

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

UNSTARRED QUESTION NO:2334
ANSWERED ON:05.02.2014
REDRESSAL OF GRIEVANCES
Ram Shri Purnmasi

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

- (a) the total number of petitions regarding public grievances received by the Director of Public Grievances, DoP&T and number of such grievances pending in DoP&T for more than three months violating stipulated period of three months for grievances redressal;
- (b) the details of grievances/complaints pending in the Welfare Division, DoP&T for more than three months; and
- (c) the action taken by the Government for disposal of all the grievances?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF PERSONNEL,PUBLIC GRVANCES AND PENSIONS AND MINISTER OF THE STATE IN THE PRIME MINISTER'S OFFICE. (SHRI V. NARAYANASAMY)

- (a) The total numbers of petitions regarding public grievances received by the Director of Public Grievances, DOP&T since the inception of scheme on 1.1.2002 to 31.1.2014 are 8972. Out of these 8972 Public Grievances, 371 grievances are pending for duration of more than 90 days as on 31.1.2014.
- (b) As per records maintained in this Department, there were three grievances pending in Welfare Division of DOP&T as on 31.1.2014 for more than three months. These grievances pertain to Grih Kalyan Kendra and Resident Welfare Association(RWA).
- (c) Guidelines were issued by the Department of Administrative Reforms and Public Grievances vide OM No. K-15011/1/2006-PG dated 22.5.2006 for timely disposal of Public Grievances. These guidelines have been reiterated by the Department of Personnel and Training at regular intervals. All the Divisional Heads of Various Divisions/Offices under DOP&T have been requested vide OM No. 23013/4/2010-P.G. dated 8.1.2014 to comply with the instructions contained in above mentioned OM for speedy disposal of the Public Grievances.