

**GOVERNMENT OF INDIA  
PRIME MINISTER  
LOK SABHA**

UNSTARRED QUESTION NO:1610  
ANSWERED ON:14.08.2013  
COMPLAINTS AGAINST SLOW DELIVERY OF SERVICES  
Jindal Shri Naveen

**Will the Minister of PRIME MINISTER be pleased to state:**

- (a) whether there is discontent against the inefficient and slow delivery of services provided by the Central Government departments/agencies and that a number of complaints are received against Government departments/agencies in this regard;
- (b) if so, the total number of such complaints received and resolved during the last three years and the current year, year-wise and department-wise;
- (c) whether the Government has any plans to introduce a Public Service Delivery Bill to guarantee time bound delivery of services to the public on the lines of similar legislations that have been enacted in some States/UTs;
- (d) if so, the details thereof and if not, the reasons therefor; and
- (e) the steps taken by the Government to ensure efficient and timely delivery of public services throughout the country?

**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): The Government is making efforts for improving public service delivery and redressing grievances through an online Centralized Public Grievances Redress and Monitoring System (CPGRAMS). The System is accessible at <http://pgportal.gov.in> for lodging complaints / grievances, and connects 105 Central Ministries/Departments/Organizations and 8,016 subordinates/field offices across the country. The total number of complaints received and disposed of, during the last three years and the current year, Department-wise, is furnished in Annexure.

(c) to (e): The following steps have been taken by the Government of India to ensure efficient and timely delivery of public services, throughout the country:

(1) Creation and introduction of the Quality Management System (QMS) framework called Sevottam, in 2005, for time bound delivery of goods and services and time bound redress of grievances. The QMS Sevottam has three modules: (i) a Citizens' Charter module that specifies the services to be delivered along with time lines and name of officer responsible for each; (ii) a Grievance Redress module for lodging of grievances in cases where the service delivery commitment made in the Citizens' Charter, is not met; and (iii) a Capability Building module for service delivery as per timelines in the Citizens' Charter.

(2) From 2006 to 2011, the QMS Sevottam was piloted in 14 Central Ministries / Departments / Organizations and in four sectors in four States.

(3) Introducing the rights based legislation in the Lok Sabha on 20.12.2011, entitled 'The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011'. (No. 131 of 2011). The Bill lays down an obligation upon all Public Authorities to create its Citizens' Charter, stating therein the time within which goods shall be supplied and services shall be rendered by it. It also provides for a multi-tier Grievance Redress Mechanism, for non-compliance of Citizens' Charter.