

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

UNSTARRED QUESTION NO:267
ANSWERED ON:23.11.2011
GRIEVANCE REDRESSAL BILL
Owaisi Shri Asaduddin

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

- (a) whether the Government has prepared a draft Citizen Right to Grievance Redressal Bill to address the complaints due to non-delivery of services by the lower bureaucracy in the Central and State Governments offices;
- (b) if so, the details thereof;
- (c) whether this Bill will be applicable in all the States;
- (d) if so, whether views of all the States have been sought or have been received in this regard; and
- (e) if so, the time by which the Bill is likely to be enacted?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office
(SHRI V. NARAYANASAMY)

(a) & (b): A draft "Citizens Right to Grievance Redress Bill, 2011" has been proposed by the Government of India and it has been put up in public domain for suggestion/views/comments. This is a comprehensive rights bases bill for the citizens of the country, providing statutory backing for getting timely services and goods specified in citizen's charters of public authorities from Gram Panchayat, Block, District, State up to Central Level. Any violation of the citizens charter will be treated as a grievance and a multi-tier Institutional mechanism has been provided for time-bound grievance redressal. Non-compliance and malafide action on the part of responsible officers will also lead to penalty/disciplinary action/ action under "Prevention of Corruption Act."

(c): This Bill will be applicable in all the States except the state of Jammu & Kashmir.

(d) & (e): Views of States Governments have been sought on the draft bill. The enactment of the draft bill is being expedited on top most priority.