

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

UNSTARRED QUESTION NO:4960
ANSWERED ON:27.04.2005
COMPLAINTS RECEIVED IN PMO
Badi Shri Rajendra Kumar

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

- (a) the average number of complaints received by the Prime Minister Office per month;
- (b) the number of complaints received during the last six months and the complaints that have been redressed;
- (c) the number of complaints pending as on date and the time since when they are pending;
- (d) the nature of complaints and the number of complaints relating to Delhi;
- (e) the steps taken to ensure speedy redressal of grievances in a time-bound manner;
- (f) whether the Government proposes to set up public complaints redressal machinery at Block/district level;
- (g) if so, the details thereof; and
- (h) if not, the reasons therefor?

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): The average number of petitions / complaints regarding public grievances received every month in Public Wing of Prime Minister's Office for the last six months was about 5700.
- (b) & (c): The total number of petitions received during the last 6 months w.e.f. 1.10.2004 to 31.3.2005 was 34,249. All the petitions / complaints were scrutinized in Prime Minister's Office and were forwarded for appropriate action to the concerned authorities.
- (d): The number of petitions received from Delhi was 3722. These petitions mainly related to law and order, complaints against public servants, unemployment, service related grievances, complaints against police officials, allotment of flats/plots, civic facilities, allotment of shops/ kiosks, etc.
- (e) to (h): The State Governments had 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 Govts 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 and Public Grievances issues instructions to State Governments for prompt redress of public grievances in a time bound manner from time to time.