

- (v) Issue of instructions by the CVC asking the organizations to adopt Integrity Pact in major Government procurement activities; Similar instructions have been issued by the Central Government on 16th June, 2009.
- (vi) Signing of the United Nations Convention Against Corruption;
- (vii) Introduction of e-Governance and simplification of procedures and systems;
- (viii) Issue of Citizen Charters.

Right to Service Act

1609. SHRIMATI T. RATNA BAI: Will the PRIME MINISTER be pleased to state:

- (a) whether Government is coming out with 'Right to Service Act' that would make public servants accountable for any delay in service;
- (b) if so, the details thereof; and
- (c) if not, by when such proposal would be implemented?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY): (a) No, Sir.

(b) and (c) Does not arise.

Appointment on sensitive posts

1610. SHRI RASHEED MASOOD: Will the PRIME MINISTER be pleased to state:

- (a) whether Central Vigilance Commission (CVC) has sent a letter to Government of India regarding not to appoint any Government servant on sensitive posts for more than three years;
- (b) if so, the names of departments of Government of India which are not complying with this letter; and
- (c) the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY): (a) The Central Vigilance Commission had *vide* its circular No. 98/VGL/60 dated 15.04.1999 and 02.11.2001 and Circular No. 17/4/08 dated 01.05.2008 issued

instructions to the organizations under its advisory jurisdiction regarding rotation of officials working in sensitive posts. As per the instructions, the organizations were to identify the sensitive posts and effect rotational transfers on these posts every 2 or 3 years to avoid development of vested interest by the people working on these posts.

(b) and (c) Identification of sensitive posts and rotation of officers holding these posts is an ongoing process and the Commission has asked the CVOs of the organizations to ensure implementation of Commission's guidelines.

Number of Grievances received

1611. SHRI P. RAJEEVE: Will the PRIME MINISTER be pleased to state:

(a) the number of grievances that were received on the portal for public grievance in the last year;

(b) the number that have been answered till date; and

(c) whether there is a mechanism for the applicant to mention if his/her grievances has been dealt with satisfactorily?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY): (a) and (b) The number of public grievances that were received on the public grievances portal in the last year (01.01.2010 to 31.12.2010) is 1,26,890 and out of that the number that have been answered till date (07.03.2011) is 89,717.

(c) A feedback mechanism has been provided in the Public Grievance Portal for Public Grievances for citizens to rate the quality of redress of his/her grievances on a five point scale viz. 'Excellent', 'Very Good', 'Good', 'Average' and 'Poor' along with their comments.

VRS officials joining Corporate Houses

†1612. SHRI BHAGAT SINGH KOSHYARI: Will the PRIME MINISTER be pleased to state:

(a) whether Government is aware about the total number of higher officers who started rendering their services to corporate houses immediately after taking voluntary retirement or their retirement on superannuation during last six years; and

†Original notice of the question was received in Hindi.