

GOVERNMENT OF INDIA

MINISTRY OF HOUSING AND URBAN AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. 2411

TO BE ANSWERED ON MARCH 05, 2020

GRIEVANCE REDRESSAL CELL FOR PMAY

NO. 2411. SHRI INDRA HANG SUBBA :

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:

- (a) whether the grievances redressal cell of the Ministry is receiving increasing number of complaints regarding Pradhan Mantri Awas Yojana (PMAY) over the last three years and if so, the details thereof;**
- (b) whether 62 per cent complaints received by the cell pertains to non-receipt of subsidies and if so, the status of the complaints thereof;**
- (c) whether the eligible beneficiaries are not able to get the benefit of PMAY; and**
- (d) if so, the details thereof and the manner in which the Government intends to tackle this issue?**

ANSWER

THE MINISTER OF STATE (INDEPENDENT CHARGE) OF THE

MINISTRY OF HOUSING AND URBAN AFFAIRS

(SHRI HARDEEP SINGH PURI)

- (a) The number of public grievances received through the grievances redressal cell of the Ministry of Housing and Urban Affairs during the last three years 2017, 2018 and 2019 under Pradhan Mantri Awas Yojana - Urban (PMAY-U) Mission is respectively 1,842, 2,895 and 3,214, which includes queries related to eligibility criteria under the scheme, application status, information related to Management Information System (MIS), status of instalment/subsidy release, miscellaneous along with complaints.**
- (b) to (d) No, Sir. The percentage of complaints pertaining to non-receipt of subsidies are much below 62 percent. The concerned Central Nodal Agencies namely National Housing Bank (NHB), Housing and Urban Development Corporation Limited (HUDCO) and State Bank of India (SBI) have reported that the eligible beneficiaries under Credit Linked Subsidy Scheme (CLSS) component of PMAY-U Mission are getting benefit of subsidy as per the Mission guidelines.**