

#### Cases of public grievance

\*94. SHRI VARINDER SINGH BAJWA: Will the PRIME MINISTER be pleased to state:

(a) the number of cases of public grievance received by Government in the last three years and also during 2009, so far, year-wise;

(b) the number out of them forwarded to the respective Ministries/Departments for redressal, the time allowed to them for reporting the action taken to his Ministry and the action taken against the defaulting Ministries, etc.; and

(c) if the cases are not being followed up by his Ministry, the reasons therefor, and the steps proposed to tone up the redressal mechanism in the Central Government?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI PRITHVIRAJ CHAVAN): (a) The total number of cases of public grievance received in the Prime Minister's Office, Cabinet Secretariat and Department of Administrative Reforms & Public Grievances is 109620, 101995, 124052 and 52933 during the years 2006, 2007, 2008 and 2009 (up to 30.06.2009) respectively.

(b) and (c) Out of the above figures 28489, 29591, 37879 and 18267 were respectively forwarded during these years to various Ministries and Departments for appropriate action. Directions have already been issued to all Ministries/Departments to redress grievances of the citizens within a period of two months. Redress of grievance is primarily the responsibility of the concerned Ministries/Departments/organizations. However, overall status is reviewed periodically. With the introduction of a Centralized Public Grievance Redressal and Monitoring System (CPGRAMS), citizen can view the status of his complaint on the web.

#### Vacant Posts in Post Offices

†\*95 MISS ANUSUIYA UIKEY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that in spite of continuous increase in the work load in the Post Offices since 1984, new posts have not been created and fresh recruitment is banned;

(b) the percentage of posts lying vacant in the Department of Posts at present and whether posts are being abolished, if so, the State-wise details thereof;

(c) the reasons for not filling the vacant posts and whether it is not affecting the work of the Department; and

(d) whether the vacant posts would be filled up and if so, by which date?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA):

(a) No, Sir.

(b) The percentage of posts lying vacant in the Department of Posts is 17.58%. The Circle-wise details of the posts abolished under Annual Direct Recruitment Plan, which covers all the States and Union Territories is given in the statement (see below).

---

† Original notice of the question was received in Hindi.