

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

UNSTARRED QUESTION NO:1400
ANSWERED ON:30.11.2011
IMPLEMENTATION OF CITIZEN CHARTER
Singh Shri Rakesh

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

- (a) whether opinions have been sought from the public and various stakeholders to implement citizen charter in the Government Departments;
- (b) if so, the details thereof;
- (c) whether the draft of Citizens Right to Grievance Redressal Bill is different from that of Jan Lokpal Bill; and
- (d) if so, the details thereof?

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 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) & (d) : The draft Citizens Right to Grievances Redress Bill proposes right to public service delivery as prescribed in Citizens Charters within stipulated time period and provide for a grievances redressal mechanism. The draft Lokpal Bill introduced in the Parliament proposes to set up an institution of Lokpal at the Centre, to inquire into allegations of corruption against certain public functionaries. Jan Lokpal Bill, proposed by Civil Society, deals with both corruption and redressal of public grievances.