

**GOVERNMENT OF INDIA  
DEFENCE  
LOK SABHA**

UNSTARRED QUESTION NO:1804

ANSWERED ON:25.11.2016

Grievance Redressal Mechanism

Chavan Shri Harishchandra Deoram;Khaire Shri Chandrakant Bhaurao;Yadav Shri Laxmi Narayan

**Will the Minister of DEFENCE be pleased to state:**

(a) whether the Government has set up grievance redressal mechanism for resolving complaints and reducing stress of defence personnel;

(b) if so, the details thereof and the total number of complaints registered and addressed through the said mechanism during the last three years and the current year; and

(c) the extent to which the said mechanism has been successful in mitigating problems of defence personnel?

**Answer**

MINISTER OF STATE (DR. SUBHASH BHAMRE)

IN THE MINISTRY OF DEFENCE

????? ?????? ??????? (??, ?????? ??????)

(a) to (c): A web based Centralized Public Grievance Redress and Monitoring System (CPGRAMS) has been designed and implemented in all the Ministries / Departments of Government of India including the Department of Defence. All complaints received are redressed through the said CPGRAMS portal.

The total number of complaints registered and redressed during the last three years i.e. from 01.01.2013 to 31.12.2015 are 27526 (including 3027 cases carried forward from the previous year) and 22066, respectively. During current year i.e. from 01.01.2016 to 21.11.2016, the total number of complaints registered and redressed are 20200 (including 5460 carried forward from the previous year) and 17121 respectively.

Based on the feedback received in the system from the petitioners, the above mechanism seems to be working satisfactorily and in fact based on the good performance of this Department during the quarter of April to June, 2016, it has received an appreciation certificate from the Department of Administrative Reforms and Public Grievances.

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