

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

UNSTARRED QUESTION NO:1484  
ANSWERED ON:06.03.2013  
PUBLIC GRIEVANCES AND PENSIONS CASES  
Mahendrasinh Shri Chauhan

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

- (a) whether the Government has received complaints from various States of the country regarding public grievances and pensions during the last three years and the current year;
- (b) if so, the details thereof, State-wise and year-wise during the above period; and
- (c) the action taken by the Government for redressal of such grievances?

**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) & (b): Yes, Madam. The details of total complaints regarding public grievances and pension cases received through the two modes, viz., online and by post, during the years 2011, 2012 upto 27th February, 2013, State-wise and year-wise, are at Annexure.

(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. The responsibility for disposal of such grievances rests with the State Governments concerned.