

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

LOK SABHA
STARRED QUESTION NO. 410
(TO BE ANSWERED ON 24.03.2021)

DISPOSAL OF WORK BY GOVERNMENT EMPLOYEES

†*410. **SHRI SUMEDHANAND SARASWATI:**

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

- (a) whether the employees working in Government Departments in the country do not dispose of the works related to common man within the stipulated time frame;
- (b) if so, the reasons therefor; and
- (c) the measures taken and proposed to be taken by the Government to fix accountability of the Government employees for disposal of works related to public interest and the common man within the stipulated time frame?

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 (c): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF THE LOK SABHA STARRED QUESTION NO. 410 FOR 24.03.2021 ASKED BY SHRI SUMEDHANAND SARASWATI, MEMBER OF PARLIAMENT REGARDING DISPOSAL OF WORK BY GOVERNMENT EMPLOYEES

(a) & (b): The Government has adopted the concept of Minimum Government Maximum Governance and have taken several steps for promotion of e-Governance, Citizen Charters and National e-Governance Service Delivery Assessment 2019 to ensure timely delivery of services and reduced Government-citizen interface.

(c): The following steps have been taken by the Government for disposal of works related to public interest and a common man within stipulated time frame:

- (i) Government has mandated Citizen Charters for all Ministries/Departments which are updated and reviewed on a regular basis. Most Central Government Departments/Ministries have Citizen Charters, which are available at the respective web-sites of Ministries/ Departments and <https://goicharters.nic.in/public/website/home>.
- (ii) In pursuance of Government's mandate of Minimum Government-Maximum Governance, e-Governance has been promoted in all Departments/Ministries for timely decision making. Government has promoted the Digital India concept with digital infrastructure as a core utility to every citizen, providing real time integrated services across Departments and digital empowerment of citizens. Successful e-Governance initiatives include Aadhar enabled payment systems, Digilocker and Umang App.
- (iii) Government has focussed on improved service delivery through a Regional Conference conducted at Nagpur in December, 2019, the National e-Governance Awards 2018, 2019 and 2020 where citizen centric initiatives were recognized through National Awards and awareness generation was done through National e-Governance Conferences at Mumbai (2020), Shillong (2019) and Hyderabad (2018).
