

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

UNSTARRED QUESTION NO:3225
ANSWERED ON:14.12.2011
GRIEVANCES REDRESSAL BILL
Bhagora Shri Tarachand

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

- (a) whether the Government proposes to introduce a bill called the Citizens Right to Grievance Redressal Bill which will give people right to compensation;
- (b) if so, whether the ambit of the said Bill include all goods and services;
- (c) if so, whether the Bill envisages for the Government officials to address citizens complaints within a specified time;
- (d) if so, whether the Bill would also address graft and lack of delivery on entitled goods and services at the grassroot level; and
- (e) 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), (c) & (d) : Yes Sir.

(e) "Citizens Right to Grievance Redress Bill, is a comprehensive Rights based 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 multi-tier institutional mechanism has been provided for time-bound grievance redressal. There is clear cut onus on responsible officers to deliver services within stipulated time period including grievance redressal. Erring officials will not only face penalty/ disciplinary action, but also may attract action under Prevention of Corruption Act, if corrupt practice is prima facie established.