

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

UNSTARRED QUESTION NO:101
ANSWERED ON:08.08.2012
COMPLAINTS ON PUBLIC GRIEVANCES
Rajaram Shri Wakchaure Bhausahab

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

- (a) whether the Union Government has received several complaints regarding public grievances and pension related matters from various States including Maharashtra during the last three years and the current year;
- (b) if so, the details thereof, State-wise; and
- (c) the details of redressal made on the complaints during the above period?

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. Redressal of public grievances is decentralized. Union Government has established a web based portal called "Centralized Public Grievance Redressal And Monitoring System (CPGRAMS) for disposal of grievances received on the portal.

(b) & (c): A statement is laid on the Table of the House regarding the receipt of grievances concerning the States on the CPGRAMS portal and its disposal by State Governments.