

**GOVERNMENT OF INDIA
PANCHAYATI RAJ
LOK SABHA**

UNSTARRED QUESTION NO:3955
ANSWERED ON:13.08.2015
Speedy Redressal of Grievances
Thakur Shri Anurag Singh

Will the Minister of PANCHAYATI RAJ be pleased to state:

- (a) the number of grievances received and disposed of by the Ministry during each of the last three years and the current year, State-wise and category-wise;
- (b) whether the Ministry has taken any steps for speedy redressal of grievances; and
- (c) if so, the details thereof and if not the reasons therefor?

Answer

(a) to (c) The Ministry of Panchayati Raj is following the Centralized Public Grievance Redress And Monitoring System (CPGRAMS) which is a web based application facilitating Ministry/ Departments/ Organizations to receive, forward and monitor grievance for their speedy redressal. The number of grievances received/ disposed of by the Ministry during 2012 to 2015 are annexed.
