

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

UNSTARRED QUESTION NO:313  
ANSWERED ON:14.03.2012  
MECHANISM TO PUT COMPLAINTS  
Bali Ram Dr.

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

- (a) whether the Government has put in place any mechanism for the public to directly approach the Minister with a complaint if it is not redressed at the level of officers/secretary;
- (b) if so, the details thereof;
- (c) whether any time frame has been fixed for redressal of the complaints under the said mechanism;
- (d) if so, the details thereof;
- (e) whether complaints could be lodged on-line only; and
- (f) 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 PRIME MINISTER'S OFFICE. (SHRI V. NARAYANASAMY)

(a) & (b): A member of public can always approach the Minister concerned with a complaint for redressal of grievances.

(c) & (d): As per this Department's guidelines, any grievance should be redressed within a period of maximum two months of its receipt.

(e) & (f): Complaints cannot be lodged on-line with the office of Minister concerned. They can be submitted manually in person and by post. For on-line lodging of grievances in general by members of public, Department of Administrative Reforms & Public Grievances has set up a web-based portal called Centralised Public Grievances Redress and Monitoring System (CPGRAMS), enabling citizens for lodging grievances from any geographical location and also viewing the status of redressal of the grievances. The Public Grievances portal can be accessed at <http://pgportal.gov.in>