

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

UNSTARRED QUESTION NO:3841

ANSWERED ON:20.03.2013

COMPLAINTS SUGGESTIONS

Nagar Shri Surendra Singh; Pradhan Shri Amarnath

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

- (a) the number of complaints/ suggestions received in his Ministry during the last three years and the current year, year-wise;
- (b) the number of complaints/ suggestions out of them disposed of and pending as on date;
- (c) the nature of these complaints/ suggestions and the number of complaints related to each of the States including Delhi, State-wise;
- (d) the action taken/being taken by the Government on each complaint/suggestion;
- (e) whether the Government proposes to set up complaint redressal machinery at block/district levels; and
- (f) if so, the details thereof and if not, the reasons therefor?

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): The number of complaints/suggestions received on Centralised Public Grievance Redressal And Monitoring System (CPGRAMS), which is an online portal of Department of Administrative Reforms and Public Grievances, in the Ministry of Personnel, Public Grievances and Pensions, at <http://pgportal.gov.in>, and disposed of by the concerned Central Ministries and Departments / State Governments, during the last three years, is as under :-

Calendar Year	New Receipts during the year	Disposals during the calendar year including the pendency of previous year	Pending for disposal as on 31st December
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2010	139240	117612	21628
2011	172520	147027	25493
2012	201197	168308	32889

During the current year from 1st January 2013 to 14th March 2013, 44380 grievances were received, out of which 42049 were disposed of and 2331 are pending disposal.

(c): The nature of the complaints/suggestions received related to (i) Allegation of corruption/malpractices; (ii) Allegation of harassment /misbehaviour; (iii) Civic amenities/Quality of service; (iv) Compensations/Refunds; (v) Delay in decision/implementation of decision; (vi) Law & Order, (vii) Legal Redress; (viii) Requests; (ix) Retirement dues; (x) Revenue/Land/Tax; (xi) Scheduled Castes / STs / Backward; (xii) Service matters; (xiii) Social Evils etc.

The State and Union Territory wise breakup of the number of grievances is given in Annexure.

(d): Action on complaints / suggestions is taken in a decentralized manner by the Central Ministries and Departments / State Governments concerned. Each complaint/suggestion is required to be acknowledged by the Central Ministries and Departments / State governments concerned, and redressed in two months from the date of its receipt. If finalization of a decision on a particular case, is expected to take longer than two months, an interim reply is required to be sent to the petitioner by the Central Ministry and Department / State Government concerned.

(e) & (f): The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011, introduced by the Central Government in the Lok Sabha, on 20th December, 2011, envisages the appointment or designation of Grievance Redress Officers, in all administrative units or offices at the Central, State, district, and sub-district levels, municipality and

panchayat, to redress grievances arising out of any failure in the delivery of goods and service pursuant to the Citizens Charter.

ANNEXURE

Annexure in reply to Lok Sabha Unstarred Question No. 3841 for 20th March, 2013

State/UT Receipts (from 1st January, 2010 to 14th March, 2013)

Andaman & Nicobar	155
Andhra Pradesh	6027
Arunachal Pradesh	110
Assam	649
Bihar	1891
Chhattisgarh	508
Goa	273
Gujarat	3071
Haryana	3130
Himachal Pradesh	449
Jammu & Kashmir	863
Jharkhand	961
Karnataka	3469
Kerala	2298
Madhya Pradesh	2975
Maharashtra	8395
Manipur	93
Meghalaya	98
Mizoram	37
Nagaland	60
NCT of Delhi	7329
Orissa	1609
Puducherry	352
Punjab	2729
Rajasthan	3153
Sikkim	60
Tamil Nadu	11326
Tripura	143
Union Territory of Chandigarh	319
Union Territory of D & N Haveli	34
Union Territory of Daman & Diu	45
Union Territory of Lakshadweep	62
Uttar Pradesh	8341
Uttarakhand	1209
West Bengal	3736