

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

UNSTARRED QUESTION NO:2278
ANSWERED ON:07.12.2011
ADMINISTRATIVE REFORMS FOR PUBLIC DELIVERY SYSTEM
Rao Shri Sambasiva Rayapati

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

- (a) whether the Government has initiated a process to bring in administrative reforms and improving public service delivery;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

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) Yes Madam.

(b) The Second Administrative Reforms Commission (ARC) presented 15 Reports to the Government for consideration on various facets of administrative reforms. The Group of Ministers (GoM) has so far considered thirteen reports. Remaining two reports i.e 'Public Order' and 'Personnel Administration' are to be considered shortly by GoM. Out of 1251 recommendations as contained in 13 Reports of 2nd ARC, 1005 recommendations have been accepted, out of which, action has been completed on 508 recommendations and 497 recommendations are under various stages of implementation.

For improving public service delivery on a continuous basis, the Government has developed a Quality Management System(QMS) framework called Sevottam that facilitates the creation, implementation and monitoring of public service delivery on the basis of 33 criteria that cover all the critical elements in quality based service delivery. The framework has three modules of (i) Citizen's/Client's Charter that specify the service standards and timelines against each service delivered to the citizen (ii) a robust Grievance Redress System that redresses complaint in cases services are not delivered as per standards and timelines in the Charter (iii) Capability Building for service delivery, that includes personnel training, infrastructure and putting in place processes and systems to ensure timely and quality based delivery of services.

After piloting the QMS Sevottam in ten Ministries/Departments of Government of India and in four different sectors in four States, the Government has disseminated the framework in all Ministries/Departments of Government of India and in six pro-poor sectors in all States/Union Territories. For this, the Government organized eight workshops on Sevottam out of which four were held in 2010-11 and four were held in 2011-12. Out of these eight workshops, six were for all the Ministries/Departments of Central Government and two were for all the States/Union Territories.

A draft Bill called "Citizens Right to Grievances Redress Bill" has been proposed by the Government which mandates time bound delivery of goods and provision for services and redressal of grievances, as contained in citizens charters of public authorities. The draft Bill has been placed on the website of Department of Administrative Reforms and Public Grievances on 2nd November, 2011 inviting public comments. Views from various stakeholders like State Governments have also been sought. These views would be considered before introducing the Bill in the Parliament for enactment.

(c) Does not arise.