

[5 March, 2003]

RAJYA SABHA

newly created Central Design Office/Central Planning Department Complex. Fire Audit on the proposed system is being conducted through experts to assess the improvement required in the existing system. The Company has already in place proper security arrangements to prevent sabotage. Government have also issued directions to observe existing precautionary measures scrupulously, to ensure that such incidents do not recur.

SHRI S.S. AHLUWALIA: Sir, I am satisfied with the answer.

### **Redressal of grievances**

\*217. SHRI LALIT SURI: Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether it is a fact that cases of public grievances being handled by the Department are, at present, not being monitored and followed up as a result of which hardly any grievances are redressed;

(b) the number of cases handled by the Department during the last five years, year-wise and the number thereof during each year where appropriate result was achieved;

(c) the number of cases undecided by the respective Departments/agencies (i) for over six months, (ii) for over one year, and (iii) for over two years; and

(d) action initiated by the Department against those responsible for delay in redressing the grievances?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI HARIN PATHAK): (a) to (d) A Statement is laid on the Table of the House.

### **Statement**

(a) to (c) No, Sir. A detailed Statement indicating the number of cases handled by the Department during the last 5 years and the number thereof during each year where appropriate results were achieved is given at Statement I (See below) The data indicating the number of cases undecided by the respective Department/agencies (i) for over six months

(ii) for over one year and (iii) for over two years is given at Statement II (See below).

(d) Public Grievances arising out of the working of various Ministries/ Departments/Organisations of the Government are redressed through a decentralised public grievances redress mechanism which functions in every Ministry/Department/Organisation. The grievances handled by Department of Administrative Reforms and Public Grievances are taken up with the concerned Central Government Ministries/Departments, State Government, Union Territory Administrations for redress. Respective Department/agencies in turn take appropriate action to redress the grievances through the Public Grievances Redress Mechanism functioning therein. Department of Administrative Reforms and Public Grievances monitors and follows up the redress of these cases on a regular basis. A Committee of Secretaries on Public Grievances Redress under the Chairmanship of Cabinet Secretary is functioning in the Government, which reviews the public grievances redress mechanism of Central Government Ministries/Departments/Organisations.

**Statement-I**

Year	Number of cases handled including brought forward	Number of cases where appropriate results were achieved	Number of cases pending at the end of the year
1998	1235	263	972
1999	1484	477	1007
2000	1586	785	801
2001	1465	785	680
2002	1203	500	703

**Statement II****I. Central Government Ministries/Departments**

Sl. No.	Name of Ministry/ Department	Age-wise break up of pending grievances as on 31.12.2002					More than two years
		Total pending grievances	0-3 mths	3-6 mths	6-12 mths	More than a year and less than two years	
1	2	3	4	5	6	7	8
<b>1. Ministry of Agriculture</b>							
	i) D/o Agriculture and Co-operation	5	0	0	1	3	1
	ii) D/o Agriculture Research and Education	1	0	0	1	0	0
	iii) D/o Animal Husbandry	1	0	0	1	0	0
	vi) D/o Food Processing Industries	1	0	0	1	0	0
<b>2. Ministry of Chemicals and Fertilizers</b>							
	i) D/o Chemical and Petro-Chemical	3	0	1	1	1	0
	ii) D/o Fertilizers	1	1	0	0	0	0
<b>3. Ministry of Civil Aviation</b>							
		2	0	0	0	1	1
<b>4. Ministry of Commerce and Industry</b>							
	i) D/o Commerce	2	0	1	1	0	0
	ii) D/o Industrial Policy and Promotion	1	0	0	1	0	0
	iii) D/o Industrial Development	0	0	0	0	0	0
<b>5. Ministry of Communication and Information Technology</b>							
	i) D/o Communication	10	0	1	8	1	0
	ii) D/o Posts	9	2	2	4	1	0
	iii) D/o Information Technology	2	0	1	1	0	0

1	2	3	4	5	6	7	8
<b>6. Ministry of Culture, Youth Affairs and Sports</b>							
i) D/o Culture		2	0	0	1	1	0
ii) M/o Youth Affairs and Sports		1	1	0	0	0	0
<b>7. Ministry of Defence</b>							
i) D/o Defence-Pension	18		2	2	7	7	0
ii) D/o Defence Research and Development	14		3	2	7	1	1
iii) D/o Defence Production and Supply	2		0	0	0	0	2
<b>8. Ministry of Environment and Forests</b>	1		0	0	1	0	0
<b>9. Ministry of External Affairs</b>							
i) Passport Division	3		1	2	0	0	0
<b>10. Ministry of Finance</b>							
i) D/o Economic Affairs (Banking Division)	46		9	1	17	10	9
ii) D/o Expenditure	5		1	1	1	2	0
iii) D/o Revenue	-		-	-	-	-	-
iv) CAG	0		0	0	0	0	0
v) CBDT	15		4	1	7	2	1
vi) CBEC	10		3	2	0	1	4
vii) Insurance Division	8		6	0	2	0	0
viii) D/o Economic Affairs	3		0	0	1	1	1
ix) RBI	5		2	1	2	0	0
x) LIC	1		0	0	0	1	0
<b>11. Ministry of Consumer Affairs and Public Distribution</b>							
i) D/o Food and Public Distribution	7		0	1	1	5	0
ii) D/o Consumer Affairs	0		0	-	-	-	-
iii) D/o Sugar and Edible Oils	-		-	-	-	-	-

[5 March, 2003]

RAJYA SABHA

1	2	3	4	5	6	7	8
<b>12. Ministry of Health and Family Welfare</b>							
i) D/o Health		23	1	2	11	9	0
ii) D/o Family Welfare		1	0	0	0	1	0
iii) D/o Indian System of Medicine and Homoeopathy		-	-	-	-	-	-
<b>13. Ministry of Heavy Industries and Public Enterprises</b>							
i) D/o Heavy Industry		3	1	1	1	0	0
ii) D/o Public Enterprises		3	0	0	2	1	0
<b>14. Ministry of Home Affairs</b>							
i) D/o Internal Security		-	-	-	-	-	-
ii) D/o States		-	-	-	-	-	-
iii) D/o Official Language		-	-	-	-	-	-
iv) D/o Home Affairs		19	1	0	6	12	0
v) D/o Jammu and Kashmir Affairs		-	-	-	-	-	-
<b>15. Ministry of Human Resource Development</b>							
i) D/o Elementary Education and Literacy		-	-	-	-	-	-
ii) D/o Secondary Education and Higher Education		21	0	2	10	9	0
iii) D/o Women and Child Development		1	0	0	1	0	0
<b>16. Ministry of Information and Broadcasting</b>							
		7	0	2	0	5	0

1	2	3	4	5	6	7	8
17.	<b>Ministry of Labour</b>	14	0	3	5	6	0
18.	<b>Ministry of Law, Justice and Company Affairs</b>						
i)	D/o Legal Affairs	1	0	0	0	0	1
ii)	D/o Legislative Department	-	-	-	-	-	-
iii)	D/o Justice	-	-	-	-	-	-
iv)	D/o Company Affairs	9	0	0	5	4	0
19.	<b>Ministry of Mines and Mineral</b>						
i)	D/o coal	4	0	1	1	1	1
ii)	D/o Mines	4	0	1	0	1	2
20.	<b>Ministry of Non-Coventional Energy Sources</b>	-	-	-	-	-	-
21.	<b>Ministry of Parliamentary Affairs</b>	-	-	-	-	-	-
22.	<b>Ministry of Personnel, Public Grievances and Pensions</b>						
i)	D/o Personnel and Training	10	2	1	2	4	1
ii)	D/o Administrative Reforms and Public Grievances	-	-	-	-	-	-
iii)	D/o Pensions and Pensioners Welfare	3	0	0	1	2	0
iv)	SSC	-	-	-	-	-	-
v)	UPSC	1	-	-	-	0	1
23.	<b>Ministry of Petroleum and Natural Gas</b>	4	1	-	2	0	1
24.	<b>Ministry of Planning</b>	-	-	-	-	-	-
25.	<b>Ministry of Power</b>	7	1	0	4	2	0
27.	<b>Ministry of Railways</b>	17	2	7	6	2	0

1	2	3	4	5	6	7	8
<b>28. Ministry of Rural Development</b>							
i)	D/o Rural Development	-	-	-	-	-	-
ii)	D/o Land Resources	-	-	-	-	-	-
iii)	D/o Drinking Water supply	-	-	-	-	-	-
<b>29. Ministry of Science and Technology</b>							
i)	D/o Science and Technology	1	0	0	0	1	0
ii)	D/o Scientific and Industrial Research	-	-	-	-	-	-
iii)	D/o Bio-Technology	-	-	-	-	-	-
<b>30. Ministry of Small Scale Industry and Agro and Rural Industry</b>							
<b>31. Ministry of Social Justice and Empowerment</b>							
<b>32. Ministry of Statistics and- Programme Implementation</b>							
<b>33. Ministry of Steel</b>							
<b>34. Ministry of Surface Transport</b>							
i)	D/o Shipping	3	0	1	1	1	0
ii)	D/o Road Transport and Highways	-	-	-	-	-	-
<b>35. Ministry of Textile</b>							
<b>36. Ministry of Tourism</b>							
<b>37. Ministry of Tribal Affairs</b>							
<b>38. Ministry of Urban Development</b>							
i)	D/o Urban Development	17	1	2	6	7	1

1	2	3	4	5	6	7	8
ii)	D/o Urban Employment and Poverty Alleviation	2	0	0	1	1	0
iii)	D/o Delhi Development Authority	1	0	1	0	0	0
39.	<b>Ministry of Water Resources</b>	-	-	-	-	-	-
40.	<b>D/o Atomic Energy</b>	-	-	-	-	-	-
41.	<b>D/o Space</b>	-	-	-	-	-	-
42.	<b>Cabinet Sect.</b>	1	0	0	1	0	0
<b>TOTAL:</b>		<b>361</b>	<b>46</b>	<b>43</b>	<b>135</b>	<b>108</b>	<b>29</b>

## II. State Government

Sl. No.	Name of State/UTs	Age-wise break up of pending grievances					
		Total No. of cases pending	0-3 mths	3-6 mths	6-12 mths	More than a year	More than two years
1	2	3	4	5	6	7	8
1.	Andra Pradesh	7	0	1	3	3	0
2.	Arunachal Pradesh	4	0	2	2	0	0
3.	Govt. of Andaman & Nicobar	2	1	0	0	1	0
4.	Assam	3	1	1	1	0	0
5.	Bihar	19	0	2	4	5	8
6.	Chhattisgarh	6	1	1	1	3	0
7.	Delhi						
	(1) MCD	15	2	1	4	1	7
	(2) NDMC	4	0	1	1	0	2



[5 March, 2003]

## RAJYA SABHA

1	2	3	4	5	6	7	8
	(3) Govt. of Delhi	19	0	4	4	7	4
	(4) DTC	-	-	-	-	-	-
	(5) COPolice	15	3	2	6	4	0
	(6) DVB/BSES	1	1	0	0	0	0
	(7) TRANSCO	6	0	2	4	0	0
8.	Gujarat	5	0	0	1	1	3
9.	Goa	2	0	0	0	0	2
10.	Haryana	11	3	2	2	1	3
11.	Himachal Pradesh	3	0	0	1	2	0
12.	Jammu & Kashmir	4	0	0	1	3	0
13.	Jharkhand	3	1	0	1	1	0
14.	Karnataka	1	0	0	0	1	0
15.	Kerala	1	0	0	0	1	0
16.	Madhya Pradesh	19	2	2	4	7	4
17.	Maharashtra	13	1	0	4	6	2
18.	Manipur	0	0	0	0	0	0
19.	Meghalaya	1	0	0	0	1	0
20.	Mizoram	4	0	0	1	3	0
21.	Nagaland	0	0	0	0	0	0
22.	Orissa	11	0	0	2	3	6
23.	Punjab	2	1	0	0	0	1
24.	Rajasthan	11	4	0	2	3	2
25.	Sikkim	1	0	0	1	0	0
26.	Pondicherry	2	0	0	1	1	0
27.	Tamil Nadu	17	3	3	2	3	6
28.	Tripura	—	—	—	—	—	—
29.	UT Chandigarh	1	0	1	0	0	0

1	2	3	4	5	6	7	8
30. Uttar Pradesh		102	18	9	23	35	17
31. Uttaranchal		13	4	1	2	6	0
32. West Bengal		13	3	0	3	2	5
33. AG Bihar		1	0	0	0	0	1
TOTAL		342	49	35	81	104	73
Total Pending cases with Central Ministries/Departments						-361	
Total pending cases with State Govt./UTs						-342	
Grant total of pending cases						-703	

SHRI LALIT SURI: Mr. Chairman, Sir, in the reply it is stated that there are 361 pending cases with the Central Ministries/Departments, and 342 pending cases with the State Governments/UTs. The total number of pending cases is 703. I would like to know whether there is any time-bound programme and any Government directive under which these cases can be dealt with.

श्री हरिन पाठक: सभापति जी, जो लोक शिकायतें आती हैं, उन लोक शिकायतों का तीन प्रकार से निराकरण किया जाता है। जो लोक शिकायतें सीधे विभिन्न मंत्रालयों को और डिपार्टमेंट्स को आती हैं, उन लोक शिकायतों का निराकरण करने के लिए हमने एक-दो बड़े अच्छे कदम उठाए हैं, जिसमें एक है सिटिजन चार्टर्स। सिटिजन के अधिकार क्या हैं और कितने समय के अंदर उसकी शिकायत का निराकरण संबंधित मंत्रालय करेंगे, इसकी जानकारी के लिए हमने सिटिजन चार्टर्स सब जगह दिए हैं और उसके अंतर्गत एक सिटिजन को मालूम होता है कि मुझे मेरी शिकायत कहां पर दर्ज करानी है और उसका निराकरण कितने समय में होना है। दूसरा हमने जो एक और अच्छा स्टेप उसमें उठाया है, वह है फेसिलिटेशन एंड इन्फार्मेशन सेंटर्स का। प्रत्येक मंत्रालय में ये सेंटर्स बना दिए गए हैं। उस मंत्रालय के पास जो शिकायतें आती हैं, वह उनका निराकरण करके तुरंत उनको दे देते हैं। हमारे कार्मिक मंत्रालय के पास जो शिकायतें आती हैं, उन शिकायतों में से जो सीरियस नेचर की होती हैं और जो लम्बे अरसे से पेंडिंग शिकायतें आती हैं, उनको हम चुन लेते हैं। हम सालाना करीब 500 से 550 शिकायतें चुनकर, उन पर निगरानी रखकर, उन मंत्रालयों के संबंधित अधिकारियों के साथ मीटिंग करके उनका निराकरण करने का प्रयास करते हैं।

SHRI LALIT SURI: Sir, in the Annual Report for 2001-2002 of the Ministry of Personnel, Public Grievances and Pensions, mention has

been made in Chapter 15 (Paragraphs 15-22-1 to 15-24-2) as to how the Ministry as a nodal agency for redress of public grievances co-ordinates the efforts to formulate and operationalise the Citizen's/User's Charters by the Central Government Ministries/Departments and their PSUs. Sir, there is no mention whether any inspections of the grievance cells in various Ministries/Departments etc. were conducted to know as to how they disposed of the cases relating to grievances.

श्री हरिन पाठक: सर, मैंने बता दिया कि हमारे पास जो शिकायतें आती हैं, हम सतत् सम्पर्क में रहकर उनका निराकरण करते हैं और हमारी एक कमेटी भी बनी है सैक्रेटरीएट सैक्रेटरीज की, which is headed by the Cabinet Secretary और वे भी उनके सम्पर्क में रहते हैं।

SHRI EKANATH K. THAKUR: Sir, the State Bank of India has introduced a scheme where the complaints can be replied to within three days through their Helpline. Does the Government of India have any proposal to introduce a Helpline where any complaint can be replied to/ addressed within a period of three days on the basis of their reply?

श्री हरिन पाठक: सर, जो भी मंत्रालय हैं और जो भी प्राइवेट-पब्लिक सेक्टर हैं, वे अपने-अपने नियम बना देते हैं और उन नियमों के अंतर्गत उन्हें उन कम्प्लेंट्स का निराकरण करना होता है।

श्री दीपांकर मुखर्जी: सर, यह प्राइवेट-पब्लिक सेक्टर क्या होता है? Sir, I do not want to argue. The Minister has said "Private public sector". What is this "Private public sector"?

SHRI HARIN PATHAK: Private and public sector.

\*218. [The questioners Shri B.P. Singhal was absent for answer vide pages 54-55 *infra*.]

### **Violation of human rights and custodial deaths**

\*219. SHRI K.B. KRISHNA MURTHY: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether incidents of human rights violations and custodial deaths are on rise involving police/prison personnel;

(b) whether Government have taken any initiative to frame a Model Prison Manual and to humanise the prison administration;