

**GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT
LOK SABHA**

**UNSTARRED QUESTION NO. 4051
TO BE ANSWERED ON 17.03.2026**

GRIEVANCE REDRESSAL MECHANISMS

†4051. SHRI ADITYA YADAV:

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

(a) whether the Government has conducted a review of the reach, public awareness and grievance redressal mechanisms of social justice-related schemes, particularly for the benefit of marginalized and vulnerable groups, in the rural and semi-urban areas of Budaun district, Uttar Pradesh;

(b) if so, the details thereof;

(c) the steps taken by the Government for identification of beneficiaries, scheme monitoring, awareness generation and for ensuring timely delivery of benefits in the district along with the details thereof; and

(d) if not, the reasons therefor?

ANSWER

**MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SHRI RAMDAS ATHAWALE)**

(a) & (b): The Department of Social Justice and Empowerment undertakes periodic reviews of its schemes to ensure their effective implementation and to identify gaps for improvement. In this regard, National Level *Chintan Shivirs*, Regional and State Level Review meetings with the participation of State Governments and other key stakeholders associated with the implementation of social justice related schemes are organized at regular intervals to deliberate on the progress, challenges, and best practices relating to the implementation of various schemes of the Department. Valuable inputs and feedback received from the States and stakeholders through discussions, helps in identifying implementation gaps and evolving strategies to further strengthen the delivery and impact of the schemes of the Department. Besides, awareness campaign through electronic and print media, social media, short films on schemes, etc. are undertaken by the Department for effective implementation and outreach.

In Badaun district, the Department in partnership with the State Government of Uttar Pradesh organized a grand celebration of the International Day of Older Persons 2025 at the DIET Auditorium, Badaun, Uttar Pradesh on 31.10.2025. This programme ensured holistic support for senior citizens through various services, financial assistance, Elderline 14564 helpline, awareness campaigns, intergenerational activities/events and it highlighted these commitments by combining policy outreach, cultural awareness and citizen participation.

At the Central level, a grievance redressal mechanism for all schemes is already in place- Centralized Public Grievance Redress and Monitoring System (CPGRAMS); available to the citizens to file their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/ Departments of Government of India and States.

(c) & (d): Beneficiaries under the schemes of the Department are identified as per the respective scheme guidelines through State Governments and implementing agencies based on prescribed eligibility criteria, socio-economic parameters, and data available in relevant government databases. The implementation of the schemes is monitored through online portals, periodic progress reports, review meetings, and field-level feedback from implementing agencies and State Governments. Awareness regarding the schemes is disseminated through official websites, awareness programmes, workshops, social media platforms, and coordination with State Governments and local bodies to enhance outreach among target groups. Grievances relating to the schemes can be registered through online platforms such CPGRAMS and other departmental mechanisms, which are regularly monitored to ensure timely redressal. Further, Direct Benefit Transfer (DBT) mechanisms and digital monitoring systems are utilized to promote transparency and ensure timely delivery of benefits to eligible beneficiaries. Scheme implementation and monitoring are carried out through established mechanisms at the National and State levels, with district-level outcomes forming part of the overall monitoring framework.
