

- (c) the total number of positions at Secretary, Additional Secretary and Joint Secretary in the Central Government;
- (d) the total number of women at these positions; and
- (e) the total number of public servants belonging to SC/ST/OBC category in these positions?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) and (b) Out of the 79 Ministries/Departments, required to submit data, 65 Ministries/Departments, including their attached/Subordinate offices, have informed that there were 19,66,360 employees, as on 01.01.2018. Out of them, 3,41,781 employees belong to Scheduled Castes, 1,45,769 employees belong to Scheduled Tribes and 3,91,853 employees belong to Other Backward Classes. Gender-wise data is not maintained separately.

The total number of positions of Secretary, Additional Secretary and Joint Secretary in the Central Government is 486.

- (d) The total number of women appointed to these positions is 104.
- (e) The representation based data is collected only at the time of initial recruitment. Appointment/ promotion to senior positions is not on representation basis and such data is accordingly not maintained.

Redressal of public grievances

1712. DR. K.V.P. RAMACHANDRA RAO: Will the PRIME MINISTER be pleased to state:

- (a) whether it is a fact that Government is taking care of redressing the public grievances in a time bound manner;
- (b) if so, the details thereof;
- (c) whether it is also a fact that several public grievances are pending for more than a year for redressal; and
- (d) the details of public grievances received and pending for redressal since last three years?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) and (b) Yes, Sir. The Department of Administrative Reforms and Public Grievances (DARPG) have issued guidelines which provides that a grievance should be redressed within a period of maximum of two months of its receipt and if finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent. These guidelines are also available on www.pgportal.gov.in. Further review meetings are also held with the Central Ministries/ Departments/ State Governments/Union Territories for monitoring the pendency of public grievances on the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) on regular basis.

(c) Yes, Sir.

(d) The details of public grievances received and pending for redressal since three years is given in the Statement (*See below*). DARPG during the review meetings held also monitors the pendency of these grievances on a regular basis.

Statement

Department-wise list of grievances pending since 3 years as on 25.02.2020

Department	Pending more than 3 years
Development of North Eastern Region	1
Electronics and Information Technology	1
Home Affairs	22
Legal Affairs	67
Legislative Department	1
Mines	1
Minority Affairs	2
Railways, (Railway Board)	4
Road Transport and Highways	3
Rural Development	4
Social Justice and Empowerment	2
Space	2
TOTAL	110