

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF PERSONNEL & TRAINING)

RAJYA SABHA
UNSTARRED QUESTION NO. 2831
(TO BE ANSWERED ON 19.12.2024)

IMPACT OF THE LOKPAL ON HANDLING PUBLIC GRIEVANCES

2831. SMT. RANJEET RANJAN:

Will the **PRIME MINISTER** be pleased to state:

- (a) the total number of cases of corruption or misconduct referred to the Lokpal and the outcomes of these cases over the last two years;
- (b) the steps taken to strengthen the role of the Lokpal in promoting accountability and handling complaints of corruption within public services;
- (c) the key challenges faced by the Lokpal in investigating and prosecuting cases of corruption, and the measures implemented to overcome these challenges; and
- (d) whether Government is conducting any public awareness campaigns or outreach programmes to inform citizens about the role of the Lokpal and the process for filing complaints?

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): During the financial year 2023-24, a total of 166 complaints were registered with the Lokpal, out of which a total of 156 complaints have been disposed of as on 30.11.2024.

During the financial year 2024-25 (till 30.11.2024), a total of 210 complaints have been registered with the Lokpal, out of which a total of 158 complaints have been disposed of as on 30.11.2024.

(b & c): Rules for functioning of the Lokpal including the Lokpal (Complaints) Rules, 2020 have already been notified.

The complaints received by the Lokpal are handled as per the provision of the Lokpal and Lokayuktas Act, 2013 and the rules framed thereunder.

(d): All the details viz. jurisdiction and function of the Lokpal, process of filings of complaints, complaints status, FAQs related to Lokpal, procedure for dealing with the complaints etc are available in the public domain through dedicated website of the Lokpal.
