

Introduction of QGRM

3151. SHRI RAJKUMAR DHOOT: Will the PRIME MINISTER be pleased to state:

- (a) whether Government has put in place Quick Grievance Redressal Mechanism (QGRM) in the Ministries and Departments of Government, if so, the details thereof; and
- (b) if not, the reasons therefor and by when QGRM would be in place in Government?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) and (b) The Government has established an internet based Centralised Public Grievance Redress and Monitoring System (CPGRAMS) to facilitate citizens to lodge their grievances from anywhere, anytime for redressal. The System enables Ministries/Departments to take appropriate action and upload the action taken report on the System. The grievances received manually/by post are digitized and uploaded on the System. The citizens can view online the status of action taken on their grievances. The System has provisions for generating various reports for monitoring of the grievances. CPGRAMS has feedback mechanism for rating of the satisfaction level, by the complainant, after redressal.

Reservation for physically challenged people

3152. SHRI DEVENDER GOUD T.: Will the PRIME MINISTER be pleased to state:

- (a) whether recently Supreme Court directed the States and the Centre to reserve three per cent reservation for physically challenged people, if so, the details of the directive;
- (b) the action the Ministry has taken on this directive; and
- (c) the reservation percentage that are now being implemented in employment for physically challenges at the State and Union level and implementation of the same in Government and PSUs?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) and (b) The Hon'ble Supreme Court in its judgment dated 08.10.2013 in the matter of Civil Appeal No. 9096 of 2013 gave directions on the following:—

- (i) Reservation for persons with disabilities has to be computed in case of Group A, B, C and D posts in an identical manner viz., "computing 3% reservation on total number of vacancies in the cadre strength".

- (ii) Department of Personnel and Training to issue an appropriate order modifying the Office Memorandum dated 29.12.2005 and the subsequent Office Memorandums consistent with this Court's Order within three months from the date of passing of this judgment.
- (iii) The "appropriate Government" to compute the number of vacancies available in all the establishments and further identify the posts for disabled persons within a period of three months from 08.10.2013 and implement the same without default.
- (iv) The Department of Personnel and Training shall issue instructions to all the departments/public sector undertakings/Government companies declaring that the non observance of the scheme of reservation for persons with disabilities should be considered as an act of non-obedience and Nodal Officer in department/public sector undertakings/Government companies, responsible for the proper strict implementation of reservation for person with disabilities, be departmentally proceeded against for the default.

An Office Memorandum No.36012/24/2009-Estt (Res) dated the 3rd December, 2013 was issued conveying the directions of the Hon'ble Supreme Court together with suitable amendment to the Office Memorandum No.36035/3/2004-Estt (Res) dated the 29th December, 2005.

(c) As per existing instructions, reservation for persons with disabilities in posts and services under the Government of India and Central Public Sector Undertakings is as under:

- (i) Three per cent of the vacancies in case of direct recruitment to Group A, B, C and D posts shall be reserved for persons with disabilities of which one per cent each shall be reserved for persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotor disability or cerebral palsy in the posts identified for each disability;
- (ii) Three per cent of the vacancies in case of promotion to Group D and Group C posts in which the element of direct recruitment, if any, does not exceed 75%, shall be reserved for persons with disabilities of which one per cent each shall be reserved for persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotor disability or cerebral palsy in the posts identified for each disability.

Department of Personnel and Training collects data about the representation of persons with disabilities in services in Central Government Departments/Ministries. However, data on implementation of reservation in public sector undertakings and States/Union Territories is not maintained by this Department.