

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

LOK SABHA
STARRED QUESTION NO. 20
(TO BE ANSWERED ON 07.12.2022)

PUBLIC GRIEVANCES

***20. SHRI VIJAYAKUMAR (ALIAS) VIJAY VASANTH:**

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

- (a) whether the Government receives large number of public grievances on various issues and if so, the details thereof, Ministry/Department-wise;
- (b) the number of public grievances received/ addressed so far, Ministry/Department-wise; and
- (c) whether these grievances are addressed on time, if so, the details thereof and if not, the reasons therefor?

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): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY OF LOK SABHA STARRED QUESTION NO. 20 FOR ANSWER ON 07.12.2022 BY SHRI VIJAYAKUMAR (ALIAS) VIJAY VASANTH REGARDING PUBLIC GRIEVANCES

(a): Yes sir, the public grievances received by Government on the Central Public Grievances Redress and Monitoring System (CPGRAMS) portal for the year 2022 Ministry/ Department wise are at Annex 1. Public Grievances are received on various issues such as implementation of Government schemes/ programmes, quality of services, civic amenities, harassment & atrocities, corruption etc.

(b): The list of Public Grievances addressed for the year 2022 Ministry/ Department wise are at Annex 2.

(c): The endeavour of the Government is to ensure quality and timely disposal of the public Grievances. The stipulated time-frame for disposal of public Grievances was reduced from 60 days to 45 days in June 2021 which was further reduced to 30 days from July 2022. In case redressal is not possible within the stipulated timeframe an interim reply shall be given to the citizen. The average grievance redressal time for the month of October 2022 is 27 days and for November 2022 is 28 days.

GOI Ministry/Department wise Progress report for calendar year 2022 (upto 15.11.2022)

Ministry/Department	Receipt
Central Board of Direct Taxes (Income Tax)	58782
Central Board of Indirect Taxes and Customs	13243
Department for Promotion of Industry and Internal Trade	1914
Department of Administrative Reforms and Public Grievances	4154
Department of Agriculture and Farmers Welfare	31650
Department of Agriculture Research and Education	2190
Department of Animal Husbandry, Dairying	1634
Department of Atomic Energy	1500
Department of Bio Technology	308
Department of Chemicals and Petrochemicals	447
Department of Commerce	5267
Department of Consumer Affairs	15805
Department of Defence	13457
Department of Defence Finance	18445
Department of Defence Production	2354
Department of Defence Research and Development	1305
Department of Economic Affairs ACC Division	5094
Department of Empowerment of Persons with Disabilities	2283
Department of Ex Servicemen Welfare	11954
Department of Expenditure	6821
Department of Fertilizers	611
Department of Financial Services (Banking Division)	173083
Department of Financial Services (Insurance Division)	22463
Department of Financial Services (Pension Reforms)	2913
Department of Fisheries	334
Department of Food and Public Distribution	4236
Department of Health & Family Welfare	32909
Department of Health Research	1171
Department of Heavy Industry	1086
Department of Higher Education	19011
Department of Investment & Public Asset Management	919
Department of Justice	12555
Department of Land Resources	1500
Department of Legal Affairs	4014
Department of Military Affairs	7012
Department of Official Language	298
Department of Personnel and Training	33771
Department of Pharmaceutical	754
Department of Posts	49917
Department of Public Enterprises	638
Department of Revenue	15693
Department of Rural Development	11340
Department of School Education and Literacy	17007
Department of Science and Technology	6340
Department of Scientific & Industrial Research	1850
Department of Social Justice and Empowerment	6291

Department of Space	432
Department of Sports	1298
Department of Telecommunications	46885
Department of Youth Affairs	800
Legislative Department	876
Ministry of Coal	3456
Ministry of Ayush	2478
Ministry of Civil Aviation	9937
Ministry of Cooperation	31220
Ministry of Corporate Affairs	15803
Ministry of Culture	2108
Ministry of Development of North Eastern Region	171
Ministry of Drinking Water and Sanitation	2897
Ministry of Earth Sciences	550
Ministry of Electronics & Information Technology	7538
Ministry of Environment, Forest and Climate Change	4466
Ministry of External Affairs	15576
Ministry of Food Processing Industries	1688
Ministry of Home Affairs	38683
Ministry of Housing and Urban Affairs	28352
Ministry of Information and Broadcasting	4339
Ministry of Labour and Employment	121638
Ministry of Micro Small and Medium Enterprises	2363
Ministry of Mines	1886
Ministry of Minority Affairs	1731
Ministry of New and Renewable Energy	810
Ministry of Panchayati Raj	4906
Ministry of Parliamentary Affairs	2260
Ministry of Petroleum and Natural Gas	16206
Ministry of Power	3868
Ministry of Railways (Railway Board)	50119
Ministry of Road Transport and Highways	22474
Ministry of Shipping	1531
Ministry of Skill Development and Entrepreneurship	2288
Ministry of Statistics and Programme Implementation	334
Ministry of Steel	1040
Ministry of Textiles	1212
Ministry of Tourism	1893
Ministry of Tribal Affairs	1108
Ministry of Water Resources, River Development & Ganga Rejuvenation	1986
Ministry of Women and Child Development	4790
NITI Aayog	2418
O/o the Comptroller & Auditor General of India	10886
Unique Identification Authority of India	11846
Total	1115469

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for calendar year 2022 (upto 15.11.2022)

Ministry/Department	Disposed
Central Board of Direct Taxes (Income Tax)	46829
Central Board of Indirect Taxes and Customs	12627
Department for Promotion of Industry and Internal Trade	1870
Department of Administrative Reforms and Public Grievances	3840
Department of Agriculture and Farmers Welfare	21577
Department of Agriculture Research and Education	2049
Department of Animal Husbandry, Dairying	1371
Department of Atomic Energy	1306
Department of Bio Technology	299
Department of Chemicals and Petrochemicals	416
Department of Commerce	5010
Department of Consumer Affairs	14922
Department of Defence	12070
Department of Defence Finance	17579
Department of Defence Production	2253
Department of Defence Research and Development	1240
Department of Economic Affairs ACC Division	4707
Department of Empowerment of Persons with Disabilities	2216
Department of Ex Servicemen Welfare	10883
Department of Expenditure	6695
Department of Fertilizers	574
Department of Financial Services (Banking Division)	160059
Department of Financial Services (Insurance Division)	21651
Department of Financial Services (Pension Reforms)	2876
Department of Fisheries	323
Department of Food and Public Distribution	4127
Department of Health & Family Welfare	27561
Department of Health Research	1139
Department of Heavy Industry	1053
Department of Higher Education	17399
Department of Investment & Public Asset Management	906
Department of Justice	12222
Department of Land Resources	1471
Department of Legal Affairs	4008
Department of Military Affairs	6617
Department of Official Language	272
Department of Personnel and Training	31160
Department of Pharmaceutical	675
Department of Posts	47754
Department of Public Enterprises	625
Department of Revenue	12399
Department of Rural Development	10070
Department of School Education and Literacy	15767
Department of Science and Technology	6010
Department of Scientific & Industrial Research	1732
Department of Social Justice and Empowerment	5985

Department of Space	408
Department of Sports	1187
Department of Telecommunications	45819
Department of Youth Affairs	583
Legislative Department	851
Ministry of Coal	3225
Ministry of Ayush	2202
Ministry of Civil Aviation	9546
Ministry of Cooperation	30545
Ministry of Corporate Affairs	15352
Ministry of Culture	1872
Ministry of Development of North Eastern Region	170
Ministry of Drinking Water and Sanitation	2439
Ministry of Earth Sciences	516
Ministry of Electronics & Information Technology	7138
Ministry of Environment, Forest and Climate Change	4190
Ministry of External Affairs	14630
Ministry of Food Processing Industries	1669
Ministry of Home Affairs	37160
Ministry of Housing and Urban Affairs	27124
Ministry of Information and Broadcasting	3955
Ministry of Labour and Employment	118247
Ministry of Micro Small and Medium Enterprises	2210
Ministry of Mines	1856
Ministry of Minority Affairs	1607
Ministry of New and Renewable Energy	760
Ministry of Panchayati Raj	4685
Ministry of Parliamentary Affairs	2259
Ministry of Petroleum and Natural Gas	15088
Ministry of Power	3761
Ministry of Railways (Railway Board)	47898
Ministry of Road Transport and Highways	21632
Ministry of Shipping	1387
Ministry of Skill Development and Entrepreneurship	2145
Ministry of Statistics and Programme Implementation	317
Ministry of Steel	998
Ministry of Textiles	1173
Ministry of Tourism	1744
Ministry of Tribal Affairs	1035
Ministry of Water Resources, River Development & Ganga Rejuvenation	1914
Ministry of Women and Child Development	4426
NITI Aayog	2367
O/o the Comptroller & Auditor General of India	10453
Unique Identification Authority of India	11073
Total	1033810

Note: The above numbers include Brought Forward cases