

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

UNSTARRED QUESTION NO:2947
ANSWERED ON:10.12.2014
PUBLIC GRIEVANCES
Singh Shri Pashupati Nath

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

- (a) the responsibilities of the Public Grievance Department and the rules for registering the grievances;
- (b) whether the Government has provided information to all the people who lodged their complaints in the department;
- (c) if not, the reasons therefor;
- (d) the number of complaints registered by the said department during the last three years;
- (e) the number of the said grievances resolved; and
- (f) the number of grievances pending along with 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) to (c) : The Department of Administrative Reforms and Public Grievances is the policy making, monitoring and coordinating department for Public Grievances arising from the work of Ministries/Departments. Allocation of Business Rules 1961, have inter- alia allocated the following work to the Department :-

- (a) Redress of public grievances in general; and
- (b) Grievances pertaining to Central Government agencies.

The Government has established an internet based Centralized Public Grievance Redress and Monitoring System (CPGRAMS) to facilitate citizens to lodge their grievances from anywhere, anytime for redressal. The grievances received manually/ by post are digitized and uploaded on the System. A Unique Grievance Registration Number is provided to the petitioner. The System enables Ministries/Departments to take appropriate action and upload the action taken report on the System. The citizens can view online the status of action taken on their grievances with the help of Grievance Registration Number.

(d) to (f): During the last three years i.e. from 4.12.2011 to 3.12.2014, a total of 726 lakhs grievances have been received in CPGRAMS. Out of these 5.86 lakhs have been disposed and 1.40 lakhs were pending at the end of the said period.

Redressal of grievances is done by respective Ministries/Departments and State Governments to whom they pertain, in a decentralized manner. Directions have been issued to all Ministries/Departments/Organizations to redress grievances of the citizens within a maximum period of two months from the receipt, and in case not possible, an interim reply with reasons for delay is to be provided. Grievances relating to State Governments are forwarded to them for appropriate action.