

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

RAJYA SABHA
UNSTARRED QUESTION NO.2878
(TO BE ANSWERED ON 11.8.2016)

Exorbitant increase in Citizen's grievances

2878. SHRI M.P. VEERENDRA KUMAR :

Will the PRIME MINISTER be pleased to state:

(a) whether there has been an exorbitant increase in citizen's grievances in recent years, if so, the details thereof and the reasons therefor; and

(b) whether Government has taken any effective steps for monitoring of grievances/punishing the delinquent officials and if so, the details thereof?

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, Madam. Total number of grievances in respect of organizations with Government of India received on Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) during the last three years and current year till 5.8.2016, are as under :

Year	No. of Grievances received
2013	209296
2014	270413
2015	879183
2016	609845

The increase is due to a number of citizen friendly measures taken by the Government particularly integration of Prime Minister Office Public Grievances Redress Mechanism with CPGRAMS, periodic review of grievances through Pro-active Governance and Timely Implementation (PRAGATI) platform by the Prime Minister, regular review meetings for monitoring pendency of grievances by the Department of Administrative Reforms and Public Grievances and also higher expectations of the citizens from the Government.

(b) : Instructions have been issued by the Department of Administrative Reforms and Public Grievances to Secretaries of all the Ministries/Departments to accord top level priority to the redress of grievances by including monitoring of grievance pendency as an agenda item in review meetings in their Ministries/Departments and to make it clear to all concerned dealing with public grievances that unwarranted delays in redressing grievances would be viewed seriously. To enable effective monitoring of grievances at Secretary level, an electronic Dashboard has been created showing the consolidated status of grievances disposed and pending on CPGRAMS for which the user IDs and passwords have been duly provided to all the Secretaries of Central Ministries/Departments. Secretaries, Additional Secretaries and Joint Secretaries of all the Ministries/Departments have been told to personally review the grievances.

Some of the other important steps taken by the Department of Administrative Reforms and Public Grievances for expeditious and effective disposal of public grievances include; a Grievance Analysis Study of the top 20 grievance receiving Ministries/Departments/Organisations for identifying the major grievances, root cause analysis and systemic reforms for reducing the grievances and regular review meetings in the Department of Administrative Reforms and Public Grievances for monitoring the pendency of public grievances.

When an official is allocated the work of redress of grievances, it is part of his/her duty, and action; if required can be taken against the erring officials for dereliction of duties as per the relevant service rules.
