

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1960**  
(TO BE ANSWERED ON 07.03.2018)

**TRANSPARENT AND ACCOUNTABLE GOVERNANCE**

†1960. **SHRI A.T. NANA PATIL:**  
**SHRI DEVJI M. PATEL:**  
**SHRI CHANDU LAL SAHU:**  
**SHRI SUNIL KUMAR SINGH:**

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

- (a) whether the group of secretaries on good governance has observed in its report that there is a need for capacity building for service delivery officers, streamlining of up-to-date knowledge process, proper monitoring and disciplinary changes with a view to ensuring more transparent and accountable governance of Government employees;
- (b) if so, the main recommendations of the said report; and
- (c) the steps taken by the Government to make the public services personless, paperless and cashless keeping in view the future of public services and grievance redressal?

**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) & (b): The Group of Secretaries on Governance has recommended Single Online Platform to integrate all employees from "Hiring to Retiring", Massive Open Online Courses platform for capacity building of all Government functionaries, comprehensive Development Role manual to be brought up for District/Block functionaries etc.. as main recommendations for more transparent & accountable governance of government employees.

(c): Improvement in public services to make them personless, paperless & cashless is an ongoing continuous process. Direct Benefits Transfer, Digital Locker, National Scholarship Portal, e-Office, Jeevan Pramaan etc. are some of the initiatives in this direction.

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