

(e) In the case of lateral recruitment of Joint Secretaries recently undertaken by the Government, an open advertisement was issued. Selection process was entrusted to Union Public Service Commission.

**Availability of officers to hear public grievances**

1523. SHRI RAM KUMAR KASHYAP: Will the PRIME MINISTER be pleased to state:

(a) whether Government has issued instructions that officers of the level of Deputy Secretary and above would be available in their offices on every Wednesday to receive and hear public grievances from 1000 hrs. to 1300 hrs.;

(b) if so, the details thereof;

(c) whether it is a fact that the Reception Officers do not allow public to enter offices on Wednesday to meet officers for the redressal of their grievances; and

(d) if so, the steps taken to check harassment of innocent public?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (DR. JITENDRA SINGH): (a) and (b) As per the guidelines issued by the Government of India, each Ministry/Department is required to nominate a Director of Public Grievances for ensuring proper action on public grievances. Every Wednesday of the week has been earmarked for receiving and hearing of grievance petitions in person by the Directors of Public Grievances in each Ministry/Department.

(c) No, Sir.

(d) Does not arise.

**Time period of family pension**

† 1524. SHRI RAMKUMAR VERMA: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that Government is considering to increase the time period of family pension of Government employees dying in harness;

(b) if so, the details thereof and if not, the steps being taken by Government to protect the interest of such families; and

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†Original notice of the question was received in Hindi.