

(a) whether it is a fact that Government is incentivizing private partnership, especially in the affordable housing sector, if so, the details thereof; and

(b) whether it is also a fact that Government is considering to provide a subsidy of 10-15 per cent of housing cost to build a house and make it available for the poor sections, if so, the details thereof?

THE MINISTER OF HOUSING AND URBAN POVERTY ALLEVIATION (DR. GIRIJA VYAS): (a) and (b) The Government has approved the scheme of Affordable Housing in Partnership (AHP) as part of Rajiv Awas Yojana (RAY) on 03.9.2013 to increase affordable housing stock, as part of the preventive strategy. Central support is provided at the rate of Rs. 75,000 per Economically Weaker Sections (EWS)/Low Income Group (LIG) Dwelling Units (DUs) of size of 21 to 40 sqm. in affordable housing projects taken up under various kinds of partnerships including private partnership. A project size of minimum 250 dwelling units is eligible for funding under the scheme. The DUs in the project can be a mix of EWS/LIG-A/LIG-B/Higher Categories/Commercial of which at least 60 percent of the FAR/ FSI is used for dwelling units of carpet area of not more than 60 sq.m. Further, the Government has also launched Rajiv Rinn-Yojana (RRY) as a 100% Central sector scheme applicable for all urban areas of the country, wherein Government of India provides interest subsidy to housing loans availed by urban poor. It provides an interest subsidy of 5% on loans granted to Economically Weaker Sections (EWS) and Low Income Group (LIG) categories to construct their houses or extend the existing ones. Loan upper limit is Rs. 5 lakh for EWS and Rs. 8 lakh for LIG; interest subsidy would, however, be limited to the first Rs. 5 lakh of the loan amount, in case the loan exceeds this amount.

Accountability of administration in the country

*119.DR. T.N. SEEMA: Will the PRIME MINISTER be pleased to state:

(a) whether Government has failed in making the administration accountable in the country, if so, the details thereof;

(b) whether there is discontent against the inefficient and slow delivery of services provided by the Central Government departments/agencies and that a number of complaints in this regard are received against Government departments/agencies;

(c) the total number of such complaints received and resolved during the last three years and the current year, departmentwise and the percentage of complaints resolved; and

(d) the steps taken by Government to ensure efficient and timely delivery of public services?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY): (a) to (d) No, Sir. The Government is committed to making administration accountable and ensuring efficient and timely delivery of public services, including timely redressal of grievances. A few major steps taken are listed below:

- (i.) Citizens Charter as a tool for empowering citizens with information about the government organization and services delivered by it, was introduced in 1997 and a special portal at <http://goicharters.nic.in> was created in 2000. As on May 2012, 131 Central Government and 729 State Government organizations had created their Citizens Charters.
- (ii.) In 2005, the Citizens Charter was made a part of the newly created Quality Management System (QMS) called Sevottam, for bringing continual improvements in public service delivery. For capability building of employees eight workshops were organized. This was done to make the Citizens Charter Sevottam Compliant – (a) as a document of commitment for standards of service delivery by a government organization, and (b) for giving contact details of persons responsible for each service delivery. In addition, a grievance redress mechanism was also included in the Citizen Charter for cases, where services were not delivered as per scheduled time limits. Till March, 2013, 72 Central Ministries/Departments have created and uploaded their Citizen Charters on their website.
- (iii.) Centralised Public Grievances Redress and Monitoring System (CPGRAMS) <http://pgportal.gov.in> is a web based portal for grievance redressal. At present, it connects 105 Central Ministries/Departments/Organisations along with their 8512 subordinates/field offices across the country. The citizens may lodge their grievances through this portal anytime, anywhere, and send it directly to the government organization concerned. Grievances received by post are also scanned and lodged on the CPGRAMS by the ministries/departments. This year, fourteen (14) review meetings on pendency of grievances have been organized. The status of total number of grievances received and disposed of, during the last three years and the current year, is given in the Statement (*See below*).
- (iv.) Taking a Rights based approach, the Government has introduced The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011, in the Lok Sabha on 20.12.2011 and is under consideration. The Bill makes it mandatory for all public authorities to prepare and publish their Citizens Charter with service standards for each service and time limits for redress of grievances.

*Statement**Status of total number of grievances received and disposed of during the last three years and the current year*

Sl. No.	Grievances received and disposed of in CPGRAMS Organisation (1st January to 31st December)	2010		2011		2012		1.1.2013	04.12.2013
		Received	Disposed	Received	Disposed	Received	Disposed	Received	Disposed
1	2	3	4	5	6	7	8	9	10
1	BSES Rajdhani/Yamuna Power Ltd	16	10	42	3	14	2	4	0
2	C.B.I.	22	1	17	2	1	0	44	0
3	Cabinet Secretariat	18	0	N.A.		N.A.	N.A.	N.A.	
4	Central Board of Direct Taxes (Income Tax) (D/o Revenue)	776	108	3897	1705	7603	4177	9098	5042
5	Central Board of Excise and Customs	691	508	1768	1330	1926	1556	2106	1785
6	Committee on Petitions Rajya Sabha	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	1	0
7	Delhi Development Authority	154	24	320	29	185	44	380	184
8	Delhi Police	167	35	303	1	363	168	507	356

9	Delhi Transport Corporation Department of Administrative Reforms and Public	8	3	14	13	7	2	20	12	<i>Written Answers to [12 December, 2013]</i>
10	Grievances	N.A.	N.A.	69	19	343	291	179	178	
11	Department of Agriculture and Cooperation	157	108	321	239	299	198	317	276	
12	Department of Agriculture Research and Education	39	8	168	26	109	61	186	163	
13	Department of Animal Husbandry and Dairying	54	2	176	0	103	40	144	85	
14	Department of Atomic Energy	82	52	276	179	294	244	312	220	
15	Department of Bio Technology	14	14	69	58	41	33	50	27	
16	Department of Chemicals and Petrochemicals	90	2	139	127	150	145	168	161	
17	Department of Commerce	128	36	372	264	438	352	523	427	<i>Starred Questions</i>
18	Department of Consumer Affairs	779	129	1518	753	2584	1055	2940	1784	
19	Department of Disinvestment	61	0	120	116	107	83	153	135	

1	2	3	4	5	6	7	8	9	10	42
20	Department of Defence - Ex Servicemen Welfare	N.A.	N.A.	880	28	3565	20	5245	2759	<i>Written Answers to</i>
21	Department of Defence Finance	N.A.	N.A.	358	151	1120	910	748	519	
22	Department of Defence Production	N.A.	N.A.	109	2	286	2	416	36	
23	Department of Defence Research and Development	N.A.	N.A.	191	85	144	106	204	196	
24	Department of Drinking Water and Sanitation	258	0	214	203	271	244	274	119	[RAJYA SABHA]
25	Department of Economic Affairs	228	104	715	443	408	228	506	322	
26	Department of Expenditure	85	44	257	156	196	154	205	165	
27	Department of Fertilizers	22	9	81	52	65	38	58	35	
28	Department of Financial Services (Banking Division)	3069	930	5048	2016	7835	4714	10133	8620	<i>Starred Questions</i>
29	Department of Food and Public Distribution	204	62	648	10	469	379	395	363	
30	Department of Heavy Industry	415	344	186	114	208	143	191	147	
31	Department of Industrial Policy and Promotion	64	32	175	101	269	189	425	245	

32	Department of Information Technology	340	240	625	577	886	835	1045	998	<i>Written Answers to</i>
33	Department of Justice	665	5	1003	1	1191	560	1645	825	
34	Department of Land Resources	59	34	85	44	101	1	128	115	
35	Department of Legal Affairs	191	129	321	283	379	317	514	401	
36	Department of Pension and Pensioners Welfare	622	226	8383	1567	7021	3357	*	*	
37	Department of Personnel and Training	677	255	2335	1173	1520	844	2415	1139	<i>[12 December, 2013]</i>
38	Department of Pharmaceutical	35	24	98	86	138	95	108	77	
39	Department of Posts	1183	818	2677	1922	4756	3040	4707	3362	
40	Department of Public Enterprises	107	52	193	191	219	214	207	204	
41	Department of Revenue	199	101	567	398	673	226	664	170	
42	Department of Rural Development	174	78	347	258	603	423	562	450	<i>Starred Questions</i>
43	Department of School Education and Literacy	NA.	N.A.	312	1	760	1	1376	2	
44	Department of Science and Technology	79	8	243	145	298	189	314	221	
45	Department of Scientific and Industrial Research	21	0	56	5	79	26	81	45	43

1	2	3	4	5	6	7	8	9	10	44
46	Department of Space	23	7	75	38	90	56	103	66	Written Answers to [RAJYA SABHA]
47	Department of Telecommunications	69659	67072	21981	19480	31086	27973	34601	31388	
48	Department of Tourism	105	0	249	198	345	198	324	93	
49	Insurance Division	684	368	1133	877	1254	506	1685	1237	
50	Investment Grievance Redress Cell	3	0	N.A.	N.A.	N.A.	N.A.	N.A.		
51	Legislative Department	41	2	31	18	85	43	444	42	
52	Ministry of Coal	100	6	270	50	330	249	572	210	
53	Ministry of Agro and Rural Industries	7	0	2	0	21	0	15	0	
54	Ministry of Civil Aviation	345	58	771	461	1516	308	955	496	
55	Ministry of Corporate Affairs	1493	0	1164	709	1523	851	2418	1750	
56	Ministry of Culture	79	31	140	61	147	51	368	220	Starred Questions
57	Ministry of Defence	1227	201	2864	399	3147	673	3505	1362	
58	Ministry of Development of North Eastern Region	9	9	22	22	24	24	21	20	
59	Ministry of Earth Sciences	33	11	82	66	65	60	111	104	
60	Ministry of Environment and Forests	309	65	628	388	447	141	554	144	

61	Ministry of External Affairs	2549	722	5061	931	5402	757	5485	4411	<i>Written Answers to [12 December, 2013]</i>
62	Ministry of Food Processing Industries	21	12	42	0	57	0	61	55	
63	Ministry of Health & Family Welfare	897	233	1746	771	2464	1111	2363	1908	
64	Ministry of Home Affairs	2970	541	4093	1896	4166	1886	6559	4426	
65	Ministry of Housing and Poverty Alleviation	N.A.	NA.	10	1	102	79	176	69	
66	Ministry of Human Resource Development	1611	3	3945	1104	3085	862	3493	857	
67	Ministry of Information and Broadcasting	635	405	1547	947	1502	789	1692	783	
68	Ministry of Labour and employment	042	1429	3436	1656	2872	1425	3509	2453	
69	Ministry of Micro Small and Medium Enterprises	44	13	207	108	216	79	280	174	
70	Ministry of Mines	233	41	290	94	258	106	292	175	<i>Starred Questions</i>
71	Ministry of Minority Affairs	15	0	35	2	123	59	208	104	
72	Ministry of New and Renewable Energy	22	20	66	62	65	61	64	59	
73	Ministry of Non-Conventional Energy Sources	12	0	5	5	15	0	N.A.		45

1	2	3	4	5	6	7	8	9	10	46
74	Ministry of Overseas Indian Affairs	148	61	511	211	345	142	236	31	Written Answers to [RAJYA SABHA]
75	Ministry of Panchayati Raj	83	9	91	86	145	144	211	179	
76	Ministry of Parliamentary Affairs	163	0	203	122	219	89	223	67	
77	Ministry of Petroleum and Natural Gas	927	577	2165	1584	3249	2174	2817	2006	
78	Ministry of Planning	40	0	89	0	152	0	308	0	
79	Ministry of Power	912	817	695	608	577	430	567	462	
80	Ministry of Railways, (Railway Board)	4624	2516	11178	6845	11187	7717	14271	10055	
81	Ministry of Road Transport and Highways	930	125	848	272	1041	569	937	399	
82	Ministry of Shipping	115	9	285	79	254	24	261	111	
83	Ministry of Small Scale Industries	20	0	1	0	17	0	52	1	
84	Ministry of Social Justice and Empowerment	292	93	588	219	656	340	768	410	Starred Questions
85	Ministry of Statistics and Programme Implementation	23	1	125	65	106	46	118	43	
86	Ministry of Steel	74	40	231	197	229	209	269	203	

87	Ministry of Textiles	53	0	192	104	223	102	263	175	<i>Written Answers to [12 December, 2013]</i>
88	Ministry of Tribal Affairs	29	1	67	9	91	27	221	183	
89	Ministry of Urban Development	538	246	1128	478	1435	1031	1630	1245	
90	Ministry of Water Resources	129	72	281	147	280	175	359	266	
91	Ministry of Women and Child Development	118	30	217	188	364	301	499	409	
92	Ministry of Youth Affairs and Sports	- 173	15	159	7	191	67	175	92	
93	Municipal Corporation of Delhi	509	8	884	99	604	143	417	369	
94	NCT Government of Delh (Public Grievance Commission, Delhi)	N.A.	N.A.	2514	696	2478	742	4110	2557	
95	National Commission for Scheduled Caste	N.A.	N.A.	1	0	0	0	11	0	
96	National Human Rights Commission	N.A.	N.A.	1	0	0	0	5	0	<i>Starred Questions</i>
97	New Delhi Municipal Council	19	11	11	6	7	6	11	7	
98	North Delhi Power Limited	5	2	5	5	1	1	N.A.		
99	O/o the Comptroller and Auditor General of India	20	12	142	8	318	128	413	351	

1	2	3	4	5	6	7	8	9	10
100	Planning Commission	42	0	193	50	355	50	742	522
101	Reserve Bank of India	362	59	596	99	2093	1058	2231	2064
102	Securities and Exchange Board of India	36	0	58	0	19	6	78	31
103	Staff Selection Commission	6	1	4	0	5	0	0	0
104	UPSC	17	0	N.A.	N.A.	N.A.	N.A.	N.A.	
105	Deptt. of Ayush	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	89	82
106	Deptt. of AIDS Control	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	26	0
107	Deptt. of Official Language	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	31	25
108	Deptt. of Health Research	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	4	1
		108528	80489	109054	57404	135075	79768	151909	107322
	Percentage of disposal		74.2		52.6		59.1		70.6

Note: Not applicable '(N.A.) means that ministry/department was not on CPGRAMS in that year.

* DP&PW requested that since it is forwarding grievances to others Ministries/Departments/Orgn., the figures may not be included to avoid duplication.

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Written Answers to

[RAJYA SABHA]

Starred Questions