

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2546**  
(TO BE ANSWERED ON 04.08.2021)

**GOOD GOVERNANCE**

**2546. DR. PRITAM GOPINATHRAO MUNDE:**  
**SHRI RAHUL RAMESH SHEWALE:**  
**SHRI GIRISH BHALCHANDRA BAPAT:**

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

- (a) whether good governance is essential for sustainable development, both economic and social;
- (b) if so, the details thereof;
- (c) whether the Union Government proposes to provide more responsive and citizen-friendly governance;
- (d) if so, the details thereof; and
- (e) the present status of implementation of Citizen Charter in every Public Service Department to ensure time-bound delivery of Goods and Services?

**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 (d): Yes Sir. Through policies, programmes and projects, Government is deepening the concept of good governance in India by making it transparent, responsive, accountable and efficient. For promotion of good governance and sustainable development, both economic and social, the concept of Minimum Government Maximum Governance has been adopted. Several steps, like Citizen Charters, Good Governance Index 2019, Mission Mode projects for e-Governance, Centralized Public Grievance Redress and Monitoring System (CPGRAMS) and National e-Governance Service Delivery Assessment, 2019 have been implemented as part of Government's initiatives for responsive and citizen-friendly governance.

(e): Government has mandated Citizen Charters for all Ministries/Departments which are updated and reviewed on a regular basis. The Citizen Charters of Central Government Departments are available at the respective web-sites of Ministries/Departments and <https://goicharters.nic.in/public/website/home>.

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