

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

UNSTARRED QUESTION NO:1483  
ANSWERED ON:15.07.2009  
RECOMMENDATIONS OF SECOND ARC  
Rao Shri Kavuri Samba Siva

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

(a) the main recommendations of the Second Administrative Reforms Commission (ARC) regarding citizen centric administration and the details of appointed of Public Grievances Officers responsible for addressing public grievances, Ministry/Department-wise; and

(b) the number of complaints received by in Union Government during the last three years and the current year?

**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 PRITHVIRAJ CHAVAN)

(a): The main recommendations of the Second Administrative Reforms Commission (ARC) regarding citizen centric administration are as under:-

- (i) Making Citizen Charters effective-An Agenda for Reform
- (ii) The ARC Seven Step Model for Citizen Centricity
- (iii) Citizens` Participation in Administration
- (iv) Participation of Women & Physically challenged
- (v) Evolving effective Public Grievance Redressal System including Analysis & Identification of Grievance Prone Areas.
- (vi) Consumer Protection

These recommendations are part of the 12th report-Citizen Centric Administration- The Heart of Governance. The report is available at <http://www.arc.gov.in> for public information. Copies of the report have also been placed in the Parliament Library. The details of appointed Public Grievance Officers responsible for addressing public grievances Ministry/Department wise is annexed.

(b): The total number of complaints received by Prime Minister's Office, Dte. Of public Grievances, Cabinet Secretariat and Department of Administrative Reforms & Public Grievances is 109620, 101995, 124052 and 52933 during the years 2006, 2007, 2008 and 2009 (up to 30.06.2009) respectively. In respect of other Central Government Ministries/Departments/Organizations, data is not available centrally and public grievances are attended to in a decentralized manner.