

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

UNSTARRED QUESTION NO:4655  
ANSWERED ON:09.05.2007  
PUBLIC GRIEVANCES REDRESSAL MACHINERY  
Mahato Shri Narahari; Renge Patil Shri Tukaram Ganpatrao

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

- (a) the average number of public grievances received by Prime Minister's Office on monthly basis;
- (b) the number of grievances redressed as well as number of grievances pending for the last three years in PMO and other Ministries;
- (c) the nature of such grievances;
- (d) whether the Government has any proposal to set up any public grievances redressal machinery at the block level;
- (e) if so, the details thereof;
- (f) if not, the reasons therefor; and (g) the number of such cases relating to the State of West Bengal?

**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): Every month, over a 3-year period (2004-06), the Public wing of the Prime Minister's Office has received an average of about 6000 petitions relating to public grievances.
- (b): All the actionable petitions received were scrutinized in the Prime Minister's Office and forwarded for appropriate action to the authorities concerned.
- (c): These petitions mainly related to complaints against public servants, service related grievances, unemployment, law & order, financial assistance, property/land disputes, civic facilities, etc.
- (d) to (f): The State Governments has adopted an Action Plan for Effective and Responsive Administration in the Chief Ministers Conference held on May 24, 1997, organized by the Department of Administrative Reforms & Public Grievances, Government of India. This plan enjoined that all State Governments would publicize widely, the facilities at various levels for prompt and effective redress of public grievances from the Secretariat downwards to the village level. The State Governments are required to decide the measures for streamlining them with a built-in system for effective redress of grievances. The Department of Administrative Reforms & Public Grievances issues instructions to State Governments for prompt redress of public grievances in a time bound manner from time to time.
- (g): The number of such petitions received from West Bengal during the period 2004-06 is 11,087.