

Online grievances pending for redressal

3299. DR. K. V.P. RAMACHANDRARAO: Will the PRIME MINISTER be pleased to state:

- (a) whether it is a fact that a large number of grievances filed on Central Government online portal are pending for redressal, if so, the details thereof;
- (b) whether Government has any plan to redress them in a time bound manner; and
- (c) the number of complaints received and pending for redressal since one year?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) and (b) As per the guidelines issued by the Department of Administrative Reforms and Public Grievances, a grievance is required to be disposed within a period of 60 days. In case, it is not possible an interim reply with reasons for delay is required to be furnished. As per the data available on the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the pendency position as on 13.12.2016 for the grievances received against Central Ministries/ Departments/Organisations during the period from 1.1.2013 to 12.12.2016 is as under:

Received	Disposed	Pending	Pending for more than 60 days
1717725	1615990	101735	34022

Pendency of grievance redressal received on CPGRAMS, is being monitored both quantitatively and qualitatively. This is being done through regular review meetings in respect of all the Ministries/Departments.

- (c) As on 13.12.2016 the pendency position for the grievances received during the last one year is given below:—

Brought forward as on 13.12.2015	Received during 13.12.2015 to 12.12.2016	Disposed during the period	Pending as on 12.12.2016
120581	701198	720044	101735

Enactment of Central Bureau of Intelligence and Investigation Act

3300. DR. R. LAKSHMANAN: Will the PRIME MINISTER be pleased to state:

- (a) whether any proposal is pending with Government to enact Central Bureau of Intelligence and Investigation Act to cater to the needs of various aspects of Central Bureau of Investigation (CBI); and

- (b) if so, the details thereof and if not, reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) and (b) The Central Bureau of Investigation was set up by Resolution No. 4/31/61-T dated 01.04.1963 of the Government of India. It derives its powers as Delhi Special Police for investigation of crimes under the Delhi Special Police Establishment Act, 1946. There is no such proposal under consideration of the Government at present for enacting Central Bureau of Intelligence and Investigation Act.

Steps to popularize use of RTI Act

†3301. SHRI AMAR SHANKAR SABLE: Will the PRIME MINISTER be pleased to state:

- (a) whether not even one per cent of the population of the country are making use of the Right to Information (RTI) Act after more than a decade of its passage;
- (b) if so, the steps taken by Government to popularize the Right to Information Act; and
- (c) the total number of RTI applications received between 2012 to 2015, the number of applications which were answered and the number of these rejected and the details thereof, State-wise?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) to (c) As per the Right to Information (RTI) Act, 2005, all citizens shall have the right to information. Further, RTI Act provides for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority.

A number of measures have been taken by the Government to popularize the RTI Act which *inter-alia* includes:

1. Under the Centrally Sponsored Plan Scheme "Improving Transparency and Accountability in Government through Effective Implementation of the Right to Information Act", the Central Government provides funds every year to various State Administrative Training Institutes (ATIs) for promoting various awareness generation activities like mass media campaigns, publishing of handbooks, pamphlets, banners etc. on RTI and for its distribution among public etc.

†Original notice of the question was received in Hindi.