

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

LOK SABHA
UNSTARRED QUESTION NO. 4237
(TO BE ANSWERED ON 21.03.2018)

DISPOSAL OF COMPLAINTS

†4237. **SHRI DILIPKUMAR MANSUKHLAL GANDHI:**
SHRIMATI SANTOSH AHLAWAT:

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

- (a) whether the two Ministries received 40 per cent out of total complaints during the last three years;
- (b) if so, the name of the Ministries which has received highest number of complaints along with the number of complaints received and the number of complaints disposed of in a time-bound manner Ministry and year-wise;
- (c) whether the Ministries and the Departments take significant time in referring back those complaints which are not related to their departments;
- (d) if so, whether the Government proposes to issue directions to refer back these complaints within a stipulated timeframe and if so, the details thereof;
- (e) whether disposal of complaints at ground level is different from what is shown in the portal; and
- (f) if so, the steps taken by the Government to review mechanism for disposal 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): No, Madam. The top two Ministries/Departments which received maximum number of complaints in the last three years and the number of complaints received and disposed of are given in the Annexure.

(c) & (d): Centralized Public Grievance Redress and Monitoring System(CPGRAMS) has no such provision for making assessment whether Ministries/Departments take significant time in referring back the complaints not related to their departments.

(e) & (f): Disposal of grievances is done by the respective Ministry/Department as per Allocation of Business Rules, 1961, which is then reflected on the CPGRAMS portal against the corresponding registration number of the grievance. Regular review meetings are held to monitor both disposed and pending grievances in the respective Departments and also in Department of Administrative Reforms and Public Grievances.

Annexure**Year-wise statement of Receipts and Disposal of Complaints**

Name of the Ministry/Department	Year	Complaints Received	Complaints Disposed of	Percentage of total complaints received
Department of Financial Services (Banking Division)	2015	53776	48678	8.33%
	2016	88850	73535	12.56%
	2017	106299	121075	12.76%
Department of Telecommunications	2015	63929	59282	9.90%
	2016	67551	68448	9.55%
	2017	77463	78083	9.30%