

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

UNSTARRED QUESTION NO:612  
ANSWERED ON:26.11.2014  
PUBLIC GRIEVANCES  
Lokhande Shri Sadashiv Kisan

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

- (a) the average number of public grievances received by the Government including in the Prime Minister's Office per month;
- (b) the number of grievances redressed and the number of grievances pending during the last three years till date along with the period of their pendency;
- (c) the nature of grievances and the number of grievances related to Maharashtra;
- (d) whether the Government proposes to establish public grievances redressal machinery at Block/District levels in all States; and
- (e) 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): On an average, around 42000 grievances are received every month on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and in the Prime Minister's Office. Besides, some grievances are also received directly by the Ministries/Departments, other Central Government Offices, and State Governments, for which centralised data base is not available.

(b): As per CPGRAMS, the disposal and pendency for the last three years, related to Central Ministries/Departments/Organisations and State Governments is given below:-

Year	Disposed	Pending
2011	147027	155836
2012	168308	188879
2013	243296	181054
2014	254180	192140
till 24.11.2014		

The grievances pertaining to states are forwarded to them for further necessary action.

Pending for less than 2 months-	28389
Pending between 2-6 months-	27695
Pending between 6 months-1 year-	22145
Pending more than one year-	13911
	192140

(c): The number of grievances forwarded to Maharashtra through CPGRAMS from June 2007 onwards till date are 18039. They relate to delay in decision/implementation of decision, law & order, quality of service, corruption, harassment, retirement dues etc.

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