Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

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LOK SABHA
UNSTARRED QUESTION NO.650

(TO BE ANSWERED ON 20.7.2016)

GRIEVANCE OFFICER

650. SHRI PRAHLAD SINGH PATEL:

Will the PRIME MINISTER be pleased to state:

(a) whether the Government considers to make a post of grievance officer in all the central
Government offices in order to give an option to the dejected common man to avail a second
chance of justice;
(b) if so, the details thereof and if not, the reasons therefor;
(c) whether the Government considers to give stipulated timeframe for each application to be
processed at Government offices; and
(d) if so, the details thereof and if not, 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) & (b) : As per guidelines issued by Department of Administrative Reforms & Public
Grievances, each Ministry/Department/Public Sector Undertaking/Autonomous Organization
is required to designate a full time Grievance Officer, known as Director of Public
Grievances. The Director of Public Grievances shall be actively involved in the process of
dealing with grievances. Every Wednesday of the week has been earmarked for the Director
of Public Grievances for hearing the grievances of the citizens. The names of the Directors
of Public Grievances for various Ministries/Departments are available
on http://www.pgportal.gov.in.

(c) & (d) : As per guidelines issued by the Department of Administrative Reforms and
Public Grievances, a grievance is required to be redressed within a period of two months. In
case, it is not possible an interim reply with reasons for delay is required to be provided.

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