

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

UNSTARRED QUESTION NO:3313
ANSWERED ON:25.04.2012
WORLD BANK SUPPORT TO IMPROVE SERVICES DELIVERY SYSTEM
Adsul Shri Anandrao Vithoba

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

- (a) whether the World Bank had expressed the view that the bank's attempts at fighting corruption in the Government's welfare schemes often got interpreted as acts of interfering;
- (b) if so, the reaction of the Government thereto;
- (c) whether the World Bank has extended its support to the Government to improve service delivery in the Centrally sponsored schemes;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government to improve the service delivery in the Centrally sponsored schemes?

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): No such view has been received by Central Government from the World Bank. However, it has been reported in the media in December, 2009 that the representatives of the World Bank at a workshop on accountability had expressed the view that the Bank's attempt at fighting corruption in the Government's welfare schemes often got interpreted as acts of "interfering".

(c) & (d): Yes, Madam. The list of Bank-financed projects aimed among other things at improving service delivery in centrally sponsored schemes is at Annexure I.

(e): The Central Government has already introduced the Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011 in the Lok Sabha which lays down an obligation upon every public authority to publish citizens charter stating therein the time within which specified goods shall be supplied and services be rendered. The Bill also provides for a grievance redressal mechanism for non-compliance of citizens charter and for matters connected therewith or incidental thereto.

Annexure-I

Annexure as referred to in reply to Lok Sabha Unstarred Question No. 3313 dated 25.4.2012.

List of Bank-financed projects aimed among other things at improving service delivery in centrally sponsored schemes:

List of projects as of March, 2012.

Project Name	Approval Date	Closing Date	Amount
(in US\$ million)			

National Rural Livelihoods Project	5th July, 2011	31st December, 2016	982
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PMGSY Rural Roads Project	20th December, 2010	30th November, 2015	1512
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Vocational Training India	5th June, 2007	31st December, 2012	287
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Tech Engr Educ Quality 18th March, 2010 31st December, 2014 286
Imp II

Secondary Education 22nd March, 2012 30th June, 2017 496
Project

Third National HIV/ 26th April, 2007 30th September, 2012 261
AIDS Control

National Vector Borne 31st July, 2008 31st December, 2013 496
Disease Control &
Polio Eradication