

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

LOK SABHA
UNSTARRED QUESTION NO. 3710
(TO BE ANSWERED ON 11.12.2019)

COMPLAINTS/PUBLIC GRIEVANCES

3710. SHRI P. RAVEENDRANATH KUMAR:

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

- (a) whether the Union Government has received various complaints regarding the public grievances from the State of Tamil Nadu during the last six years to till date;
- (b) if so, the details thereof along with the nature of the grievances;
- (c) the action taken by the Government thereto;
- (d) whether the Government proposes to dispose of such complaints/grievances within a stipulated time-frame and fix responsibility on officers liable for the undue delay; and
- (e) if so, the details thereof?

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) & (b): Yes Sir, various types of Public Grievances viz. Land Related Problems, Corruption/Malpractices, Atrocities, Harassment, etc. are received on Centralised Public Grievances Redress and Monitoring System (CPGRAMS) from the citizens of all State Governments/ Union Territories including State Government of Tamil Nadu. As per the data generated through the CPGRAMS, the receipt and disposal for the last six years and percentage disposed on Public Grievances relating to the Government of Tamil Nadu is given below:-

Year	Receipts	Disposals	Percentage of Disposals
2013	3296	12473	378*
2014	3666	3370	91.93
2015	7360	7771	105.58
2016	10883	7926	72.83
2017	14081	9419	66.89
2018	14496	7795	53.77
2019	17017	11548	67.86

* In 2013 disposal is more because of disposal from the backlog.

(c): As per Federal Principle of Governance the state related grievances are disposed off in a decentralised manner by the concerned state Government.

(d) & (e): The Department of Administrative Reforms & 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 www.pgportal.gov.in. Further Review meetings are also 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).
