

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:1239
ANSWERED ON:29.07.2003
PUBLIC GRIEVANCES
ADHI SANKAR; HARIBHAU MAHALE

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) the number of complaints relating to public grievances and pensions received by the Government from various States including Maharashtra during the last two years as on date, State-wise;
- (b) the action being taken by the Government thereon;
- (c) whether these grievances are not being redressed and are ignored;
- (d) if so, the facts thereof and the reasons therefor;
- (e) whether the Government have chalked out any new plan or taken concrete steps to redress the public grievances and complaints particularly in regard to pensions; and
- (f) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS. (SHRI HARIN PATHAK)

(a): The complaints relating to public grievances and pensions pertaining to various States are received in the Government of India at the Public Wing of Prime Minister's Office, Department of Administrative Reforms & Public Grievances and Department of Pension & Pensioners' Welfare. The number of State-wise grievances handled by them for the last two years are indicated in the Annex.

(b): Public Grievances are redressed in the Government of India through a decentralized system. The Department of Administrative Reforms & Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redress of public grievances. The grievances received in the Department are sent to the concerned State Governments for redress under intimation to the petitioner. The Department also 'takes up' some grievances of serious nature every year for intensive monitoring till their disposal. In the Prime Minister's Office, petitions/complaints without exception are scrutinized and forwarded for appropriate action to the concerned authorities. The complaints received from pensioners in the Department of Pension & Pensioners' Welfare are forwarded to the concerned Ministries/Departments/State Governments/Union Territories etc. for their redress immediately.

(c): No, Sir.

(d): Does not arise.

(e) & (f): Department of Administrative Reforms & Public Grievances, being the nodal agency in the Government of India for redress of public grievances, have been issuing instructions from time to time for strengthening the public grievance redress mechanism in the Government. The Department also undertakes studies of public grievances redress mechanism in various States from time to time as a part of its annual action plan. The Department of Pension & Pensioners' Welfare continuously monitors the existing grievance redress system and necessary changes that are called for are effected.

ANNEX TO REPLY TO PART (a) OF THE LOK SABHA UNSTARRED QUESTION NO. 1239 FOR ANSWER ON 29.7.2003.

States	Department of Administrative Reforms and Prime Minister's	Department of Pension
	Public Grievances (15.7.2001-14.7.2003)	Office (15.7.2001- & Pensioners' Welfare
	14.7.2003)	(1.8.2001-24.7.2003)

Grievances	Grievances	Disposed Gri-	Grie-	Grie-	Grie-
Taken up	transferred of	vances	vances	vances	vances
rece-	Trans-	rece-	Trans-		
ived	ferred	ived	ferred		

Andhra Pradesh	5	17	3	6847	6847	1032	1032
Arunachal Pr	2	2		56	56	8	8

Assam	1	7	3	1594	1594	115	115
Bihar	9	35	13	10769	10769	314	314
Chhattisgarh	1	31	1	63	63	68	68
Goa	1	1	283	283	28	28	
Gujarat	3	3	5	2064	2064	300	300
Haryana	10	22	15	6597	6597	342	342
Himachal Pradesh	2	1		2669	2669	111	111
Jammu & Kashmir	3	2		1427	1427	88	88
Jharkhand	1	9		1795	1795	147	147
Karnataka	1	12		3458	3458	423	423
Kerala	5			2242	2242	429	429
Madhya Pradesh	9	82	13	9421	9421	390	390
Maharashtra	8	31	4	8351	8351	991	991
Manipur				152	152	2	2
Meghalaya	1			96	96	24	24
Mizoram	2	2	2	63	63	7	7
Nagaland				174	174	4	4
Orissa	2	3	9	5058	5058	133	133
Punjab	8	5		6896	6896	381	381
Rajasthan	7	35	14	8770	8770	332	332
Sikkim	1			23	23	6	6
Tamil Nadu	3	19	9	9414	9414	1748	1748
Tripura	1			180	180	21	21
Uttar Pradesh	56	163	110	33823	33823	1088	1088
Uttaranchal	7	97		1775	1775	209	209
West Bengal	5	10	3	7300	7300	1065	1065