

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

UNSTARRED QUESTION NO:2892

ANSWERED ON:11.05.2016

Public Grievances

Malyadri Shri Sriram;Nete Shri Ashok Mahadeorao

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

- (a) the average number of public grievances received in the Prime Minister's Office (PMO) every month;
- (b) the number of complaints/grievances redressed and the number of grievances pending as on date;
- (c) the nature of the said grievances and the number of grievances which pertain to Delhi;
- (d) whether there is any proposal for setting up grievance redressal machinery at block/district level; and
- (e) if so, the details thereof and if not, the reasons therefor?

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): As per the data available on the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the average number of grievances received every month in Prime Minister's Office (PMO) is 61919.

(b): The total number of grievances disposed and pending as on 5.5.2016 are 718241 and 272466 respectively.

(c) : The grievances concern different subject matters viz., employee related, quality of service/civic amenities, police, allegation of corruption/malpractices, labour issues, education, land related problem, financial services etc. There are 11028 grievances pertaining to Delhi.

(d) & (e): The Government has already established an internet based Centralized Public Grievance Redress and Monitoring System (CPGRAMS) to facilitate citizens to lodge their grievances from anywhere, anytime for redressal.
