

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

UNSTARRED QUESTION NO:4023
ANSWERED ON:19.02.2014
CITIZEN CHARTERS
Suresh Shri D.K.

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

- (a) the details of Central Ministries and Departments that have created citizen charters during the last one year and the current year;
- (b) whether the Government has proposed to make it mandatory to create citizen charters in all the Ministries and Departments;
- (c) if so, the details thereof; and
- (d) if not, the reasons therefor?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCE AND PENSIONS AND MINISTER OF THE STATE IN THE PRIME MINISTER'S OFFICE (SHRI V. NARAYANASAMY)

(a) to (d) 131 Central Ministries/Departments have created their Citizen Charters. "The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievance Bill, 2011" which makes it mandatory for all the public authorities to issue their Citizen's Charter within six months of its enactment, has been introduced in Lok Sabha on 20.12.2011.