

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3668**  
(TO BE ANSWERED ON 08.08.2018)

**REDRESSAL OF COMPLAINTS**

†3668. **SHRIMATI JYOTI DHURVE:**  
**SHRI NAGAR RODMAL:**

Will the **PRIME MINISTER** be pleased to state:

- (a) the efforts made/are being made by the Government to reduce the long pending grievances and fix time-frame to resolve the pending grievances;
- (b) the steps taken by the Government for quick redressal of the public complaints received online;
- (c) whether the complaints regarding delay in redressal of online complaints have been received by the Government and if so, the details thereof; and
- (d) whether the Government is going to set up an agency or institute for addressing such problems and 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) & (b) : Guidelines are in place stating that a grievance should be redressed within a period of maximum of two months of its receipt and in cases where resolution would take longer time, an interim reply is sent to the complainant. To facilitate monitoring of quick redressal, the following steps, *inter alia*, are taken:

- i) Heads of the Ministries/ Departments can access the relevant information in respect of grievances regarding the respective Ministries/Departments and sub-ordinate Organizations affiliated to them on CPGRAMS on real time basis through a dashboard.
  - ii) In respect of top 40 Ministries/Departments/Organizations receiving maximum grievances a Public Grievances Call Centre is in operation which reminds officials up to the last mile in respect of grievances which are pending for more than two months.
  - iii) Meetings for reviewing the status of pending public grievances in Ministries/Departments are held in D/o Administrative Reforms and Public Grievances on a regular basis.
- (c): Data of complaints regarding delay in redressal of online complaints is not maintained centrally. Delay in disposal of grievances is monitored electronically through CPGRAMS.
- (d): No, Madam.

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