

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

STARRED QUESTION NO:520

ANSWERED ON:13.08.2014

CITIZEN CHARTERS

Choudhary Shri Ram Tahal;Khaire Shri Chandrakant Bhaurao

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

- (a) whether various Ministries/Departments have issued citizen charters and if so, the details thereof;
- (b) the details of the obligations cast upon the public authorities under such citizen charters;
- (c) whether the Government reviews/ monitors the implementation of the citizen charters by various Ministries/Departments and if so, the details thereof;
- (d) whether any grievance redressal mechanism has been set up in the Ministries/Departments for non-compliance of the citizen charters and if so, the details thereof; and
- (e) whether the Government looks into the pending grievances pertaining to non-compliance of the obligations under the citizen charters and takes them up with the Ministries/Departments concerned and 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.
(DR. JITENDRA SINGH)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 520 FOR 13.08.2014

(a) Yes, Madam. 131 Central Ministries / Departments /Organizations have issued their citizen charters. (Annexure)

(b) Each public authority has an obligation to discharge its services as enshrined in its citizen charter.

(c) The Performance Management Division, Cabinet Secretariat has conducted an independent audit of citizens charters for 59 departments in 2013.

(d) & (e) Grievance Redress Mechanism of a general nature is in place. It caters to all categories of grievances received by post as well as on the online system at <http://pgportal.gov.in>. The pendency status of all Central Ministries / Departments is monitored fortnightly by the Department of Administrative Reforms and Public Grievances. A monthly report on the review of pendency is sent to the Cabinet Secretary, who also sensitizes all Secretaries to accord high priority to redress of grievances.