

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)
LOK SABHA
UNSTARRED QUESTION NO. 1122
(TO BE ANSWERED ON 02.03.2016)

MONITORING OF GRIEVANCES

1122. KUNWAR HARIBANSH SINGH:
DR. SUNIL BALIRAM GAIKWAD:
SHRI SUDHEER GUPTA:
SHRI S.R. VIJAYAKUMAR:
DR. J. JAYAVARDHAN:
SHRI GAJANAN KIRTIKAR:
DR. KIRIT P. SOLANKI:
SHRI ASHOK SHANKARRAO CHAVAN:
SHRI BIDYUT BARAN MAHATO:

Will the PRIME MINISTER be pleased to state:

- (a) whether there has been a three-fold increase in citizens' grievances in 2015 compared to last three years as reported in the media;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Government has directed all Secretaries whose departments have extensive public dealing to immediately set up a system for top level monitoring of grievances and action taken against delinquent officials;
- (d) if so, the details thereof along with the action taken in this regard; and
- (e) the other steps taken/being taken by the Government to resolve the grievances of the citizens in a time bound manner?

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 total number of grievances received on the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in respect of Central Government Ministries/ Departments during the last four years are as under:-

Year	No. of Grievances received
2012	176126
2013	209637
2014	270255
2015	881132

The increase is due to a number of citizen friendly measures taken by the Government particularly integration of Prime Minister Office Public Grievances Redress Mechanism with CPGRAMS, launch of a Mobile App through which grievances can be lodged on CPGRAMS through android based Mobile phones, integration of Common Services Centre portal with the CPGRAMS and also higher expectations of the citizens from the Government.

Contd....2/-

(c)&(d): Instructions have been issued by the Department of Administrative Reforms and Public Grievances to Secretaries of all the Ministries/Departments to accord top level priority to the redress of grievances by including monitoring of grievance pendency as an agenda item in review meetings in their Ministries/Departments and to make it clear to all concerned dealing with public grievances that unwarranted delays in redressing grievances would be viewed seriously. To enable effective monitoring of grievances at Secretary level, an electronic Dashboard has been created showing the consolidated status of grievances disposed and pending on CPGRAMS for which the user IDs and passwords have been duly provided to all the Secretaries of Central Ministries/Departments. Secretaries of all the Departments having substantial public dealing have been advised to personally examine at least 10 grievances every week and upload the report on e samiksha portal of Cabinet Secretariat.

(e): Some of the other important steps taken by the Department of Administrative Reforms and Public Grievances for expeditious and effective disposal of public grievances include ; a Grievance Analysis Study of the top 20 grievance receiving Ministries/Departments/Organisations for identifying the major grievances , root cause analysis and systemic reforms for reducing the grievances and regular review meetings in the Department of Administrative Reforms and Public Grievances for monitoring the pendency of public grievances.
