

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES)  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 1352**  
(TO BE ANSWERED ON 23.11.2016)

**MECHANISM FOR DELIVERY OF QUALITY SERVICE**

1352. SHRI N. K. PREMACHANDRAN:

Will the PRIME MINISTER be pleased to state:

- (a) whether the Government proposes to introduce any mechanism for delivery of quality public services to the citizens in a hassle free manner;
- (b) if so, the action taken thereon;
- (c) the details of the existing mechanism to deliver quality public services to the citizens;
- (d) the State-wise details of the complaints received in the public grievances redressal mechanism cell during the last two years and those disposed of;
- (e) whether the Government has initiated action against the authorities concerned on the basis of the complaints received in the public grievances redressal cell; and
- (f) if so, the details thereof, State-wise?

**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) & (b) : The Government is committed to ensuring delivery of quality public services to the citizens in a hassle free manner. For this purpose, a Scheme known as Delivery of Services and Grievances Redressal Scheme - 2016 has been prepared.

(c) : The existing mechanism to deliver quality public services to the citizens include:-

(i) **Citizens' Charter** - Each Ministry/Department has to have their Citizens' Charter which is also uploaded on their websites. Guidelines have been issued to all the Ministries/Departments to ensure that Citizens' Charter of the Ministries/Departments and their subordinate organizations are duly updated and uploaded on the respective websites.

(ii) **Centralized Public Grievance Redress and Monitoring System (CPGRAMS)** - This is an online system on which a grievance relating to deficiency in public service delivery can be lodged from anywhere anytime and the petitioner can track the status online. CPGRAMS interlinks all the Central Ministries/Departments. CPGRAMS has also been extended to all the States and Codes for using it has been provided to all the State Governments.

(d): The State-wise details of the complaints received and disposed on CPGRAMS during the last two years is Annexed.

(e) & (f): Grievances related to State Governments are forwarded to the concerned States for appropriate action. In view of federal principle of governance, further monitoring for these grievances is to be done by concerned States.

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**Reply to Lok Sabha Unstarred Question No.1352 for 23.11.2016**

State-wise break-up of Grievances received and disposed for the period  
17.11.2014 to 16.11.2016

	<b>State</b>	<b>Receipts</b>	<b>Disposals</b>
1	Andaman And Nicobar Island	1666	1279
2	Andhra Pradesh	32916	21396
3	Arunachal Pradesh	1027	704
4	Assam	24995	15242
5	Bihar	61738	44420
6	Chandigarh	9915	7604
7	Chhattisgarh	21243	17694
8	Dadra and Nagar Haveli	696	407
9	Daman and Diu	265	138
10	Delhi	233461	198009
11	Goa	3746	2978
12	Gujarat	61000	42815
13	Haryana	73245	43231
14	Himachal Pradesh	12633	7337
15	Jammu And Kashmir	11905	7810
16	Jharkhand	31127	20146
17	Karnataka	76890	52694
18	Kerala	38183	29404
19	Lakshadweep	137	123
20	Madhya Pradesh	71158	41478
21	Maharashtra	168392	116989
22	Manipur	1857	1204
23	Meghalaya	1268	903
24	Mizoram	363	257
25	Nagaland	621	487
26	Odisha	31927	21287
27	Puducherry	2712	2353
28	Punjab	38827	30479
29	Rajasthan	83763	47151
30	Sikkim	705	465
31	Tamilnadu	76124	64830
32	Telangana	33968	23523
33	Tripura	2709	2070
34	Uttar Pradesh	264600	149652
35	Uttarakhand	22900	13589
36	West Bengal	83027	66049

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