

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

RAJYA SABHA
UNSTARRED QUESTION NO. 422
(TO BE ANSWERED ON 04.02.2021)

GRIEVANCE CELL IN MINISTRIES

422 SHRI RAJMANI PATEL:

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

- (a) whether Grievance Cells have been established in various Ministries for redressal of suggestions and complaints;
- (b) if so, whether redressal of cases/complaints received in various offices particularly during the last three years and the current year has been reviewed or is proposed to be reviewed; and
- (c) the details of complaints of very important persons and other complainants disposed off and those pending in the Grievance Cell established for the purpose?

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): Yes Sir, an internal Grievance Redressal Machinery exists in each Ministry/Department. Grievance officers have been designated in all Ministries/Departments for redressal of public grievances.

(b) & (c): The Department conducts regular review meetings for monitoring pendency and disposal of grievances received in Centralized Public Grievance Redress and Monitoring System (CPGRAMS) with the designated grievance officers of Ministries/Departments. The last such review meeting was held in January 5, 2021. The grievances received and disposed on CPGRAMS by the Central Government Ministries/Departments during last 3 years is as under :

Year	Received	Disposed	Pending
2018	15,86,415	15,05,950	8,43,697
2019	18,67,758	16,39,856	10,71,599
2020	22,71,270	23,19,569	10,23,300
