

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

UNSTARRED QUESTION NO:2634
ANSWERED ON:13.03.2013
PUBLIC GRIEVANCES REDRESSAL
Singh Shri Sushil Kumar

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

- (a) whether the Standing Committee of Secretaries on Public Grievances Redressal observed that much attention is not being given to the subject of public grievances redressal by various Ministries/ Departments/Offices;
- (b) if so, the reasons therefor;
- (c) the details of the action taken by the Government to enforce the guidelines issued by the Department of Administrative Reforms and Public Grievances (DARPG);
- (d) the details of grievances received online through PG Portal during the last three years by the Ministry of Urban Development, Social Justice and DDA; and
- (e) the number of grievances pending for more than four months and the action taken to redress pending grievances?

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 (c): The Standing Committee of Secretaries in 1999 had observed that Public Grievances Redressal' was not given much attention. This concern of the Standing Committee of Secretaries was circulated to all Ministries/Departments on 30th October, 1999. Thereafter, the Government took several steps to improve upon the situation and prominent among these include the following:-

(1) From October, 1999 to May, 2005, 12 Guidelines were issued on the subjects of (i) making Grievance Redress Mechanism more effective; (ii) taking prompt action on public grievances; (iii) prompt disposal of public grievances; (iv) time limit of acknowledging public grievances; (v) publicity to the public grievance mechanism and so on.

(2) In 2005, Centralized Public Grievances Redress and Monitoring System, (CPGRAM), was created. The System has since been improved and upgraded five times, and is accessible at <http://pgportal.gov.in>. It connects 105 Ministries/Departments/Organizations and 7,250 subordinate/ field offices across the country. The System , inter alia, facilitates (i) monitoring of pending grievances (ii) Online lodging of grievance by citizen, (iii) immediate acknowledgement (iv) sending of reminders by citizens (v) viewing the status on redressal, (vi) feedback from citizen after receiving redress.

(3) Holding regular Review Meeting on pendencies in all Ministries/Department/ Organizations by Department of Administrative Reforms and Public Grievances (DARPG).

(4) Providing Hands-on-Training by Department of Administrative Reforms and Public Grievances (DARPG) to personnel, in all Ministries/Department/Organisations on the use of the "CPGRAM" System.

(d) The details of grievances received during last three calendar years (1st January to 31st December), as available from CPGRAMS, are as follows:-

Organisation	2010	2011	2012
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Delhi Development Authority	150	320	185
Ministry of Urban Development	708	1128	1435
Ministry of Social Justice & Empowerment	311	588	656

(e) The number of grievance pending for more than four months as on 6th March 2013, for Delhi Development Authority is 371; for Ministry of Urban Development is 785 and for Ministry of Social Justice and Empowerment is 437.

Under the Grievance Redress Mechanism existing in Government of India, the Public Grievances are redressed by the Ministries/Department/Organisations concerned, in a decentralized manner, and the action for redressal of grievances is taken by concerned Ministries / Departments / Organizations.