

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

UNSTARRED QUESTION NO:3786
ANSWERED ON:12.08.2015
Sit-in Dharnas at Jantar Mantar
Choudhary Col. (Retd) Sona Ram

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

- (a) whether the Department of Public Grievances has taken cognizance of the sit-in Dharnas at Jantar Mantar by various persons/groups having variety of grievances and if so, the details thereof;
- (b) whether any senior officers of the Department have ever met the people who were holding Sit-in Dharnas at Jantar Mantar to ascertain the cause of their complaints with a view to redress them or in the alternative to counsel them appropriately and if so, the details thereof; and
- (c) whether any mechanism is likely to be put in place to address the grievances of people who Sit-in Dharnas, and if so, the details thereof?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.
(DR. JITENDRA SINGH)

(a) to (c): Grievances can be lodged by citizens by post, in person and by web based internet mode. Thus, every Wednesday of the week has been earmarked for receiving and hearing of grievance petitions in person by the Director of Public Grievances in each Central Ministry/Department. The grievances can also be sent by post/manually and for quick and comprehensive redress such grievances are disposed by internet based system. Further, the Government has already established an internet based Centralised Public Grievance Redress and Monitoring System (CPGRAMS) in June, 2007, to facilitate citizens to lodge their grievances from anywhere, anytime for redress. The System enables Ministries/Departments to take appropriate action and upload the action taken reports on the system. The citizens can view online the status of action taken on their grievances. The system has provisions for generating various reports for monitoring of the grievances. CPGRAMS has feedback mechanism for rating of the satisfaction level, by the complainant, after redress.

In case, a grievance is received from any person sitting on Dharna at Jantar Mantar, that is also considered and action taken as per the guidelines for redress of public grievances.
