



GB Nagar and Shravasti Top in Complaint Redressal

Why in News?

The **Uttar Pradesh** government released its **grievance redressal report** through the **Integrated Grievance Redressal System**, highlighting districts with the highest citizen satisfaction.

Key Points

- **Police Complaint Redressal:** **Gautam Budh Nagar** topped with a **98.72% satisfied feedback rate**, followed by Pilibhit (98.23%), Ballia (96.04%), Basti (95.43%), and Shravasti (95.14%).
- **District Magistrate Complaint Redressal:** **Shravasti** led with **90.2% satisfaction**, followed by Shahjahanpur (89.08%), Balrampur (83.44%), Hamirpur (82.15%), and Bareilly (80.11%).
- **Mechanism for Transparency:** Complaints cannot be closed by officers against whom they are filed; senior officials such as ADM, ASP, DCP, or DCP-level officers review resolutions and personally interact with complainants.

PDF Reference URL: <https://www.drishtiias.com/printpdf/gb-nagar-and-shravasti-tops-in-complaint-redressal>