

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

UNSTARRED QUESTION NO:1452  
ANSWERED ON:06.03.2013  
REDRESSAL OF GRIEVANCES  
Singh Shri Sushil Kumar

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

- (a) whether public grievances should be redressed within a maximum period of two months of their receipt as per the guidelines issued by the Department of Administrative Reforms and Public Grievances (DARPG);
- (b) if so, whether it is mandatory to communicate the reasons, the rule(s) under which the grievance petitions have been rejected and giving details of the appellate authority as per the guidelines issued by DARPG;
- (c) if so, the reasons for not communicating the reasons while rejecting grievance petitions;
- (d) the steps taken to give reasons for rejecting grievance petitions;
- (e) whether there is any proposal to publish the status of grievance petitions on the websites of the Ministries/ Departments/Offices to bring transparency in their working; and
- (f) 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.  
(SHRIV. NARAYANASAMY)

(a) to (d): As per the guidelines issued by Department of Administrative Reforms and Public Grievances (DARPG) in 2006, "A grievance should be redressed within a period of a maximum of two months from date of its receipt by the public authority concerned." The Guidelines further state that while communicating final decision rejecting a grievance petition, the grounds and the rules, if any, under which the petition has been rejected should be communicated. The Guidelines issued by Department of Administrative Reforms and Public Grievances are not mandatory, and there is no provision of appellate authority in the guidelines.

(e) & (f): The complainant can see the status of the petition on the public grievance portal at <http://pgportal.nic.in>, which is an online system. This facilitates viewing the status, sending of reminders and giving of feedback after redress, by the complainant. The concerned Ministries/Departments can see the status of all complaints pending with them. At present, there is no proposal to publicize the status of grievance on the website.