

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

UNSTARRED QUESTION NO:4180
ANSWERED ON:21.12.2005
TIMELY REDRESSAL OF PUBLIC GRIEVANCES
Vijay Krishna Shri

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

- (a) the number of public grievances received and forwarded to the respective Ministries and Departments for redressal during the last three years and the current year till date, Ministry/Department-wise and year-wise;
- (b) the number of cases redressed, Ministry-wise and year-wise; (
- (c) the time-frame stipulated for disposal of each case and the percentage of cases in which the same has been achieved; and
- (d) the names of Ministries/Departments which have failed to take proper action in time and the action taken/proposed to be taken against them?

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) to (d): A STATEMENT is laid on the Table of the House.

STATEMENT REFERRED TO IN THE REPLY TO PARTS (a), (b), (c) & (d) OF THE LOK SABHA UNSTARRED QUESTION NO. 4180 FOR ANSWER ON 21.12.2005

(a): A detailed statement indicating the number of public grievances received by the Department of Administrative Reforms and Public Grievances and forwarded to respective Ministries and Departments for quick redressal during the last three years and the current year up to November 30, 2005 Ministry/Department-wise and year-wise are given at Annexure-I.

(b): The number of cases monitored by the Department of Administrative Reforms and Public Grievances and the grievances redressed Ministry/Department-wise and year-wise are at Annexure II & III respectively.

(c): The Department of Administrative Reforms and Public Grievances has been issuing guidelines from time to time for quick and effective redressal of public grievances. The instructions in respect of handling of public grievances consist mainly of strengthening the Internal Redress Machinery of individual Ministry/Department and introduction of inbuilt mechanisms to handle the grievances within each Ministry/Department of Government of India promptly. Instructions have been issued to acknowledge receipt of a grievance immediately and to issue interim reply in case a final reply to the grievance takes more time. Instructions have also been issued to all Ministries/Departments that normally a grievance should be redressed within a period of three months of its receipt.

(d): The Department of Administrative Reforms and Public Grievances regularly monitors the pendency of grievances in each Ministry/Department. The Ministries/Departments with large pendency are reminded from time to time to redress the grievances. A Committee of Secretaries on Public Grievances Redressal headed by the Cabinet Secretary reviews the public grievance redressal mechanism of Government of India Ministries/Departments with a view to strengthening their grievance redressal machinery. The Ministries/ Departments with large pendency are Ministry of Defence, Department of Telecommunications, Banking Division, Central Board of Direct Taxes, Insurance Division of Ministry of Finance, Department of Posts, Ministry of Labour, Department of Secondary and Higher Education, Department of Company Affairs, Ministry of External Affairs (Passport Division), Ministry of Railways, Department of Health.

ANNEXURE-I

STATEMENT SHOWING THE NUMBER OF PUBLIC GRIEVANCES RECEIVED IN THE DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES AND FORWARDED TO THE RESPECTIVE MINISTRIES/DEPARTMENT DURING THE LAST THREE YEARS AND DURING THE CURRENT YEAR UPTO NOV., 30, 2005, MINISTRY/DEPARTMENT-WISE AND YEAR WISE

Ministry/Department 2002 2003 2004 2005
(Upto Nov, 30)

1 Banking Division 159 228 244 183

2 C.B.I. 0 18 26 14

3 Cabinet Secretariat 1 1 9 4

4 Central Board of Direct Taxes 57 120 157 85

5 Central Board of Excise and Customs 58 63 46 45

6 Committee on Petitions Rajya Sabha 0 0 0 0

7 Department of Agricultural Research & Education 7 13 5 5

8 Department of Agriculture and Cooperation 7 8 20 7

9 Department of Animal Husbandry and Dairying 3 2 0 3

10 Department of Atomic Energy 11 9 14 15

11 Department of Bio Technology 0 1 1 0

12 Department of Chemicals and Petrochemicals 6 2 6 3

13 Department of Coal 24 38 35 23

14 Department of Commerce 24 27 35 25

15 Department of Company Affairs 89 147 204 115

16 Department of Consumer Affairs 11 29 24 25

17 Department of Defence - Pension 21 107 188 0

18 Department of Defence Production 3 20 12 0

19 Department of Drinking Water Supply 0 2 0 0

20 Department of Economic Affairs 17 16 10 22

21 Department of Elementary Education and Literacy 2 3 1 0

22 Department of Expenditure 17 23 18 13

23 Department of Family Welfare 1 0 0 0

24 Department of Fertilizers 6 4 4 3

25 Department of Food and Public Distribution 26 29 20 14

26 Department of Health 51 68 84 78

27 Department of Heavy Industry 18 35 37 22

28 Department of Indian System of Medicine and Homeopathy 2 3 0 0

29 Department of Industrial Policy & Promotion 3 1 7 10

30 Department of Justice 4 3 0 8

31 Department of Land Resources 0 0 0 0

32 Department of Legal Affairs 2 6 10 11

33 Department of Mines 16 24 12 11

34 Department of Ocean Development 0 0 0 1

35 Department of Pension and Pensioners` Welfare 36 58 35 30

36 Department of Personnel and Training 76 62 68 34

37 Department of Posts 74 64 121 111

38 Department of Public Enterprises 6 6 4 5

39 Department of Revenue 0 5 19 3

40 Department of Rural Development 0 0 4 6

41 Department of Science and Technology 8 17 22 20

42 Department of Scientific & Industrial Research 5 6 8 9

43 Department of Secondary and Higher Education 50 96 146 125

44 Department of Space 2 1 0 0

45 Department of Telecommunications 97 173 182 204

46 Department of Tourism 5 9 8 5

47 Department of Urban Development 45 60 79 51

48 Department of Urban Employment & Poverty Alleviation 1 0 0 1

49 Department of Women and Child Development 5 2 3 2

50 Dept. of Industrial Development 0 2 1 0

51 Development of North Eastern Region 0 0 1 0

52 Directorate of General of Health Services 0 0 0 0

53 DPG (Banking) 14 0 0 0

54 DPG (CGHS) 0 0 0 0

55 DPG (Civil Aviation) 1 0 0 0

56 DPG (Education) 0 1 0 0

57 DPG (ESI Corporation) 0 1 0 0

58 DPG (Insurance) 19 16 2 0

59 DPG (Passport Authority) 2 5 0 0

60 DPG (Petroleum and Natural Gas) 0 1 1 2

61 DPG (Posts) 2 0 0 0

62 DPG (Provident Fund) 20 23 0 0

63 DPG (Railways) 4 0 0 0

64 DPG (Road Transport & Highways) 0 1 0 0

65 DPG (Shipping) 0 0 0 0

66 DPG (Telecom) 11 0 0 0

67 DPG (Tourism) 0 0 0 0

68 DPG (Urban Affairs & Employment) 1 0 0 0

69 Insurance Division 49 112 117 101

70 Investment Grievance Redressal Cell 15 25 61 0

71 Legislative Department 0 1 0 0

72 Life Insurance Corporation 0 0 0 0

73 Ministry of Civil Aviation 4 14 14 13

74 Ministry of Culture 22 18 27 15

75 Ministry of Defence 181 137 190 254

76 Ministry of Environment and Forests 10 19 17 17

77 Ministry of External Affairs 16 48 107 93
(Passport Division)

78 Ministry of Food Processing Industries 1 1 4 0

79 Ministry of Health and Family Welfare 0 9 24 0

80 Ministry of Home Affairs 53 71 88 49

81 Ministry of Information and Broadcasting 27 35 58 67

82 Ministry of Information Technology 6 14 9 7

83 Ministry of Labour 53 113 200 141

84 Ministry of Non-Conventional Energy Sources 0 0 0 0

85 Ministry of Parliamentary Affairs 0 1 0 0

86 Ministry of Petroleum and Natural Gas 27 45 54 41

87 Ministry of Planning 1 2 3 0

88 Ministry of Power 22 17 19 19

89 Ministry of Railways, (Railway Board) 121 168 211 159

90 Ministry of Road Transport and Highways 6 6 10 6

91 Ministry of Shipping 20 13 24 11

92 Ministry of Small Scale Industries & Agro 12 5 13 23
& Rural Industries

93 Ministry of Social Justice and Empowerment 14 13 28 14

94 Ministry of Statistics and Programme 5 6 15 7
Implementation

95 Ministry of Steel 14 18 40 15

96 Ministry of Textiles 16 23 28 15

97 Ministry of Tribal Affairs 2 2 1 2

98 Ministry of Water Resources 14 5 18 9

99 Ministry of Youth Affairs and Sports 4 8 7 5

100 National Human Rights Commission 0 0 0 0

101 O/o the Comptroller & Auditor General of India 25 42 75 29

102 Planning Commission 0 1 1 0

103 Reserve Bank Of India 104 146 37 29

104 Staff Selection Commission 0 2 3 1

105 Union Public Service Commission 1 3 2 5

Total 1975 2802 3438 2500

ANNEXURE-II

STATEMENT SHOWING THE NUMBER OF CASES MONITORED BY THE DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES, MINISTRY/DEPARTMENT-WISE AND YEAR WISE.

Ministry/Department (Upto Nov.,30)	2002	2003	2004	2005
1 Banking Division	29	35	22	31
2 Cabinet Secretariat	1	1	0	1
3 Central Board of Direct Taxes	16	14	28	6
4 Central Board of Excise and Customs	8	6	3	4
5 Department of Agricultural Research & Education	1	0	2	0
6 Department of Agriculture and Cooperation	1	1	3	3
7 Department of Animal Husbandry and Dairying	1	1	0	0
8 Department of Atomic Energy	2	0	1	3
9 Department of Chemicals and Petrochemicals	2	0	3	1
10 Department of Coal	2	5	2	6
11 Department of Commerce	4	2	1	2
12 Department of Company Affairs	5	4	8	0
13 Department of Consumer Affairs	1	2	0	3
14 Department of Defence - Pension	13	11	5	0
15 Department of Economic Affairs	2	2	0	1
16 Department of Elementary Education and Literacy	0	1	0	0
17 Department of Expenditure	3	2	1	3

18 Department of Fertilizers 2 0 0 0

19 Department of Food and Public Distribution 3 2 1 3

20 Department of Health 14 8 9 20

21 Department of Heavy Industry 7 2 5 3

22 Department of Industrial Policy & Promotion 1 0 0 2

23 Department of Legal Affairs 1 1 1 2

24 Department of Mines 1 0 1 0

25 Department of Pension and Pensioners` Welfare 3 4 3 0

26 Department of Personnel and Training 8 4 3 4

27 Department of Posts 19 10 15 21

28 Department of Public Enterprises 2 0 0 0

29 Department of Revenue 0 0 1 0

30 Department of Rural Development 0 0 1 1

31 Department of Science and Technology 0 2 2 2

32 Department of Scientific & Industrial Research 0 0 2 3

33 Department of Secondary and Higher Education 15 11 18 18

34 Department of Telecommunications 13 20 33 19

35 Department of Tourism 0 0 1 2

36 Department of Urban Development 14 11 11 10

37 Department of Urban Employment & Poverty Alleviation 1 0 0 1

38 Department of Women and Child Development 2 1 1 0

39 DPG (Insurance) 1 0 0 0

40 Insurance Division 8 25 14 12

41 Investment Grievance Redressal Cell 0 2 2 0

42 Legislative Department 0 1 0 0

43 Ministry of Civil Aviation 0 2 1 1

44 Ministry of Culture 1 2 3 4

45 Ministry of Defence 19 12 26 30

46 Ministry of Environment and Forests 3 0 2 3

47 Ministry of External Affairs 3 1 5 6
(Passport Division)

48 Ministry of Food Processing Industries 1 0 1 0

49 Ministry of Health and Family Welfare 0 1 2 0

50 Ministry of Home Affairs 8 5 7 3

51 Ministry of Information and Broadcasting 4 3 12 9

52 Ministry of Information Technology 2 1 1 0

53 Ministry of Labour 10 9 16 20

54 Ministry of Petroleum and Natural Gas 4 1 3 3

55 Ministry of Planning 0 0 2 0

56 Ministry of Power 7 1 4 6

57 Ministry of Railways, (Railway Board) 27 9 20 22

58 Ministry of Road Transport and Highways 0 0 0 1

59 Ministry of Shipping 2 1 0 2

60 Ministry of Small Scale Industries & Agro & Rural Industries	1	1	3	8
61 Ministry of Social Justice and Empowerment	2	1	3	4
62 Ministry of Statistics and Programme Implementation	0	1	1	1
63 Ministry of Steel	1	0	1	3
64 Ministry of Textiles	1	2	1	1
65 Ministry of Tribal Affairs	0	0	0	2
66 Ministry of Water Resources	1	1	5	5
67 Ministry of Youth Affairs and Sports	1	1	0	1
68 O/o the Comptroller & Auditor General of India	4	3	17	4
69 Reserve Bank Of India	5	6	0	0
Total	313	255	339	326

ANNEXURE-III

STATEMENT SHOWING THE NUMBER OF PUBLIC GRIEVANCES MONITORED BY DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES AND REDRESSED MINISTRY/DEPARTMENT WISE AND YEAR WISE

Ministry/Department (Upto 30th Nov.,2005)	2002	2003	2004	2005
1 Banking Division	7	63	12	31
2 Cabinet Secretariat	0	2	0	0
3 Central Board of Direct Taxes	8	17	6	18
4 Central Board of Excise and Customs	14	10	2	1
5 Department of Agricultural Research & Education	2	0	1	0
6 Department of Agriculture and Cooperation	4	4	2	2
7 Department of Animal Husbandry and Dairying	0	0	2	0

8 Department of Atomic Energy 4 0 0 1

9 Department of Chemicals and Petrochemicals 3 0 3 1

10 Department of Coal 3 6 4 2

11 Department of Commerce 2 3 1 0

12 Department of Company Affairs 8 2 10 0

13 Department of Consumer Affairs 1 0 1 0

14 Department of Defence - Pension 2 16 18 0

15 Department of Defence Production 21 2 0 0

16 Department of Economic Affairs 3 2 0 3

17 Department of Expenditure 0 3 0 6

18 Department of Fertilizers 1 1 1 0

19 Department of Food and Public Distribution 11 5 2 2

20 Department of Health 1 21 8 4

21 Department of Heavy Industry 9 4 2 3

22 Department of Industrial Policy & Promotion 1 1 0 2

23 Department of Legal Affairs 1 2 1 0

24 Department of Mines 1 2 0 3

25 Department of Pension and Pensioners` Welfare 23 3 4 3

26 Department of Personnel and Training 12 8 7 3

27 Department of Posts 27 13 8 7

28 Department of Public Enterprises 0 2 1 0

29 Department of Science and Technology 0 0 0 3

30 Department of Scientific & Industrial Research 0 0 0 3

31 Department of Secondary and Higher Education 16 5 25 9

32 Department of Space 1 0 0 0

33 Department of Telecommunications 9 21 17 22

34 Department of Tourism 3 0 0 1

35 Department of Urban Development 13 15 14 6

36 Department of Urban Employment & Poverty Alleviation 0 0 2 0

37 Department of Women and Child Development 1 1 1 0

38 Dept. of Industrial Development 1 0 0 0

39 Directorate of General of Health Services 1 0 0 0

40 DPG (Insurance) 0 0 0 1

41 DPG (Shipping) 1 0 0 0

42 Insurance Division 3 16 8 7

43 Investment Grievance Redressal Cell 0 0 0 1

44 Legislative Department 0 0 1 0

45 Life Insurance Corporation 0 1 0 0

46 Ministry of Civil Aviation 1 3 1 0

47 Ministry of Culture 2 1 3 1

48 Ministry of Defence 30 17 9 27

49 Ministry of Environment and Forests 2 0 1 0

50 Ministry of External Affairs 0 2 1 6
(Passport Division)

51 Ministry of Food Processing Industries 1 0 1 0

52 Ministry of Health and Family Welfare 18 1 1 2

53 Ministry of Home Affairs 4 18 6 2

54 Ministry of Information and Broadcasting 9 4 8 10

55 Ministry of Information Technology 0 1 3 0

56 Ministry of Labour 9 10 9 3

57 Ministry of Petroleum and Natural Gas 3 2 0 6

58 Ministry of Planning 0 0 0 2

59 Ministry of Power 4 6 5 4

60 Ministry of Railways, (Railway Board) 24 20 16 16

61 Ministry of Road Transport and Highways 2 0 0 1

62 Ministry of Shipping 2 1 3 1

63 Ministry of Small Scale Industries & 2 0 2 3
Agro & Rural Industries

64 Ministry of Social Justice and Empowerment 0 1 0 4

65 Ministry of Statistics and Programme 1 0 0 2
Implementation

66 Ministry of Steel 0 1 0 2

67 Ministry of Textiles 2 0 1 1

68 Ministry of Tribal Affairs 0 0 0 1

69 Ministry of Water Resources 1 1 2 1

70 Ministry of Youth Affairs and Sports 0 1 0 0

71 O/o the Comptroller & Auditor General of India 4 0 1 6

72 Reserve Bank Of India 1 7 4 0

73 Staff Selection Commission 1 0 0 0

74 Union Public Service Commission 0 1 0 0

Total 341 349 241 246

Note:

1. Out of the total grievance petitions received in the Department of Administrative Reforms and Public Grievances, some cases on the basis seriousness of the grievances, are taken up for close monitoring by the Department.
2. The number in the statement shows the grievances redressed out of the cases taken up for close monitoring by Department of Administrative Reforms and Public Grievances.
3. The number of grievances shown as redressed will not match with the number shown in Annexure-II as the grievance cases redressed will include the pending cases of previous years also.