

GOVERNMENT OF INDIA
MINISTRY OF CHEMICALS AND FERTILIZERS

RAJYA SABHA
UNSTARRED QUESTION NO. 349
ANSWERED ON 06.02.2024

PROMOTION OF TRANSPARENCY AND ACCOUNTABILITY

349 Shri Naresh Bansal:

Will the Minister of *Chemicals and Fertilizers* be pleased to state:

- (a) the details as to how the Ministry has implemented measures to promote transparency and accountability in accordance with the Right to Information Act, 2005; and
(b) the details as to the steps taken by the Ministry to ensure swift and fast grievance redressals of the public, if any?

ANSWER

MINISTER OF STATE FOR CHEMICALS AND FERTILIZERS

(SHRI BHAGWANTH KHUBA)

(a): The Ministry of Chemicals and Fertilizers promotes transparency and accountability in accordance with the provisions of Right to Information Act, 2005 as below:

- An RTI Cell has been set up in all the three Departments under the Ministry to coordinate the RTI-related work. This Section/Cell receives and transfers the application seeking information under the RTI Act, 2005 to the Central Public Information Officers (CPIOs).
- CPIOs under section 5(1) of the Act, as well as Appellate Authorities in terms of section 19(1) of the Act have been designated, according to the subjects being handled by officers in the Ministry.
- The Departments submit quarterly returns regarding receipt and disposal of the RTI applications/appeals to the Central Information Commission.
- As per the DoPT's guidelines issued, the Departments have also been disposing off RTI applications, appeals and replies of CPIOs and Appellate Authorities through the portal.

(b): Each of the three Departments under the Ministry have nominated a Nodal Officer whose name, designation, room number, telephone number, etc. has been displayed on the website of the Departments to attend grievances of the public. A public Grievance Officer has been nominated in each Division as the Nodal Officer to monitor the Progress of the redressal of public grievances in respective Divisions.

Public grievances received through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Portal are processed and disposed off. Grievances that are received through channels other than the CPGRAMS Portal are also disposed off promptly by the officers concerned. Regular review meetings at the Apex level are held within the Departments under the Ministry to monitor pending grievances.
