

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

LOK SABHA
UNSTARRED QUESTION NO. 1651
(TO BE ANSWERED ON 27.07.2022)

TIMELY COMPLETION OF WORK

†1651. SHRIMATI RANJEETA KOLI:

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

- (a) whether the Government is aware of the fact that the personnel working in Government departments across the country complete their public/official work/duty within a fixed time period;
- (b) if not, the reasons therefor;
- (c) whether the Government is aware that citizens of the country have to run from pillar to post in the Government departments to get their work done and their faith in the functioning of the Government is getting eroded; and
- (d) if so, the action being taken by the Government to fix the responsibility of a personnel?

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): The Government of India has taken several measures to ensure that the work of citizens are disposed off within a fixed time period. These includes (a) implementation of the Citizen's Charters in all Ministries / Departments; (b) Disposal of public grievances through Central Public Grievance Redressal System (CPGRAMS); (c) development of CPGRAMS Dashboard & Monthly reports on Grievance redressal (d) feedback call centre to assess quality of disposal, (e) appeal to higher authorities if citizen is not satisfied with the disposal of grievance, (f) Capacity building of Grievance Redressal Officers in Central Ministries and States (g) Assessment of e-Service delivery through National e-Services Delivery Assessment; and (h) Assessment through Good Governance Index. Further, continuous review and improvement are made in these systems to make them more effective. CPGRAMS reforms have 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 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. Further, Awards for Improving End to End Service Delivery were conferred in the PM's Awards for excellence and Public Administration, 2021.

The Government undertook a week long Nationwide campaign - “Prashashan Gaon ki Aur” from December, 20-25, 2021 aiming at resolving public grievances and delivering services to the people at their door steps. During the campaign Citizen Charters were updated, new services were added in Citizens Charters, Public Grievances were attended to and applications under service delivery were disposed of.
