

GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT
DEPARTMENT OF EMPOWERMENT OF PERSONS WITH DISABILITIES

LOK SABHA

UNSTARRED QUESTION No. 2056
TO BE ANSWERED ON 01.08.2023

COMPLAINTS PENDING WITH SUGAMYA BHARAT APP

2056. SHRI ACHYUTANANDA SAMANTA:

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

- (a) whether over half of accessibility related complaints are pending in the Sugamya Bharat App which enables seniors and persons with disabilities to report issues with accessibility in any infrastructure, modes of transportation or buildings and if so, the details thereof;
- (b) the details of the total number of complaints filed/solved/unresolved since 2021, State-wise; and
- (c) whether the Government intends to implement changes to the procedures for resolving complaints and establish deadlines to ensure that the complaints are resolved in a prompt manner and if so, the details thereof?

ANSWER

MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT

(SUSHRI PRATIMA BHOUMIK)

(a): Sir, total 1367 complaints have been registered, out of which 539 have been closed by Project monitoring Unit as those were inappropriate and 828 have been forwarded to the concerned authority for redressal. Out of the 828 forwarded complaints, 545 complaints have been acknowledged by the concerned authorities, 179 have been resolved despite 649 complaints are still pending for resolution.

(b): State-wise details of the total number of complaints filed/solved/unresolved since 2021 are attached as **Annexure-I**.

(c) As the section 45 of the RPwD Act, 2016 regarding “Time limit for making existing infrastructure and premises accessible and action for that purpose” provisions that (1) All existing public buildings shall be made accessible in accordance with the rules formulated by the Central Government within a period not exceeding five years from the date of notification of such rules:

Provided that the Central Government may grant extension of time to the States on a case to case basis for adherence to this provision depending on their state of preparedness and other related parameters.

(2) The appropriate Government and the local authorities shall formulate and publish an action plan based on prioritisation, for providing accessibility in all their buildings and spaces providing essential services such as all primary health centres, civil hospitals, schools, railway stations and bus stops.

Government of India is coordinating with State Government/Authorities under the act for resolving the complaints at the earliest.

Annexure I

Statement referred to in parts (b) and (c) of the Lok Sabha Unstarred Question No. 2056 raised by **SHRI ACHYUTANANDA SAMANTA** for 01.08.2023 regarding “**Sugamya Bharat App**”
State-wise details of the total number of complaints filed/solved/unresolved since 2021

Sr. No.	State/UTs	Total Complaints Received	Closed by PMU	Forwarded by PMU	Acknowledged by appropriate authority	No. of complaints Resolved	No. of complaints Pending to be Resolved
1	Andaman And Nicobar Islands	3	2	1	0		1
2	Andhra Pradesh	39	20	19	16	11	8
3	Assam	11	10	1	0		1
4	Bihar	56	44	12	4	4	8
5	Chandigarh	12		12	5		12
6	Chhattisgarh	8	7	1	0		1
7	Delhi	157	47	110	56	38	72
8	Goa	1		1	1	1	0
9	Gujarat	465	56	409	385	58	351
10	Haryana	43	24	19	4	3	16
11	Himachal Pradesh	5	4	1	0		1
12	Jammu And Kashmir	13	3	10	6	6	4
13	Jharkhand	23	17	6	3	4	2
14	Karnataka	43	18	25	1		25
15	Kerala	23	12	11	2	2	9
16	Madhya Pradesh	60	40	20	7	5	15
17	Maharashtra	115	83	32	3	15	17
18	Manipur	2	2	0	0		0
19	Meghalaya	6	6	0	0		0
20	New Delhi	2		2	0		2
21	Odisha	19	11	8	7	7	1
22	Puducherry	2		2	0		2
23	Punjab	15	7	8	3		8
24	Rajasthan	40	22	18	5	4	14
25	Sikkim	3	3	0	0		0
26	Tamil Nadu	37	14	23	11	8	15
27	Telangana	26	9	17	9	6	11
28	Uttar Pradesh	98	51	47	12	6	41
29	Uttarakhand	10	5	5	3		5
30	West Bengal	30	22	8	2	1	7
	Total	1367	539	828	545	179	649
