



Complaints/ Public Grievances

Posted On: 19 JUL 2017 4:01PM by PIB Delhi

As per the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the number of complaints/public grievances received by the Government during the year 2016, disposed out of them and lying pending are as under:-

Complaints received	Disposed off	Pending (As on 12.7.2017)
11,72,918	11,56,335	16,583

No new Organization or Institution is proposed to be set up for early redressal of public grievances, however, a Call Centre is in operation which rings up concerned officials of Ministries/Departments receiving bulk of the grievances, where grievances are pending for more than two months.

This was stated by the Minister of State (Independent Charge) for Development of North Eastern Region (DoNER), MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, Dr. Jitendra Singh in a written reply to question by Shri Nagar Rodmal and Shri Janardan Mishra in the Lok Sabha today.

KSD/NK/KM/AK/527

(Release ID: 1496173) Visitor Counter : 36

