

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCE)
LOK SABHA
UNSTARRED QUESTION NO. 527
(TO BE ANSWERED ON 19.07.2017)

COMPLAINTS/PUBLIC GRIEVANCES

†527. SHRI NAGAR RODMAL:
SHRI JANARDAN MISHRA:

Will the PRIME MINISTER be pleased to state:

- (a) the number of complaints/public grievances received by the Government during the year 2016;
- (b) the number out of them disposed off and the number of complaints lying pending;
- (c) whether the Government proposes to set up any organisation or institution for early redressal of public grievances; and
- (d) if so, the details thereof and the efforts being made by the Government for early redressal of 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) & (b) : As per the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the number of complaints/public grievances received by the Government during the year 2016, disposed out of them and lying pending are as under:-

Complaints received	Disposed off	Pending (As on 12.7.2017)
1172918	1156335	16583

(c) & (d): No new Organization or Institution is proposed to be set up for early redressal of public grievances, however, a Call Centre is in operation which rings up concerned officials of Ministries/Departments receiving bulk of the grievances, where grievances are pending for more than two months.
