

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

UNSTARRED QUESTION NO:4313
ANSWERED ON:21.04.2010
AMENDMENT IN ADMINISTRATIVE AND SERVICE RULES
Pakirappa Shri S.

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

- (a) whether the Government has proposed to amend the administrative and service rules to make public servants more accountable to people;
- (b) if so, the details of the amendments and modifications to be brought about in the law and the rules; and
- (c) the steps taken in this regard?

Answer

Minister of State (Independent Charge) of the Ministry of Science and Technology; Minister of State (Independent Charge) of the Ministry of Earth Sciences; Minister of State in the Prime Minister's Office; Minister of State in the Ministry of Personnel, Public Grievances and Pensions; and Minister of State in the Ministry of Parliamentary Affairs. (SHRI RITHVIRAJ CHAVAN)

(a) : No, Sir. Suitable provisions already exist. The Central Civil Service (Conduct) Rules, 1964 stipulate that every Government servant shall at all times maintain devotion to duty (Rule 3); no Government servant shall, in the performance of his official duties, act in a discourteous manner (Rule 3-A); no Government servant shall in his official dealings with the public or otherwise adopt dilatory tactics or willfully cause delays in disposal of the work assigned to him. Further, insistence on greater transparency, recourse to e-solutions, publication of citizens charters and the implementation of the Right to Information Act make public servants more accountable to the people.

(b) & (c) : Do not arise.