

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:3731
ANSWERED ON:20.03.2013
PUBLIC GRIEVANCES SYSTEM
Saroj Shri Tufani

Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) whether the public grievances redressal system has stopped working in the Delhi Development Authority (DDA);
- (b) if so, the details thereof and the reasons therefor; and;
- (c) if not, whether the Government proposes to make public grievance redressal system more effective and start a new E-system for resolving problems rapidly?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRIMATI DEEPA DASMUNSHI)

- (a) : No, Madam.
- (b) : Does not arise in view of (a) above.
- (c) : DDA has reported that to make public grievance redressal system more effective, a new E-system has been started on a trial basis for expediting resolution of public grievances.