

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

UNSTARRED QUESTION NO:6682  
ANSWERED ON:08.05.2013  
PUBLIC GRIEVANCES  
Singh Shri Pashupati Nath

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

- (a) the number of complaints registered in the Department of Public Grievances during the last three years;
- (b) the number of complaints out of the above which have been resolved so far;
- (c) the number of complaints pending till date and the reasons for their pendency; and
- (d) the time by which the pending complaints are likely to be resolved?

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

Calendar Year    New Receipts    Disposals during    Pending for disposal  
during the year the calendar year as on 31st December  
including the  
pendency of  
  
previous year

2010    139240    117612    21628

2011    172520    147027    25493

2012    201197    168308    32889

During the current year from 1st January 2013 to 3rd May, 2013, 75,670 grievances were received, out of which 64,921 were disposed of and 10,749 are pending disposal.

Action on complaints is taken in a decentralized manner by the Central Ministries and Departments /State Governments concerned. Each complaint 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.