

**GOVERNMENT OF INDIA
MINISTRY OF DRINKING WATER & SANITATION**

LOK SABHA
UNSTARRED QUESTION NO. 3522
TO BE ANSWERED ON 23.03.2017

Grievances Redressal System for NRDWP

3522. SHRI B. SRIRAMULU:

Will the Minister of DRINKING WATER AND SANITATION be pleased to state:

- (a) whether the Government has launched a Grievances Redressal System under National Rural Drinking Water Programme(NRDWP);
- (b) if so, the details thereof;
- (c) the details of the grievances received in this regard from various States including Karnataka during each of the last three years and the current year, State-wise; and
- (d) the steps taken by the Government for speedy redressal of above grievances during the said period?

ANSWER

**MINISTER OF STATE FOR DRINKING WATER AND SANITATION
(SHRI RAMESH CHANDAPPA JIGAJINAGI)**

- (a) to (d) Under National Rural Drinking Water Programme (NRDWP), grievances related to Rural Drinking water supply can be lodged at the link provided in the website of the Ministry of Drinking Water & Sanitation. As execution of Rural Drinking Water supply is done by the State Governments, all such grievances are forwarded to the State Governments for taking appropriate corrective action. The status of such grievances are constantly monitored in the Ministry.

The details of grievances received in this regard from various States including Karnataka as on date is at **Annexure**. In addition, grievances relating to rural drinking water supply can also be lodged at the Central Public Grievance Redress and Monitoring System (CPGRAMS) created by Department of Administrative Reforms and Public Grievances, Government of India. Further, complaints, received in this Ministry physically through letters, are forwarded to the concerned State Governments for redressal. The status of all the grievances received in the Ministry are monitored by a dedicated Cell created for this purpose in the Ministry.

Annexure					
Annexure referred to in part (c) of Lok Sabha Unstarred Q.No. 3522 for answer on 23.03.2017					
S.No.	State Name	Number of Grievance	Pending	Action taken	
				Under Process	Closed
1	ANDAMAN and NICOBAR	0	0	0	0
2	ANDHRA PRADESH	50	15	2	33
3	ARUNACHAL PRADESH	3	1	0	2
4	ASSAM	13	0	4	9
5	BIHAR	19	19	0	0
6	CHATTISGARH	2	1	0	1
7	GOA	0	0	0	0
8	GUJARAT	13	8	0	5
9	HARYANA	29	14	0	15
10	HIMACHAL PRADESH	16	11	0	5
11	JAMMU AND KASHMIR	8	7	0	1
12	JHARKHAND	152	20	5	127
13	KARNATAKA	36	19	1	16
14	KERALA	2	2	0	0
15	LAKSHADWEEP	0	0	0	0
16	MADHYA PRADESH	16	13	2	1
17	MAHARASHTRA	49	24	6	19
18	MANIPUR	0	0	0	0
19	MEGHALAYA	0	0	0	0
20	MIZORAM	0	0	0	0
21	NAGALAND	0	0	0	0
22	ODISHA	62	34	3	25
23	PUDUCHERRY	0	0	0	0
24	PUNJAB	11	4	1	6
25	RAJASTHAN	22	15	4	3
26	SIKKIM	1	1	0	0
27	TAMIL NADU	22	14	2	6
28	TELANGANA	11	1	2	8
29	TRIPURA	0	0	0	0
30	UTTAR PRADESH	118	79	5	34
31	UTTARAKHAND	19	1	5	13
32	WEST BENGAL	22	13	2	7
Total		696	316	44	336

Source: MDWS website