

National Institute of Open Schooling
Senior Secondary Course- Political Science
Lesson 36: Public Grievances and Redressal Machinery

Worksheet – 36

Q.1 "Grievance Redressal" primarily covers the receipt and processing of complaints from citizens and consumers, in reference to the statement write down the importance of the redressal of grievance in your own words.

Q.2 Write down the Role of the Department of Administrative Reforms & Public Grievances in India.

Q.3 Mention the organization structure of grievance redress in Government of India.

Q.4 Find out that after redress, can the grievance be reopened for further correspondence about it having been closed without details and make a note for your information.

Q.5 Search from the available source the contact details of the Nodal Officers of Public Grievances in Ministries/Department.

Q.6 List down the types of grievances which are not taken up for redress by the department.

Q.7 Mention the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning State Government in your own words.

Q.8 List down the reasons for the traditional Grievance Redressal mechanisms tend to fail, in your own words.

Q.9 Write down the reasons behind setting up of Vigilance Commissions at the Centre and in the various States and explain in your own words.

Q.10 "Lokayukta is for dealing with complaints against the administrative acts of ministers or secretaries to government" in light to the given statement write down the role and responsibilities of Lokayukta.