year, till date, year-wise;
- (b) the number out of them forwarded to the respective Ministries/Departments for redressal, the time allowed for reporting the action taken by the Ministry and the action taken against the defaulting official; and
- (c) the steps proposed to be taken for effective redressal mechanism in the Central Government?

Answer

Minister of State (Independent Charge) of the Ministry of Science and Technology; Minister of State (Independent Charge) of the Ministry of Earth Sciences; Minister of State in the Prime Minister's Office; Minister of State in the Ministry of Personnel, Public Grievances and Pensions; and Minister of State in the Ministry of Parliamentary Affairs .(SHRI PRITHVIRAJ CHAVAN)

(a) & (b) : The number of cases of public grievance received by the Government through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) during the last three years and the current year, till date, and the number of actionable complaints out of them forwarded to the respective Ministries/Departments for redressal year-wise is given below in tabular form :-

Year	No. of complaint received	No. of complaint forwarded
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2007	13353	10533
2008	49280	43998
2009	98102	93307
2010	59678	58546 (upto 30/06/2010)

As per this Department's guidelines, a grievance should be normally redressed within a period of two months of its receipt. Data on departmental action taken by different Ministries/Departments against defaulting official is not maintained centrally.

(c) : The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) developed by the Department has facilitated lodging of grievances on-line from any geographical location and also viewing status of redressal by complainants. The Department reviews the pendency of Ministries/Departments on monthly basis.