RAJYA SABHA

STARRED QUESTION NO.58

(TO BE ANSWERED ON 21.7.2016)

DISPOSAL OF PUBLIC GRIEVANCES

*58. Shri MD. NADIMUL HAQUE:

Will the PRIME MINISTER be pleased to state:

(a) whether it is fact that Department of Administrative Reforms and Public Grievances (DARPG) has limited powers of recommending and monitoring the public grievances submitted to it by citizens with various Central and State Ministers, if so, the details thereof;

(b) whether there exists a mechanism of appeal with DARPG or State or Central Ministers for citizens’ in case of inadequate disposal of the grievances; and

(c) 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) to (c) : A Statement is laid on the Table of the House.
STATEMENT REFERRED TO IN REPLY TO THE RAJYA SABHA STARRED QUESTION NO.58 FOR 21.7.2016 REGARDING DISPOSAL OF PUBLIC GRIEVANCES

(a) DARPG as a nodal Department, forwards grievances to the concerned Ministries/Departments/State Governments. Redressal of grievances is done by respective Ministries/Departments and State Governments to whom they pertain. All Ministries/Departments/Organizations are directed to redress grievances of the citizens within a maximum period of 60 days from the receipt, and in case not possible, an interim reply with reasons for delay is to be provided. Regular review meetings are held in the Department for monitoring pendency of grievances in various Ministries/Departments. Under the federal principle of governance, grievances relating to State Governments are forwarded to them for appropriate action.

(b) & (c): A guideline has been issued to each Ministry/Department to nominate a Director of Public Grievances for ensuring proper action on public grievances. In case of inadequate reply and disposal of grievance by a Central Ministry, the citizen can approach the concerned Director of Public Grievances for resolution.

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