

years, the following two examinations were cancelled by Staff Selection Commission (SSC) due to leakage of question papers:

- (i) Sub Inspectors (SIs) in Delhi Police, Central Armed Forces and Assistant Sub-Inspectors (ASIs) in Central Industrial Security Force (CISF) Examination-2016 (March 2016).
- (ii) Multi Tasking (Non-Technical) Staff Examination-2016 (April-May 2017).

(b) and (c) There is no reported case of corruption in the SSC. There were some allegations related to malpractices in conduct of Combined Graduate Level (Tier-II) Examination, 2017 leading to an agitation. To reinstate the faith of candidates in its examination process, the SSC *suo-motu* recommended for conducting a CBI enquiry which was accepted by the Government.

(d) To ensure that the examinations are conducted in a fair and efficient manner, the SSC takes comprehensive measures which, *inter alia*, include audit of examination venues, conduct of mock-tests, deployment of representatives as Inspecting Officers at the Examination Venues, physical frisking of candidates with the help of Hand-held Metal Detectors, comprehensive CCTV coverage of the examination venues, biometric registration of candidates etc.

(e) No SSC employee has been arrested during the last three years for exam related malpractices or on charges of corruption.

Redressal of public grievances

547. DR. K. V. P. RAMACHANDRA RAO: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that several public grievances are being redressed for the sake of redressal but actually they are not solving the problem being raised by the public and if so, the details thereof;

(b) if not, whether there is any mechanism to cross-check the cases being reported as redressed by the officials and if so, the details thereof; and

(c) the number of public grievances received during the last three years, actually redressed and pending for redressal?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) No, Sir. Does not arise.

(b) and (c) Disposal of grievances is done by Ministry/Department as per Allocation of Business Rules, 1961, which is then reflected on the CPGRAMS portal against the

corresponding registration number of the grievance. Regular review meetings are held to monitor both disposed and pending grievances in the respective Departments and also in Department of Administrative Reforms and Public Grievances, Government of India.

The number of grievances received during the last three years, disposed of and pending are as follows:—

Year	Received	Disposed	Pending
2016	1483165	1262213	670625
2017	1866124	1773020	763729
2018	1577500	1498519	842710

Government has taken several steps to make the Grievance Redressal Mechanism effective for quick disposal of public grievances which are as under:—

- (i) Review of Grievances of identified Ministry/Department is undertaken every month during meetings conducted on PRAGATI (Pro-Active Governance and Timely Implementation) platform.
- (ii) For effective monitoring of grievances at Secretary level, an electronic Dashboard has been created showing the consolidated status of grievances disposed and pending, on CPGRAMS. Weekly reminders through SMS are also being sent for pending grievances.
- (iii) A Grievance Analysis Study in respect of top 40 grievance receiving Ministries/Departments/Organizations listed on CPGRAMS for identifying grievance prone areas, their root cause analysis and suggested systemic reforms for reducing such grievances, has been carried out by Department of Administrative Reforms and Public Grievances. Several suggested systemic reforms have been implemented by the concerned Ministries/Departments. Some of these Reforms are: automatic refunds on cancellation of Railways Tickets, Single Window Pension through disbursing Banks, intensive mechanized cleaning of coaches, e-verification of Income Tax Returns, expeditious Income Tax Returns upto ₹ 50,000/-, etc.
- (iv) A Public Grievances Call Centre has been set up for reminding the concerned officials of top 40 Ministries/Departments/Organizations for expeditious disposal of grievances pending for more than 2 months.
- (v) An Award Scheme has been launched for recognizing outstanding performance with respect to disposal of grievances on CPGRAMS on a quarterly basis through issue of Certificate of Appreciation.

- (vi) Training on CPGRAMS is conducted on a regular basis.
- (vii) A new Mobile App which is more user-friendly for lodging of public grievances has been developed. The Grievance Action Status can also be viewed on the mobile itself. This has been integrated with Unified Mobile Application for New-age Governance (UMANG). This initiative also facilitates lodging of grievance anywhere anytime.

Schemes for eradication of poverty

†548. SHRI PRABHAT JHA: Will the Minister of PLANNING be pleased to state:

- (a) whether several new schemes with the purpose of eradicating poverty from the country have been introduced by the Central Government during the last four and a half years;
- (b) whether the performance of those schemes has remained as per their target, so far and if so, the details thereof;
- (c) whether the number of families living below the poverty line in the country has declined during that period; and
- (d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF PLANNING (RAOINDERJIT SINGH): (a) Yes, Sir.

(b) Following are the schemes launched by the Ministry of Rural Development in the rural areas to eradicate poverty from the country:

Pradhan Mantri Awaas Yojana–Gramin, Deen Dayal Upadhyaya Grameen Kaushalaya Yojana (DDU-GKY), Sarvasad Adarsh Gram Yojana (SAGY), Shyama Prasad Mukherji Rurban Mission (SPMRM). The brief detail and performance of these schemes as per the target is as under:–

Pradhan Mantri Awaas Yojana – Gramin:–

To achieve the goal of Housing for All by 2022, erstwhile Indira Awas Yojana (IAY) (rural housing scheme) has been revamped to Pradhan Mantri Awaas Yojana–Gramin in the year 2016. The immediate objective is to cover 1.00 crore household living in kutchha house/dilapidated house in three years from 2016-17 to 2018-19.

The unit assistance under the programme in plain areas is ₹ 1,20,000/- and ₹

† Original notice of the question was received in Hindi.