

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2677**  
(TO BE ANSWERED ON 04.12.2019)

**REDRESSAL OF COMPLAINTS**

†2677. **SHRI HANUMAN BENIWAL:**

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

- (a) the details of rules and the time limit fixed by the Ministry for redressal of complaints received from any Member of Parliament/Member of Legislative Assembly/Ministry;
- (b) whether the Ministry writes a letter to any State Government/Officer for redressal of complaint/problem; and
- (c) if so, the details of time limit and rules fixed for complying with the same?

**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): There are no specific Rules, however, Department of Administrative Reforms and Public Grievances have issued guidelines which provides that a grievance should be redressed within a period of maximum of two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent. These guidelines are also available on [pgportal.gov.in](http://pgportal.gov.in). Further Review meetings are being held on regular basis with the Central Ministries/ Departments/State Governments/Union Territories for monitoring the pendency of public grievances on the Centralized Public Grievance Redress And Monitoring System [CPGRAMS].

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