

(b) if so, the status of implementation of citizen's charter in various departments of Government; and

(c) whether Government has an effective monitoring system in place to ensure implementation of citizens charter, if so, the details thereof, if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY) : (a) and (b) No, Sir. The concept of citizen charter is voluntary. However, as a result of persuasive efforts, 131 Central Ministries/Departments/Organizations had created their citizen charters.

(c) Each Central Ministry/Department/Organization is responsible for implementation and monitoring of its own citizen charter. The Government has introduced "The Right of Citizens for Time Bound Delivery of Goods and Services Redressal of Their Grievances Bill, 2011, in the Lok Sabha, on 20.12.2011. The Bill lays down an obligation upon every public authority to publish citizens charter stating therein the time within which specified goods shall be supplied and services be rendered and provide for a grievance redressal mechanism for non-compliance of citizens charter.

The Bill is under consideration of Lok Sabha. In addition, intensive review of pending grievances is carried out by the Department of Administrative Reforms and Public Grievances through review meetings. Sixteen such meetings have been held during the current financial year.

#### **Public grievances**

2866. SHRI BASAWARAJ PATIL : Will the PRIME MINISTER be pleased to state :

- (a) the type of public grievances that would be heard by the Ministry;
- (b) the major grievances which are coming again and again to Government; and
- (c) the steps taken by Government to come out of these problems?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY) : (a) The grievances from public as well as from officers and staff, are received by the Department of Administrative Reforms and Public Grievances either by post or on web-portal at <http://pgportal.gov.in>. In addition, every Wednesday of the week has been earmarked for receiving and hearing of grievance petitions in person by the Director of Public Grievances in each Central Ministry/Department. The grievances received from public pertain to delivery of services and matters incidental thereto. The grievances related to the State Governments are forwarded to the concerned States for appropriate action.

(b) and (c) The major grievances, which are coming again and again to the Central Government, pertain to civic amenities/quality of service and retirement dues.

Each Central Ministry/Department is responsible for redressal of grievances received. Each Ministry/Department is also expected to identify the grievance prone areas and take remedial action to prevent occurrence of similar kind of grievances.

An intensive review of pending grievances is carried out by the Department of Administrative Reforms and Public Grievances through review meetings. 16 such meetings have been held by the Department during the current financial year.

#### **Recruitment in Group III and IV posts**

2867. SHRI N. BALAGANGA : Will the PRIME MINISTER be pleased to state :

(a) whether it is a fact that the posts in Group III and IV in Government are being abolished, if so, the details thereof, and the reasons therefor;

(b) whether it is a fact that due to this, the disposal of work in Government has significantly slowed down, if so, the details thereof; and

(c) the steps taken by Government to recruit persons in Group III and IV categories?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY) : (a) No Sir. The Group C posts (including erstwhile Group D posts) are not being abolished in Government.