

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT**

LOK SABHA

**STARRED QUESTION NO. *102
TO BE ANSWERED ON 10.02.2020**

PORTAL TO RESOLVE COMPLAINTS

†*102. DR. RAM SHANKAR KATHERIA:

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

- (a) the number of complaints, State/UT-wise, registered with the Government by the workers during 2016-2019;**
- (b) the number of complaints, out of the above, resolved by the Government;**
- (c) the steps being taken by the Government to resolve rest of the complaints;**
- (d) whether the Government proposes to launch any portal to resolve these complaints; and**
- (e) if so, the time by which the said portal is likely to be functional?**

ANSWER

**MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT
(SHRI SANTOSH KUMAR GANGWAR)**

(a) to (e): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PART (a) TO (e) OF STARRED QUESTION NO. 102 FOR ANSWER ON 10.02.2020 REGARDING “PORTAL TO RESOLVE COMPLAINTS” ASKED BY DR. RAM SHAKAR KATHERIA.

(a) & (b): The number of complaints/grievances pertaining to the Ministry of Labour & Employment which are registered on an online Portal, namely, Centralized Public Grievance Redress And Monitoring System (CPGRAMS) and disposal thereof during 2016-2019 is as follows:

Year	Brought Forward	Receipt	Total Receipt	Disposals	% of Disposal	Closing balance
2016	1002	24506	25508	24436	95.79%	1072
2017	1072	32808	33880	32455	95.79%	1425
2018	1425	34926	36351	35176	96.76%	1175
2019	1175	46392	47567	46283	97.30%	1284
Total		138632	143306	138350	96.54%	

The details of the same, State/UT-wise, is at **Annexure-I**.

In addition to the above, EPF i Grievance Management System (EPFiGMS) is Employees’ Provident Fund Organization’s (EPFO) in-house portal. The portal is integrated with master database of the EPFO and is a responsive interface and can be accessed on mobile also. The grievance lands directly to the office to which it pertains and grievance is escalated to three levels so that the grievance is closed after the satisfaction of complainant and emphasis is given on quicker and quality disposal. It is also bilingual, interactive and user friendly. The number of complaints registered during 2016-19 and disposal thereof is as follows:

<u>Number of complaints registered during 2016-2019 in respect of EPFiGMS</u>						
Year	Brought Forward	Receipts	Total Receipt	Disposals	% of Disposal	Closing Balance
2016	2602	233403	236005	233678	99.01	2327
2017	2327	355290	357617	346649	96.93	10968
2018	10968	578774	589742	580930	98.51	8812
2019	8812	893391	902203	838579	92.95	63624
Total		2060858	2085567	1999836	95.89	

(c): The Ministry is progressively reviewing and streamlining the policies and procedures in relation to disposal of public grievances, including Employees’ Provident Fund Organization (EPFO), Employee State Insurance Corporation (ESIC), Chief Labour Commissioner (Central) (CLC) etc. Besides, various systemic reforms and Information Technology (IT) initiatives with an objective to achieve speedy redressal of the grievances, have been taken up.

(d) & (e): ‘Santusht’-Implementation Monitoring Cell (IMC) has been constituted in the Office of Minister of State (Independent Charge) for Labour & Employment in January, 2020. The objective of ‘Santusht’ is to promote transparency, accountability, effective delivery of public service and implementation of policies, schemes of Ministry of Labour and Employment at grassroot level through constant monitoring. The personal grievances received through email are being dealt by Santusht. Subsequently, the grievances would be received through a separate online Portal.

Annexure referred to in reply to parts (a) & (b) of the statement of Starred Question No. 102 for answer on 10.02.2020 regarding “Portal to Resolve Complaints” asked by Dr. Ram Shakar Katheria.

Complaints/grievances registered on CPGRAMS and disposal thereof during 2016-2019

2016				
State/UT	Brought Forward	Receipt	Disposals	Closing balance
Andaman And Nicobar Islands	1	14	15	0
Andhra Pradesh	30	359	379	10
Arunachal Pradesh	0	3	3	0
Assam	12	326	318	20
Bihar	25	604	599	30
Chandigarh	6	125	123	8
Chhattisgarh	17	296	296	17
Dadra and Nagar Haveli	2	13	15	0
Daman and Diu	0	13	12	1
Delhi	87	2414	2388	113
Goa	1	33	31	3
Gujarat	39	917	903	53
Haryana	31	1040	1018	53
Himachal Pradesh	8	184	179	13
Jammu And Kashmir	5	97	96	6
Jharkhand	38	490	501	27
Karnataka	61	2069	2049	81
Kerala	23	472	474	21
Ladakh	0	0	0	0
Lakshadweep	0	0	0	0
Madhya Pradesh	40	817	819	38
Maharashtra	211	5418	5482	147
Manipur	0	20	20	0
Meghalaya	0	12	12	0
Mizoram	0	1	1	0
Nagaland	0	5	5	0
Odisha	30	687	672	45
Puducherry	1	56	55	2
Punjab	23	496	494	25
Rajasthan	26	840	827	39
Sikkim	0	6	6	0
Tamil nadu	53	1081	1080	54
Telangana	19	556	547	28
Tripura	1	32	31	2
Uttar Pradesh	127	3055	3046	136
Uttarakhand	31	302	320	13
West Bengal	54	1653	1620	87
Total	1002	24506	24436	1072

2017				
State/UT	Brought Forward	Receipt	Disposals	Closing balance
Andaman And Nicobar Islands	0	10	10	0
Andhra Pradesh	10	569	554	25
Arunachal Pradesh	0	3	3	0
Assam	20	363	372	11
Bihar	30	1084	1050	64
Chandigarh	8	237	237	8
Chhattisgarh	17	380	370	27
Dadra and Nagar Haveli	0	21	20	1
Daman and Diu	1	19	18	2
Delhi	113	3491	3440	164
Goa	3	60	62	1
Gujarat	53	1590	1571	72
Haryana	53	1466	1449	70
Himachal Pradesh	13	299	298	14
Jammu And Kashmir	6	148	146	8
Jharkhand	27	716	698	45
Karnataka	81	2620	2641	60
Kerala	21	774	762	33
Ladakh	0	0	0	0
Lakshadweep	0	0	0	0
Madhya Pradesh	38	1666	1625	79
Maharashtra	147	4303	4282	168
Manipur	0	12	9	3
Meghalaya	0	10	9	1
Mizoram	0	5	5	0
Nagaland	0	6	6	0
Odisha	45	915	929	31
Puducherry	2	39	39	2
Punjab	25	889	880	34
Rajasthan	39	1342	1305	76
Sikkim	0	3	2	1
Tamilnadu	54	1389	1390	53
Telangana	28	852	850	30
Tripura	2	36	37	1
Uttar Pradesh	136	4211	4132	215
Uttarakhand	13	477	471	19
West Bengal	87	2803	2783	107
Total	1072	32808	32455	1425

2018				
State/UT	Brought Forward	Receipt	Disposals	Closing balance
Andaman And Nicobar Islands	0	9	9	0
Andhra Pradesh	25	599	605	19
Arunachal Pradesh	0	4	4	0
Assam	11	319	320	10
Bihar	64	1449	1452	61
Chandigarh	8	360	363	5
Chhattisgarh	27	488	492	23
Dadra and Nagar Haveli	1	17	18	0
Daman and Diu	2	8	10	0
Delhi	164	3604	3636	132
Goa	1	74	70	5
Gujarat	72	1604	1636	40
Haryana	70	1716	1727	59
Himachal Pradesh	14	234	243	5
Jammu And Kashmir	8	114	117	5
Jharkhand	45	752	771	26
Karnataka	60	2376	2372	64
Kerala	33	535	539	29
Ladakh	0	0	0	0
Lakshadweep	0	0	0	0
Madhya Pradesh	79	2205	2207	77
Maharashtra	168	4608	4619	157
Manipur	3	14	17	0
Meghalaya	1	20	21	0
Mizoram	0	4	4	0
Nagaland	0	3	2	1
Odisha	31	711	717	25
Puducherry	2	48	46	4
Punjab	34	986	988	32
Rajasthan	76	1380	1420	36
Sikkim	1	15	16	0
Tamilnadu	53	1645	1629	69
Telangana	30	782	786	26
Tripura	1	38	37	2
Uttar Pradesh	215	4851	4911	155
Uttarakhand	19	607	611	15
West Bengal	107	2747	2761	93
Total	1425	34926	35176	1175

2019				
State/UT	BF	Receipt	Disposals	Closing balance
Andaman And Nicobar Islands	0	10	9	1
Andhra Pradesh	19	856	841	34
Arunachal Pradesh	0	7	7	0
Assam	10	399	404	5
Bihar	61	1789	1799	51
Chandigarh	5	688	691	2
Chhattisgarh	23	665	665	23
Dadra and Nagar Haveli	0	25	25	0
Daman and Diu	0	16	16	0
Delhi	132	4358	4368	122
Goa	5	88	88	5
Gujarat	40	2468	2443	65
Haryana	59	2383	2385	57
Himachal Pradesh	5	349	343	11
Jammu And Kashmir	5	176	172	9
Jharkhand	26	865	873	18
Karnataka	64	3080	3043	101
Kerala	29	747	752	24
Ladakh	0	0	0	0
Lakshadweep	0	0	0	0
Madhya Pradesh	77	2394	2399	72
Maharashtra	157	6327	6291	193
Manipur	0	60	59	1
Meghalaya	0	25	25	0
Mizoram	0	7	7	0
Nagaland	1	5	6	0
Odisha	25	1265	1271	19
Puducherry	4	53	57	0
Punjab	32	1130	1133	29
Rajasthan	36	1406	1402	40
Sikkim	0	14	14	0
Tamilnadu	69	2616	2593	92
Telangana	26	982	978	30
Tripura	2	37	39	0
Uttar Pradesh	155	6371	6389	137
Uttarakhand	15	755	744	26
West Bengal	93	3976	3952	117
Total	1175	46392	46283	1284
