

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES)

LOK SABHA
UNSTARRED QUESTION NO. 2719
(TO BE ANSWERED ON 03.01.2018)

PENSION RELATED COMPLAINTS

†2719. **SHRI SADASHIV LOKHANDE:**

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

- (a) whether several complaints have been received by the Government from different States regarding public grievances and pension matters during the last three years till date;
- (b) if so, the details thereof along with the year-wise details of the total number and nature of the complaints, State-wise;
- (c) the action taken by the Government thereon;
- (d) whether the Government proposes to dispose of the public grievances and pension matters within a fixed time schedule and to fix the responsibility in this regard; and
- (e) if so, the details thereof?

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)to(c): The State wise details of public grievances including pension matters received & disposed on Central Public Grievance Redress And Monitoring System(CPGRAMS) during the last three years till 30.11.2017 is annexed.

Public and pension matter grievances received are generally related to various service issues. Pension grievances relate to non-payment/delay in payment of pensionary benefits, delay in revision of pension/family pension etc. All such grievances are required to be redressed in a decentralized manner by the Ministries/ Departments concerned as per work allocation under the Allocation of Business Rules, 1961. Grievances relating to State Governments are forwarded to them for appropriate action.

(d)&(e): As per the guidelines issued by the Department of Administrative Reforms and Public Grievances, any grievance, including a pension grievance, is required to be redressed within a period of 2 months by the concerned Ministry/Department/Organization to which it pertains and in case it is not possible, an interim reply with reasons for delay is required to be provided.

Grievance disposal is monitored through review meetings with the representatives of Central Ministry/Department/Organisation. Reviews of grievances of Ministries/Departments are also undertaken every month during meetings conducted on PRAGATI (Pro Active Governance And Timely Implementation) platform. An Electronic Dashboard for Secretaries has been created showing the consolidated status of grievances disposed and pending on CPGRAMS. Weekly reminders through SMS are also sent for pending grievances.

When an official is allocated the work of redress of grievances, it is part of his/her responsibility, and action, if required can be taken against the erring officials for dereliction of duties as per the relevant Service Rules.

Grievances received in CPGRAMS state-wise from 1.1.2015 to 30.11.2017

	State	2015		2016		2017	
		Receipts	Disposals	Receipts	Disposals	Receipts	Disposals
1	Andaman & Nicobar Islands	904	668	1948	1900	2144	2333
2	Andhra Pradesh	16050	12106	29076	22797	30020	24639
3	Arunachal Pradesh	510	373	892	690	1002	843
4	Assam	12679	8063	21652	16366	23950	18175
5	Bihar	33881	25261	52131	43549	64852	53787
6	Chandigarh	4293	3473	8399	7122	9215	10301
7	Chhattisgarh	10777	9091	20822	19690	26738	25479
8	Dadra and Nagar Haveli	350	250	786	600	674	908
9	Daman and Diu	77	43	352	237	491	585
10	Delhi	124492	109201	163753	151004	165310	165486
11	Goa	1698	1292	3650	3333	4182	4003
12	Gujarat	34364	28414	66630	56875	77560	77894
13	Haryana	37112	24215	65086	46566	74002	54373
14	Himachal Pradesh	6516	4114	11356	8133	12991	9531
15	Jammu And Kashmir	6101	4153	9838	7655	11757	8960
16	Jharkhand	18721	13725	25952	19720	32759	27405
17	Karnataka	34553	26200	83029	67764	88074	91401
18	Kerala	17824	13639	34179	29561	43893	37004
19	Lakshadweep	64	46	128	140	104	106
20	Madhya Pradesh	32984	22304	71471	51947	81275	61821
21	Maharashtra	87711	64275	171051	141777	181560	165722
22	Manipur	894	600	1681	1276	1548	1261
23	Meghalaya	587	446	1150	955	2233	1646
24	Mizoram	127	96	349	287	407	325
25	Nagaland	329	277	534	447	701	729
26	Odisha	15667	11676	28167	21843	32225	25820
27	Puducherry	1407	1038	2189	2382	2220	2291
28	Punjab	19144	15258	33970	30056	36819	36108
29	Rajasthan	40466	25827	79550	55367	91926	64068
30	Sikkim	354	250	630	496	585	538
31	Tamilnadu	38852	34578	65566	61384	71525	67608
32	Telangana	16653	11771	32429	26962	33037	31090
33	Tripura	1409	1148	2324	1892	3135	2618
34	Uttar Pradesh	136177	85819	241565	184395	300632	288436
35	Uttarakhand	11404	7260	21866	16170	29263	21563
36	West Bengal	36186	29712	70726	61600	85440	77673
37	Not Known/Others*	248410	178854	58288	73246	104171	152497
	Total	1049727	775516	1483165	1236184	1728420	1615027

* This includes complaints on CPGRAMS including digitized postal complaints which have been lodged without mentioning states in address.