

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

RAJYA SABHA
STARRED QUESTION NO.110
(TO BE ANSWERED ON 28.12.2017)

REDRESSAL OF PUBLIC GRIEVANCES

*110 . DR. K.V.P. RAMACHANDRA RAO:

Will the PRIME MINISTER be pleased to state:

- (a) whether it is a fact that a large number of public grievances are pending for redressal with Government;
- (b) whether Government is aware that, due to absence of effective grievance redressal mechanism in its Departments, the aggrieved citizens are forced to take legal recourse for redressal of their problems; and
- (c) whether Government has any strategy to institute effective grievance redressal mechanism and fix accountability on the officers responsible for redressal?

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) to (c) : A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO THE RAJYA SABHA STARRED QUESTION NO.110 FOR 28.12.2017 REGARDING REDRESSAL OF PUBLIC GRIEVANCES

(a) As per the data available on the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the pendency position during the period 1.1.2014 to 30.11.2017 in respect of Ministries/Department of Government of India is as under:

Received	Disposed	Pending	Pending for more than 60 days
3609920	3512705 (97.31%)	97215 (2.69%)	42057 (1.17%)

As per the guidelines issued by the Department of Administrative Reforms and Public Grievances, a grievance is required to be disposed of within a period of 60 days. In case it is not possible, an interim reply with reasons for delay needs to be sent to the aggrieved person.

(b) As per information available, this does not appear to be the case.

(c) Government has been making efforts to strengthen the grievance redressal mechanism and several steps have been taken in this direction:

(i) Instructions have been issued by the Department of Administrative Reforms and Public Grievances to Secretaries of the Central Ministries/ Departments to accord top level priority to the redress of grievances.

(ii) Review of Grievances of one Ministry/Department is also undertaken every month during meetings conducted on PRAGATI (Pro-Active Governance and Timely Implementation) platform.

(iii) For effective monitoring of grievances at Secretary level, an electronic Dashboard has been created showing the consolidated status of grievances disposed and pending, on CPGRAMS. Weekly reminders through SMS are also being sent for pending grievances.

(iv) A Grievance Analysis Study in respect of top 20 grievance receiving Ministries/ Departments/ Organizations listed on CPGRAMS for identifying grievance prone areas, their root cause analysis and suggested systemic reforms for reducing such grievances, has been carried out by Department of Administrative Reforms and Public Grievances.

(v) Several reforms have been implemented by the concerned Ministries/Departments. Some of these reforms are: automatic refunds on cancellation of Railway Tickets, Single Window Pension through disbursing Banks, intensive mechanized

cleaning of coaches, e-verification of Income Tax Returns, expeditious Income Tax Returns upto Rs.50,000/-, etc.

(vi) In continuation of the Grievance Analysis Study in respect of top 20 Ministries/ Departments receiving maximum grievances on CPGRAMS, another Grievance Analysis Study for next 20 Ministries/ Departments receiving bulk of the grievances has been taken up on the same lines during this year.

(vii) A Public Grievances Call Centre has been set up for reminding the concerned officials of top 40 Ministries/ Departments/Organizations for expeditious disposal of grievances pending for more than 2 months.

(viii) An Award Scheme has been launched for recognising outstanding performance on CPGRAMS on a quarterly basis through issue of Certificate of Appreciation. So far, 21 Certificates of Appreciation have been issued under the Scheme.

(ix) Review meetings are being taken on regular basis with the representatives of Central Ministries/ Departments for monitoring the pendency of public grievances.

(x) Training on CPGRAMS is conducted on regular basis.

(xi) Grievances are required to be redressed in a decentralized manner by the Ministries/ Departments concerned as per work allocation under the Allocation of Business Rules, 1961. Nodal Officers for Public Grievances have been identified in each Ministry/Department. Redressal of grievances is handled by various officials as per internal work allocation in a Ministry/ Department. Action can be taken against the erring official(s) for dereliction of duties as per the relevant service rules, if required.
