

**GOVERNMENT OF INDIA
MINISTRY OF PARLIAMENTARY AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO-1067
TO BE ANSWERED ON 24.07.2018**

E-FILING OF DOCUMENTS

1067. Smt. Santosh Ahlawat and Shri Sumedhanand Saraswati:

Will the Minister of Parliamentary Affairs be pleased to state:-

- (a) Whether it is a fact that e-filing of documents is applicable in all the Central Government Ministries and File Tracking System (FTS) is being used to update the files;
- (b) If so, the details thereof;
- (c) Whether Government is planning to give the access to the Members of Parliament to track their grievances related to their respective constituency through FTS and
- (d) If so, the details thereof?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS; AND
MINISTER OF STATE IN THE MINISTRY OF WATER RESOURCES, RIVER
DEVELOPMENT & GANGA REJUVENATION
(SHRI ARJUN RAM MEGHWAL)**

Madam, the subject matter of the question pertains to the Department of Administrative Reforms and Public Grievances. Facts were collected from the Department of Administrative Reforms and Public Grievances which are hereunder:-

- (a) & (b), E-office was/is one of the important Mission Mode Projects (MMP) of the Government of India. E-filing of documents, creation/updation of files and its tracking is part of e-office.
- (c) & (d) Centralized Public Grievance Redress & Monitoring System (CPGRAMS) is an online web-enabled system for lodging of public grievances and has been developed by NIC. Grievance can be lodged and tracked by all citizens of the Country.