

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

UNSTARRED QUESTION NO:2567
ANSWERED ON:22.07.2009
COMPLAINTS REGARDING PUBLIC GRIEVANCES AND PENSIONS
Rawat Shri Ashok Kumar

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

- (a) whether the Government has received several complaints regarding public grievances and pensions from various States during the last three years and the current year;
- (b) if so, the details thereof, State-wise alongwith the nature of the grievances;
- (c) the action taken by the Government thereon;
- (d) whether the Government proposes to dispose of these complaints within a specified time frame and hold the officers responsible for any undue delay, and
- (e) if so, the details thereof alongwith the action plan of the Government in this regard?

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) Yes, Sir. The total complaints received by the Prime Minister's Office, Department of Administrative Reforms & Public Grievances and Department of Pensions & Pensioners' Welfare during the last three years till date (up to 30.06,2009) State-wise is Annexed. These mainly comprise of complaints against public servants, service related grievances, issues relating to law & order, unemployment, financial assistance, property/land disputes and civic facilities.

(c), (d) & (e) : After scrutiny of the complaints, these are forwarded to the State Governments under intimation to the complainants for immediate redress of the grievances. Directions have been issued to all States to redress grievances of the citizens within a period of two months and also to give a reasoned reply within this period, if a grievance cannot be redressed.