

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

UNSTARRED QUESTION NO:2695

ANSWERED ON:10.08.2005

ASSESSMENT OF MINISTRIES PERFORMANCE

Adsul Shri Anandrao Vithoba;Singh Shri Ganesh;Singh Shri Sugrib

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

(a) whether the Government is planning to consult private sector and involve NGOs to assess the performance of Ministries of the Union Government as reported in the Times of India dated July 19, 2005;

(b) if so, the details of the plan prepared by the Union Government in this regard; and

(c) the steps taken by the Union Government to improve performance of its Ministries and Departments?

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) to (c): A Workshop was recently organized by the Department of Administrative Reforms and Public Grievances in which about 40 NGOs working in the areas of Education, Health, Infrastructure and other service sectors were invited to discuss their role as a mediator between the citizens and the Government, in improving service delivery by Government Organizations and to assess/ share experiences on the prototype of a model developed for conceptualizing and implementing a Charter Mark Scheme. The three components of this scheme are :- (i) Assessment and recognition of excellence in the implementation of Citizens` Charter; (ii) Public Grievance Redress Mechanism Rating Model and (iii) Assessment of institutions for Excellence in Public Service Delivery. On introduction, the scheme is expected to help in augmenting outcomes/ performances to meet Citizens` Needs.

Under the Citizens` Charter Initiative, the Ministries/Departments and Organizations are advised to consult and involve stakeholders including NGOs, Citizens` Groups, Residents Welfare Associations and other members of public who are availing various services offered by the Government agencies.