

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

LOK SABHA
UNSTARRED QUESTION NO. 1424
(TO BE ANSWERED ON 31.07.2024)

PUBLIC GRIEVANCES OF VILLAGES

1424. SMT. MALVIKA DEVI:

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

- (a) the details of steps taken/being taken by the Government to help in addressing the personal grievances of people in rural areas having poor connectivity;
- (b) whether any helpline has been set up for people having personnel grievances along with the details of numbers for Odisha with special reference to Kalahandi; and
- (c) the details of steps being taken by the Government to ensure increasing pensions for widows without any earning member in the family and any scheme or criteria in case of such special case?

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): The Government has created a grievance redressal platform namely Centralised Public Grievances Redress and Monitoring System (CPGRAMS) accessible at <https://pgportal.gov.in>. Any citizen can lodge his/her grievances pertaining to the Central Ministries/ Departments /State Governments / Union Territories (UTs) through this platform. The government has collaborated with Common Service Centres (CSCs) to facilitate filing of grievances on CPGRAMS portal by people from rural areas. Grievances can also be sent to the Government through post/mail. Government is running a 50-seater Feedback call Centre in 10 regional languages including Odiya, besides Hindi and English, for seeking feedback of the citizens on resolution of grievances. The Call Centre also assists the citizen in filing an appeal if they are not satisfied with the redressal of their grievance.

(c): The government is implementing National Social Assistance Programme (NSAP) under pension assistance to widows. Under this scheme, an assistance of ₹300 per month to widows in the age group of 40-79 years, and ₹500 per month to widows aged 80 years and above is provided. The Government has also undertaken a month-long Special Campaign from 1st July, 2024 to redress Family Pension grievances largely benefitting widows. So far 1140 Family Pension cases have been resolved in this campaign.
