



CHAPTER -09

PUBLIC ACCOUNTABILITY



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Openness and transparency in dealing with the public and other interested parties is essential to promote confidence and trust in the actions and decisions of AERB. AERB as a government organization is under statutory obligation to comply with the provisions of the Right To Information Act, 2005. AERB, as a national regulator, is also committed to redress public grievances and giving responses to Parliamentary Questions in a transparent and time bound manner. The details of activities carried out during the year are as follows.

9.0 Grievance Redressal

AERB responds to the grievances received through Centralised Public Grievance Redress and Monitoring System (CPGRAMS). For this purpose, AERB has designated a Public Grievance Officer with contact details available on website. Total



16 grievances were received through CPGRAMS portal and 9 grievances/complaints were received through posts/emails. All grievances were duly responded.

9.1 Right to Information Act

The 'Right to Information Act' (RTI) of Govt. of India which came into force on October 12, 2005 has been implemented at AERB. Under this Act, access to information from a public agency is a statutory right of every citizen. For dealing with the RTI, AERB has designated Central Public



Information Officer (CPIO), Assistant Public Information Officer (APIO) and Transparency Officer with contact details available on website. The management of AERB is committed to disclose all relevant information in public domain as is permissible under the Act. Required measures were taken on the implementation of RTI and the required information have been put on AERB website. The frequently asked questions (FAQs) under RTI were compiled and uploaded on AERB website for information of the public.

AERB replied to 138 RTI queries during the year 2023. Year wise RTI queries replied by AERB during the last five years are given in Figure 9.1

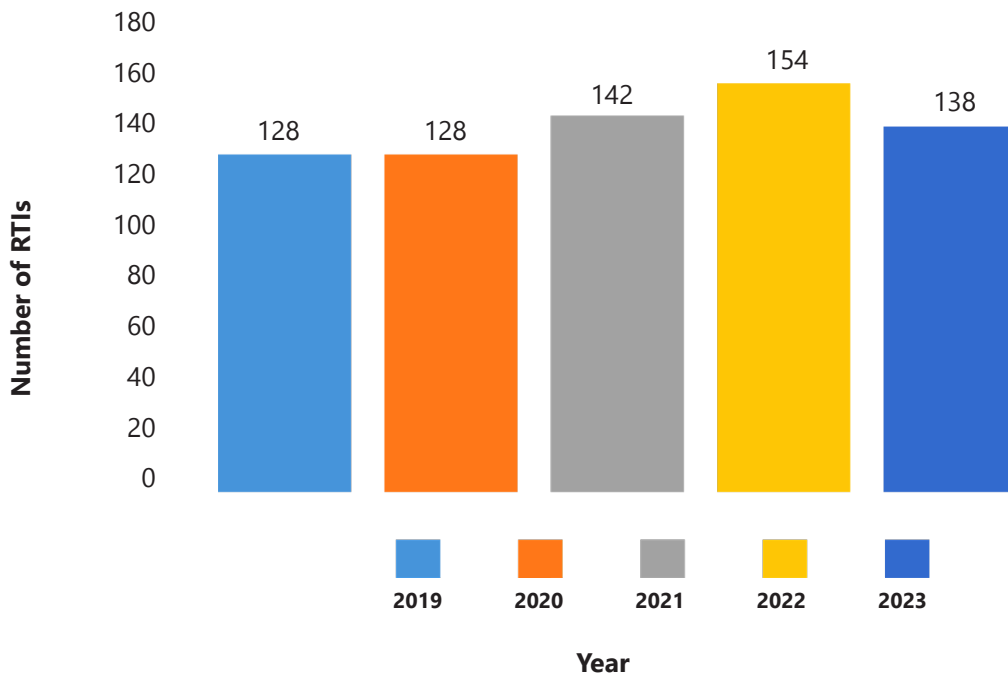


Figure 9.1: RTI queries replied during last 5 years

9.2 Parliamentary Questions

During the year 2023, AERB submitted responses to 53 parliamentary questions related to

regulation of NRFs. The questions answered with implications to radiation safety were broadly classified under seven issues as given below:

