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Title: Introduction of the Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011.

THE 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): I beg to move for leave to introduce a Bill to lay 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 and for matters connected therewith or incidental thereto.

MADAM SPEAKER: The question is:

"That leave be granted to introduce a Bill to lay 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 and for matters connected therewith or incidental thereto."

*The motion was adopted.*

SHRI V. NARAYANASAMY: I introduce the Bill.

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