

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:4069
ANSWERED ON:17.12.2014
GRIEVANCE REDRESSAL MECHANISM
Kher Smt. Kirron

Will the Minister of URBAN DEVELOPMENT be pleased to state:

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- (a) whether the centres of excellence set up by the Government to look into issues of urban development have suggested a framework for an effective grievance redressal mechanism in municipal bodies;
- (b) if so, the details of cities/location in the country where such framework is currently operational; and
- (c) the number of complaints received by local bodies, year- wise, State/UT-wise including Chandigarh in the last three years and the number of these complaints satisfactorily dealt with?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI BABUL SUPRIYO)

- (a): Yes, Madam. As a Centre of Excellence on Urban Development of the Ministry of Urban Development, the Energy and Resources Institute, New Delhi undertook a study on 'Framework for Effective Consumer Grievance Redressal System (CGRS)' in which a model framework for an IT-enabled CGRS for municipal services was suggested.
- (b): The grievance redressal mechanism systems vary significantly across cities, depending upon the size of the city, nature of services provided, and the resources available with them.
- (c): The details are not available with the Ministry of Urban Development.