

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

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**RAJYA SABHA**  
**UNSTARRED QUESTION NO.106**  
**(TO BE ANSWERED ON 02.02.2017)**

**REDRESSAL OF COMPLAINTS IN VARIOUS OFFICES**

106 . SHRI RAM VICHAR NETAM:

Will the PRIME MINISTER be pleased to state:

- (a) whether grievance cells have been established in various Ministries for redressal of suggestions and complaints;
- (b) if so, whether redressal of cases/ complaints received in various offices particularly in Prime Minister's Office (PMO) during the last three years and the current year has been reviewed or is proposed to be reviewed; and
- (c) the details of complaints of very important persons and other complainants disposed of and those pending in the grievance cell established in PMO during the above said period?

**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): Yes, Sir. Guidelines have been issued to all the Ministries/Departments to set up an internal grievance redress machinery and nominate a Director of Public Grievances for ensuring proper action on grievances. The names of Director of Public Grievances are available on <http://www.pgportal.gov.in>.

(b): Regular review meetings are held in the Department of Administrative Reforms and Public Grievances for monitoring pendency of grievances including grievances received in Centralized Public Grievance Redress and Monitoring System(CPGRAMS) through Prime Minister's Office (PMO). During the meetings, some of the disposed of cases are also reviewed on sample basis. Further, a Grievance Analysis Study has been conducted in respect of top 20 Ministries/Departments/Organizations receiving maximum number of grievances for identifying the root cause of major grievances and systemic reforms necessary to address them. The reports, based on review of grievances which have been disposed of or pending, have been duly circulated to the concerned Ministries/Departments.

(c): The Grievance Redress Mechanism of the PMO was integrated with the online CPGRAMS in January, 2015. As per data available in CPGRAMS relating to grievances lodged in PMO, the following number of grievances from very important persons and other applicants have been received and disposed:-

**2015**

Total Receipts : 725112                      Disposal : 558247

**2016**

Total Receipts : 1029523                      Disposal : 752635

**2017 (As on 29.01.2017)**

Total Receipts : 92652                      Disposal : 49196

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