

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

UNSTARRED QUESTION NO:2200

ANSWERED ON:18.12.2013

CITIZEN S CHARTER

Ajnala Dr. Rattan Singh;Choudhary Shri Harish;Singh Shri Ratan

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

- (a) whether the Government has made the concept of citizen's charter mandatory for all Departments of Administration;
- (b) if so, the status of implementation of citizen's charter in various Departments of the Union Government;
- (c) whether the Government has an effective monitoring system in place to ensure efficiencies in implementation of citizen's charter;
- (d) if so, the details thereof; and
- (e) 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): No, Madam. The concept of citizen charter is voluntary. However, as a result of persuasive efforts, 131 Central ministries/departments/organizations had created their citizen charters by 2012.

(b) to (e): Each Central Ministry/Department/Organization is responsible for implementation and monitoring of its own citizen charter. The Government has introduced 'The Right of Citizens for Time Bound Delivery of Goods and Services Redressal of Their Grievances Bill, 2011, in the Lok Sabha, on 20.12.2011. The Bill 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 and provide for a grievance redressal mechanism for non-compliance of citizens charter. In addition, intensive review of pending grievances is carried out by the Department of Administrative Reforms and Public Grievances through review meetings. 14 such meetings have been held during the current year.