

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

RAJYA SABHA
UNSTARRED QUESTION NO. 608
(TO BE ANSWERED ON 02.12.2021)

ACCOUNTABILITY FOR DISPOSAL OF WORK

608 # DR. KIRODI LAL MEENA:

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

- (a) whether the employees working in Government departments do not dispose off the work related to common people within the prescribed time-frame;
- (b) if so, the reasons therefor, and
- (c) the measures taken and proposed to be taken by Government to fix accountability of Government servants for not disposing off the work related to public welfare and common people within the prescribed time-frame?

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 (c): The Government of India has taken measures to ensure that the work of citizens are disposed off in prescribed time frame. These include (a) implementation of the Citizen's Charters in all Ministries / Departments; (b) Disposal of public grievances through Central Public Grievance Redressal System (CPGRAMS); (c) Assessment of e-Service delivery through National e-Services Delivery Assessment; and (d) Assessment through Good Governance Index. Further, continuous review and improvement are made in these systems and timeline for disposal of public grievances in CPGRAMS 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 a 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.
