

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

LOK SABHA
UNSTARRED QUESTION NO. 223
(TO BE ANSWERED ON 02.02.2022)

DISPOSAL OF WORKS

†223. **SHRI BALAK NATH:**
SHRI SUMEDHANAND SARASWATI:

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

- (a) whether the Government is aware that the employees working in Government Departments dispose of the works of the common man within a stipulated time frame and if not, the reasons therefor;
- (b) whether the Government is aware that the common man loses hope after the frequent visits to Government Departments which leads to their lack of trust in the Government; and
- (c) if so, the efforts being made by the Government to fix accountability of an employee?

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): The Government of India has taken several measures to ensure that the work of citizens are disposed of in prescribed time frame. These include (a) implementation of the Citizen's Charters in all Ministries / Departments; (b) Disposal of public grievances through Central Public Grievance Redressal System (CPGRAMS); (c) Assessment of e-Service delivery through National e-Services Delivery Assessment; and (d) Assessment through Good Governance Index. Further, continuous review and improvement are made in these systems to make them more effective. CPGRAMS reforms has improved timeline for disposal of public grievances and accordingly time-frame for disposal of a grievance has been reduced to 45 days from 60 days.

The Government has also reinforced several measures to improve efficiency in the decision-making in the Government. Those measures include reducing levels in a channel of submission, delegation of powers to lower formulations, optimizing digital tools including e office, digitization of Central Registry Units etc. The Government has also conducted special campaign from Oct. 2-31, 2021 targeted towards disposal of pending matters. The campaign has significantly reduced the pendency in identified categories.

The Government undertook a week long Nationwide campaign - "Prashashan Gaon ki Aur" from December, 20-25, 2021 aiming at resolving public grievances and deliver services to the people at their door steps. During the campaign total 380 Citizen Charters were updated, 621 new services have been added in Citizens Charters, 6.67 lakhs Public Grievances were attended to and 2.89 cr applications under service delivery were disposed of.
