

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

UNSTARRED QUESTION NO:6957
ANSWERED ON:11.05.2005
PUBLIC GRIEVANCES AND PENSION RELATED COMPLAINTS
Athawale Shri Ramdas

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

- (a) whether the Government has received complaints regarding public grievances and pension related issues from various States including Gujarat during the last three years till date;
- (b) if so, the total number and the nature of grievances and complaints so received;
- (c) the action taken by the Government thereon;
- (d) whether the Government proposes to dispose of the aforesaid public grievances and pension related complaints within the prescribed time limit and fix the responsibility on the concerned officers; and
- (e) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS.(SHRI SURESH PACHOURI)

(a) (b) & (c): Grievances including pension related matters have been received in the Department of Administrative Reforms and Public Grievances relating to the State Governments including the Government of Gujarat. The grievances received in this Department after scrutiny have been forwarded to the concerned State Governments for quick redress of these grievances under intimation to the petitioners. The Department of Administrative Reforms and Public Grievances takes them up with the concerned States for intensive monitoring till their disposal. The details of grievances of all types including pensions, relating to the State Governments received in the Department of Administrative Reforms and Public Grievances during the last three years are given in the Statement - Annexure-I. These complaints relate to delay in taking decisions/ implementation of decisions, poor civic amenities/ quality of services, law and order, compensation/refunds of revenue/land tax etc., social evils, retirement dues, service related matters, allegation of corruption/malpractices, harassment/misbehaviour by officials etc.

(d) & (e): The State Governments had adopted an Action Plan for Effective and Responsive Administration in the Chief Ministers' Conference held in May, 1997, organized by the Department of Administrative Reforms & Public Grievances, Government of India. This Plan enjoined that State Departments would widely publicize the facilities at various levels for the prompt and effective redress of public grievances from the secretariat downwards to the village level.

The respective State Governments have been requested to decide the issues related to disposal of grievances within a stipulated time frame and fix responsibility for delay, in compliance with the Action Plan for Effective and Responsive Administration.

ANNEXURE-I

Sl.no State Govt / Organisation No of Grievances received

2002-2003 2003-2004 2004-2005

1 BSES Rajdhani / Yamuna Power Ltd	14	22	15
2 Delhi Development Authority	19	42	58
3 Delhi Police	76	97	123
4 Delhi Secretariate	76	114	113
5 Delhi Transco Limited	5	4	9
6 Delhi Transport Corporation	0	3	5

7	Government of Andaman & Nicobar	5	4	17
8	Government of Andhra Pradesh	26	44	30
9	Government of Arunachal Pradesh	8	5	4
10	Government of Assam	14	13	9
11	Government of Bihar	46	47	37
12	Government of Chattisgarh	26	35	17
13	Government of Goa	1	5	1
14	Government of Gujarat	13	42	24
15	Government of Haryana	39	75	66
16	Government of Himachal Pradesh	6	13	7
17	Government of Jammu & Kashmir	2	11	12
18	Government of Jharkhand	25	21	16
19	Government of Karnataka	16	23	21
20	Government of Kerala	3	16	8
21	Government of Madhya Pradesh	86	68	46
22	Government of Maharashtra	51	143	95
23	Government of Manipur	1	10	1
24	Government of Meghalaya	0	1	0
25	Government of Mizoram	1	1	0
26	Government of Nagaland	0	0	0
27	Government of NCT of Delhi	2	0	18
28	Government of Orissa	25	39	32
29	Government of Pondicherry	2	6	8
30	Government of Punjab	12	34	43
31	Government of Rajasthan	46	86	60
32	Government of Sikkim	0	0	1
33	Government of Tamil Nadu	41	63	63
34	Government of Tripura	0	3	1
35	Government of Union Territory of Chandigarh	5	8	6
36	Government of Union Territory of Dadar & Nagar Haveli	1	1	0
37	Government of Union Territory of Lakshadweep	1	0	0
38	Government of Uttar Pradesh	306	426	326
39	Government of Uttaranchal	116	212	72
40	Government of West Bengal	23	45	88
41	Municipal Corporation of Delhi	38	91	82
42	New Delhi Municipal Council	11	14	12
43	North Delhi Power Limited	0	0	3
44	Office of the Accountant General, Bihar	0	0	0
45				
	Total	1189	1887	1550