

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

RAJYA SABHA
UNSTARRED QUESTION NO.493
(TO BE ANSWERED ON 21.7.2016)

INADEQUATE POWERS OF DARPG IN DISPOSAL OF PUBLIC GRIEVANCES

493. Shri MD. NADIMUL HAQUE:

Will the PRIME MINISTER be pleased to state:

- (a) whether it is fact that the limited powers of Department of Administrative Reforms and Public Grievances (DARPG) in only recommending and monitoring public grievances has led to inadequate disposal of grievances of the citizens;
- (b) whether government would consider enhancing the powers of DARPG to include a right of hearing to the citizen and taking action against erring officials for not adequately disposing off a public grievance; 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): DARPG as a nodal Department, forwards grievances to the concerned Ministries/Departments/State Governments. Redressal of grievances is required to be 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): Redressal of grievances is done in a decentralised manner. DARPG in its nodal role issues guidelines from time to time on grievance disposal. A guideline has been issued to each Ministry/Department to nominate a Director of Public Grievances for ensuring proper action on public grievances. Every Wednesday of the week has been earmarked for receiving and hearing of grievance petitions in person by the Director of Public Grievances in each Central Ministry / Department. 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.

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 relevant service rules.
