

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

UNSTARRED QUESTION NO:2754
ANSWERED ON:17.08.2011
PUBLIC GRIEVANCES AND PENSIONS
Rajaram Shri Wakchaure Bhausheb

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

- (a) whether the Government has received certain complaints regarding public grievances and pensions cases from various States during the last three years and the current year, till date;
- (b) if so, the details thereof, State-wise and the details of the total number and nature of these complaints, year-wise;
- (c) the action taken by the Government thereon;
- (d) whether the Government proposes to dispose off these cases of public grievances and pensions within a stipulated time frame and fix the responsibility of officers for the delay; and
- (e) if so, the details thereof?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office .
(SHRI V. NARAYANASAMY)

- (a) Yes, Madam.
- (b) The details of total complaints regarding public grievances and pensions cases received by the Government during the last three years till date (31.07.2011), State-wise and year-wise, are Annexed. These mainly comprise complaints against civil servants, service related grievances, issues relating to delay / non-payment of pension, issues relating to law and order, unemployment, financial assistance, property / land disputes and civic facilities etc.
- (c) After scrutiny of the complaints, these are forwarded to the State Governments concerned under intimation to the complainants for immediate redressal of the grievances.
- (d) No Madam. The responsibility for disposal of such grievances rests with the State Governments concerned.
- (e) Does not arise.