

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1938**  
(TO BE ANSWERED ON 03.07.2019)

**COMPLAINTS AGAINST CORRUPTION**

†1938. **SHRI SUNIL KUMAR SINGH:**  
**SHRI SUDHAKAR TUKARAM SHRANGARE:**

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

- (a) whether the Government is receiving corruption related complaints;
- (b) if so, the department-wise and post-wise details of complaints received and action taken on them during the last five years;
- (c) whether any effort is being made by the Government for making the process of registering corruption related complaints easier and to create awareness in this regard;
- (d) if so, the details thereof;
- (e) whether any efforts have been made by the Government to reduce corruption; and
- (f) 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): Yes, Sir. The department-wise / post-wise data of corruption-related complaints received is not maintained centrally. However, as per information provided by the Central Vigilance Commission (CVC) and Central Bureau of Investigation (CBI), the details of number of complaints received and action taken on them during the last five years are given in **Annexure-I** and **Annexure-II** respectively.

(c) & (d): Recognizing the importance of complaints, as they constitute an important source of information leading to the exposure of misconduct and malpractices, various platforms have been developed for registration of complaints, including the corruption related complaints. Such complaints can be filed, in written form, by post or online through the dedicated portals for this purpose.

In order to make the process of registration of complaints easier, this Ministry has developed a Centralized Public Grievance Redress And Monitoring System (CPGRAMS) i.e., [pgportal.gov.in](http://pgportal.gov.in). for registration of all types of grievances including those relating to corruption. Further, the CVC has a dedicated portal on its website, i.e., [portal.cvc.gov.in](http://portal.cvc.gov.in) and a toll free telephone number 1800110180 for registration of complaints.

(e) & (f): The Central Government is committed to its policy of “Zero Tolerance Against Corruption” and has taken several measures to combat corruption.

The steps taken by the Central Government to combat corruption, *inter alia*, include:

- I. Systemic improvements and reforms to provide transparent citizen-friendly services and reduce corruption. These, *inter alia*, include:
  - a) Disbursement of welfare benefits directly to the citizens under various schemes of the Government in a transparent manner through the Direct Benefit Transfer initiative.
  - b) Implementation of E-tendering in public procurements.
  - c) Introduction of e-Governance and simplification of procedure and systems.
  - d) Introduction of Government procurement through the Government e-Marketplace (GeM).
- II. Discontinuation of interviews in recruitment of Group ‘B’ (Non-Gazetted) and Group ‘C’ posts in Government of India.
- III. Invocation of FR-56(j) and AIS(DCRB) Rules, 1958 for prematurely retiring officials whose performance has been reviewed and found unsatisfactory.
- IV. The All India Services (Disciplinary and Appeal) Rules and Central Civil Services (Classification, Control and Appeal) Rules have been amended to provide for strict timelines in the procedure related to disciplinary proceedings.
- V. The Prevention of Corruption Act, 1988 has been amended on 26.07.2018 to bring a paradigm shift in tackling corruption in as much as clearly criminalizing the act of giving bribe, checking big ticket corruption by creating a vicarious liability in respect of senior management of commercial organizations where the act of giving of bribe is with their consent or connivance.
- VI. Issue of instructions by the CVC asking the organizations to adopt Integrity Pact in major procurement activities and to ensure effective and expeditious investigation wherever any irregularity/misconduct is noticed.
- VII. The institution of Lokpal has been operationalised by appointment of a Chairperson and eight Members, including four judicial Members. Lokpal is statutorily mandated to directly receive and independently process complaints as regards alleged offences against public servants under the Prevention of Corruption Act, 1988.

In addition, the CVC, as an apex integrity institution, has adopted a multi-pronged strategy and approach to combat corruption, which encompasses punitive, preventive and participative vigilance.

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**Annexure-I**

The details of number of complaints received and disposed during the last five years by the Central Vigilance Commission:

<b>Complaints Received and Action taken</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Number of complaints brought forward from previous year	2048	2311	1360	2443	3666
Number of complaints received during the year	62362	29838	49847	23609	29979
Total number of complaints	64410	32149	51207	26052	33645
Total number of complaints disposed, of which	62099	30789	48764	22386	30575
(a) Anonymous/Pseudonymous (Filed)	758	1745	540	2391	2922
(b) Vague/Unverifiable (Filed)	36115	12650	36293	4947	9831
(c) Officials not under CVC jurisdiction/grievances (Forwarded for necessary action)	24012	16215	11845	14845	17575
(d) Sent for inquiry/investigation to CVO/CBI	1214	179	86	203	247
Number of complaints carried forward to next year	2311	1360	2443	3666	3070

The details of number of complaints received and disposed under Public Interest Disclosure and Protection of Informers' (PIDPI) Resolution during the last five years by the Commission:

<b>Complaints Received and action taken</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Number of complaints brought forward from previous year	38	39	32	37	27
Number of complaints received during the year	954	656	821	744	695
Total number of complaints	992	695	853	781	722
Total number of complaints disposed, of which	953	663	816	754	693
(a) No. of complaints filed	27	116	367	265	275
(b) Non-vigilance (Forwarded for necessary action to concerned Department/organization)	799	467	358	401	332
(c) Taken up for inquiry/investigation by CVO/CBI	127	80	91	88	86
Number of complaints carried forward to next year	39	32	37	27	29

**Annexure II****The details of number of Complaints relating to Corruption Registered in Central Bureau of Investigation (CBI) during the last 5 years**

Year	Total No. of Complaints registered during the year	Out of Col.2 No. of complaints disposed of	Out of Col.3 no. of complaints disposed of as				Out of Col.2 No. of complaints pending
			RC	PE	RDA/such action	Closed / Otherwise disposed of	
1	2	3	4	5	6	7	8
2014	547	544	219	28	46	251	3
2015	489	488	213	15	31	229	1
2016	417	404	193	16	32	163	13
2017	388	353	155	27	27	144	35
2018	316	250	133	13	18	86	66