

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

LOK SABHA
UNSTARRED QUESTION NO. 509
(TO BE ANSWERED ON 20.07.2022)

PUBLIC GRIEVANCES

†509. **SHRI SANJAY SETH:**

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

- (a) the number of public grievances registered during the last one year from the State of Jharkhand and the number of grievances resolved therefrom;
- (b) whether any monitoring mechanism has been set for redressal of grievances at the State level;
- (c) if so, the details thereof; and
- (d) the details of the public grievances registered with the Union Government disposed of in Jharkhand along with the level at which these grievances have been disposed of?

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): During the last one year (from 01.07.2021 to 30.06.2022) total 11194 grievances were registered and total 8991 grievances were disposed on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) pertaining to Government of Jharkhand.

(b) & (c): At state level State Nodal Grievance officers are designated for monitoring the grievance received through CPGRAMS. Further, review meetings are being held on regular basis with the state governments for monitoring the pendency and disposal of grievances on Central Public Grievance Redress and Monitoring System (CPGRAMS).

(d): The details of public grievances, disposed of by Government of Jharkhand on CPGRAMS in previous years are as under:-

Year	No. of grievances disposed
2020	21452
2021	15693
2022 (till 30.06.2022)	3613

The grievances are disposed by the concerned grievance officers designated at different levels. In Jharkhand total 2598 Grievance Officers are designated for disposal of public grievances received through CPGRAMS.