

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 617**  
(TO BE ANSWERED ON 16.09.2020)

**REDRESSAL OF PUBLIC GRIEVANCES**

**617. DR. SUJAY RADHAKRISHNA VIKHE PATIL:**

**DR. SHRIKANT EKNATH SHINDE:**

**SHRI UNMESH BHAIYYASAHEB PATIL:**

**SHRI DHAIRYASHEEL SAMBHAJIRAO MANE:**

**SHRI HEMANT SRIRAM PATIL:**

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

- (a) whether several public grievances are being redressed for the sake of redressal but actually they are not solving the problems being raised by the public and if so, the details thereof;
- (b) if not, whether there is any mechanism to crosscheck the cases being reported as redressed by the officials and if so, the details thereof; and
- (c) the number of public grievances received during the last three years, actually redressed and pending for redressal?

**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): Sir, the Directorate of Public Grievances [DPG] in the Cabinet Secretariat has a mechanism to entertain representation from a public complainant who says he is not satisfied with the response received from the concerned Ministry/Department within a reasonable period of time. However, the average disposal time of grievance has progressively improved over the last six years. For example, during the COVID pandemic, the exclusive grievance redressal option made available ensured redressal of every grievance at an average disposal time of 1.4 day.

(c): The number of public grievances received, actually redressed and pending for redressal during the last three years are given below :-

Year	Received	Actually redressed	Pending
2017	18,66,124	17,73,020	7,55,952
2018	15,86,415	14,98,519	8,43,848
2019	18,67,758	16,39,120	10,72,486

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