

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

RAJYA SABHA
UNSTARRED QUESTION NO. 2671
(TO BE ANSWERED ON 18.03.2021)

GRIEVANCE CELL FOR REDRESSAL OF COMPLAINTS

2671 SHRI RAJMANI PATEL:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether a grievance cell has been set up for redressal of complaints received from various Ministries;
- (b) if so, the details of complaints received and pending in the year 2018, 2019 and 2020;
- (c) the information about individuals and departments against whom the complaints have been received as in part 'b' above; and
- (d) the efforts being made for quick redressal of complaints?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a): The Government of India has set up an online "Centralized Public Grievances Redressal and Monitoring System" (CPGRAMS) to facilitate registration of grievances by the common man from anywhere and anytime to Ministries/ Departments/ in Government of India and in the State Governments / UTs. The Grievances are to be resolved / disposed of by the concerned Ministries/ Departments/ States.

(b): The details of complaints received and pending in the year 2018, 2019 and 2020 is attached at Annexure -I.

(c): Ministry wise details of grievances received and disposed of between 2018-2020 are at Annexure -II.

(d): The Government monitors the redressal of grievances through regular meetings with the concerned Ministry/ Department. Reminders are sent to the Ministries/ Departments if grievances are pending beyond the stipulated time. To improve redressal time, a facility has been introduced in CPGRAMS version 7.0 for direct transition of grievance to the concerned grievance redressal officer by skipping intermediate levels. This has helped in reduction of redressal time of a grievance.

Annexure-I

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(b) Details of complaints received and pending in the year 2018, 2019 and 2020 :

Year	Brought Forward	Received	Total Received	Disposed	Pending
2018	755952	1586415	2342367	1498670	843697
2019	843697	1867758	2711455	1639852	1071603
2020	1071603	2271270	3342873	2319569	1023304

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(c) Ministry/Department-wise grievances received and disposed:

Ministry/Department wise Report

Period of Report : 01-01-2018 to 31-12-2020

S.No.	Ministry/Department/Organisation	Total Receipts	Total Disposal
1.	Central Board of Direct Taxes (Income Tax)	112187	103103
2.	Central Board of Indirect Taxes and Customs	46694	45607
3.	Department of Agriculture Research and Education	5705	5422
4.	Department of Agriculture, Cooperation and Farmers Welfare	97475	74982
5.	Department of Animal Husbandry, Dairying	5079	4982
6.	Department of Atomic Energy	4624	4070
7.	Department of Bio Technology	1358	1319
8.	Department of Chemicals and Petrochemicals	1924	1918
9.	Department of Commerce	13272	13109
10.	Department of Consumer Affairs	31784	30927
11.	Department of Defence	43023	41215
12.	Department of Defence Finance	36657	35258
13.	Department of Defence Production	7242	7152
14.	Department of Defence Research and Development	3059	3049
15.	Department of Economic Affairs ACC Division	10127	9665
16.	Department of Empowerment of Persons with Disabilities	7487	7408
17.	Department of Ex Servicemen Welfare	19850	18811
18.	Department of Expenditure	15313	15198
19.	Department of Fertilizers	1584	1548
20.	Department of Financial Services (Banking Division)	390289	380195
21.	Department of Financial Services (Insurance Division)	43591	42761
22.	Department of Financial Services (Pension Reforms)	5688	5654
23.	Department of Fisheries	463	435
24.	Department of Food and Public Distribution	12080	11972
25.	Department of Health & Family Welfare	71636	69426
26.	Department of Health Research	6504	5859

27.	Department of Heavy Industry	4040	3989
28.	Department of Higher Education	69059	66076
29.	Department of Industrial Policy & Promotion	6351	6318
30.	Department of Investment & Public Asset Management	1864	1841
31.	Department of Justice	26007	25919
32.	Department of Land Resources	2158	2132
33.	Department of Legal Affairs	11407	6893
34.	Department of Military Affairs	7255	5727
35.	Department of Official Language	1110	1079
36.	Department of Personnel and Training	71165	69574
37.	Department of Pharmaceutical	5934	5903
38.	Department of Posts	148792	146220
39.	Department of Public Enterprises	2543	2517
40.	Department of Revenue	61358	55859
41.	Department of Rural Development	14737	14253
42.	Department of School Education and Literacy	58887	57264
43.	Department of Science and Technology	5264	5174
44.	Department of Scientific & Industrial Research	3511	3260
45.	Department of Social Justice and Empowerment	16381	15322
46.	Department of Space	2029	1921
47.	Department of Sports	3858	3719
48.	Department of Telecommunications	212269	209602
49.	Department of Youth Affairs	3099	3042
50.	Legislative Department	3920	3714
51.	Ministry of Coal	14618	14131
52.	Ministry of Ayush	12135	11819
53.	Ministry of Civil Aviation	32374	30730
54.	Ministry of Corporate Affairs	38832	38230
55.	Ministry of Culture	7310	6813
56.	Ministry of Development of North Eastern Region	754	753
57.	Ministry of Drinking Water and Sanitation	6271	6123
58.	Ministry of Earth Sciences	1431	1417
59.	Ministry of Electronics & Information Technology	26257	25269
60.	Ministry of Environment, Forest and Climate Change	17365	17248
61.	Ministry of External Affairs	46816	46076
62.	Ministry of Food Processing Industries	1631	1620
63.	Ministry of Home Affairs	101382	100161
64.	Ministry of Housing and Urban Affairs	43015	42182
65.	Ministry of Information and Broadcasting	26607	26115
66.	Ministry of Labour and Employment	142031	140540

67.	Ministry of Micro Small and Medium Enterprises	8748	8559
68.	Ministry of Mines	3639	3526
69.	Ministry of Minority Affairs	6311	6145
70.	Ministry of New and Renewable Energy	2523	2492
71.	Ministry of Panchayati Raj	5454	5425
72.	Ministry of Parliamentary Affairs	4395	4367
73.	Ministry of Petroleum and Natural Gas	57289	56622
74.	Ministry of Power	12155	11909
75.	Ministry of Railways (Railway Board)	154088	150165
76.	Ministry of Road Transport and Highways	41019	39519
77.	Ministry of Shipping	5603	5417
78.	Ministry of Skill Development and Entrepreneurship	6873	6792
79.	Ministry of Statistics and Programme Implementation	1574	1545
80.	Ministry of Steel	4158	4024
81.	Ministry of Textiles	4314	4216
82.	Ministry of Tourism	4685	4621
83.	Ministry of Tribal Affairs	3509	3419
84.	Ministry of Water Resources, River Development & Ganga Rejuvenation	10227	10044
85.	Ministry of Women and Child Development	19784	19694
86.	NITI Aayog	6997	6958
87.	O/o the Comptroller & Auditor General of India	28336	28180
88.	Unique Identification Authority of India	27606	26984