

GOVERNMENT OF INDIA
MINISTRY OF TRIBAL AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO.1319
TO BE ANSWERED ON 19.09.2020

TRIBAL DIARIES MOBILE APP

1319 . SHRI RAJA AMARESHWARA NAIK:
SHRI VINOD KUMAR SONKAR:
SHRIMATI SANGEETA KUMARI SINGH DEO:
SHRI BHOLA SINGH:
DR. JAYANTA KUMAR ROY:
DR. SUKANTA MAJUMDAR:

Will the Minister of TRIBAL AFFAIRS be pleased to state:

- (a) whether the Government has launched a Tribal Diaries Mobile App to reach out the grievances of the tribal people and if so, the details thereof;
- (b) the number of grievances of tribals that have been received/uploaded through the said mobile app and the number of grievances that have been sorted out of them;
- (c) whether the Government has considered this Mobile App as a way to check the functioning of the systems at the grass-root level;
- (d) if so, the details thereof; and
- (e) other steps being taken by the Government in this regard?

ANSWER

MINISTER OF TRIBAL AFFAIRS
(SHRI ARJUN MUNDA)

- (a) : No, Sir.
- (b) to (d) : In view of (a) above, does not arise.
- (e) : The Department of Administrative Reforms and Public Grievances has developed a Public Grievances portal empowering the citizen to lodge their grievances /complaints online from anywhere anytime and also enabling Government Departments to take redress action within prescribed time limit. It has two interfaces: (a) Public Grievance lodging and monitoring system for citizens, and (b) Centralized Public Grievance and Redress and Monitoring System (CPGRAMS) for Ministries / Departments / Organizations. CPGRAMS is a web-enabled single window system, providing online access to: (i) citizens to raise their grievances, and (ii) nodal Public Grievance Officers in Government Ministries/Departments to take prompt action for redress.

The Ministry of Tribal Affairs receives representations / grievances through post, in person as well as CPGRAMS. The same are processed as per extant guidelines on the issues raised and are appropriately addressed. Grievances pertaining to other organizations are forwarded to them for appropriate action. Petitioners are also apprised about action taken on their grievances. The status of disposal of grievances is also regularly reviewed by the Ministry.
