

GOVERNMENT OF INDIA  
MINISTRY OF EDUCATION  
DEPARTMENT OF HIGHER EDUCATION

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2830**  
ANSWERED ON 07.08.2023

**INDEPENDENT MECHANISM IN THE SCHEMES FUNDED BY MOE**

2830. SHRI BASANTA KUMAR PANDA:

Will the Minister of EDUCATION be pleased to state:

- (a) whether there is any independent mechanism like Ombudsperson in Banking, Insurance & MGNREGA for alternate grievance redressal of the stake holders and to bring transparency in the schemes funded by the Ministry of Education to the State Government, if so, the details thereof and if not, the reasons therefor;
- (b) whether any mechanism is proposed to be adopted in this regard, if so, the details thereof; and
- (c) whether the Government is planning to have an independent authority like Ombudsperson for schemes funded by the Union Government for better transparency and grievance redressal, if so, the details thereof and if not, the reasons therefor?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF EDUCATION  
(Dr. SUBHAS SARKAR)

(a) to (c): The extant grievance redressal system of Government of India i.e. Centralised Public Grievance Redress and Monitoring System (CPGRAMS) which is an online platform connected to all the Ministries/Departments, including Ministry of Education, is adopted under the centrally sponsored schemes of the Ministry such as Rashtriya Uchchatar Shiksha Abhiyan (now Pradhan Mantri Uchchatar Shiksha Abhiyan), Samagra Shiksha, PM-POSHAN, New India Literacy Programme etc, wherein funds are given by the Ministry of Education to the State Government. CPGRAMS enables the citizens/stakeholders to lodge their grievances to the public authorities on any subject related to service delivery, including various schemes. To bring transparency, the status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer.

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