

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

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 442**  
(TO BE ANSWERED ON 06.02.2025)

**MODERNIZATION OF CIVIL SERVICES AND PERSONNEL MANAGEMENT**

**442. SHRI VIVEK K. TANKHA:**

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

- (a) the steps being taken to modernize civil services and improve efficiency in governance;
- (b) the status of ongoing reforms in recruitment, training, and performance evaluation of civil servants; and
- (c) whether there are plans to streamline grievance redressal mechanisms for government employees to ensure timely resolution of issues?

**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 has undertaken the 'Initiative for Increasing Efficiency in Decision Making in government' in alignment with the policy of 'Minimum Government, Maximum Governance'. The initiative for increasing efficiency in decision making, incorporated into the Central Secretariat Manual of Office Procedure, adopted four pronged approach with focus on delayering, delegation, digitization and desk officer system was implemented in all Ministries/Departments. Government has issued directions on 27 November 2024 to review the levels of disposal and channels of submission in Ministries/Departments and ensure that the levels do not exceed four. To enhance the attitudes, skills and knowledge of the Government employees the government has launched the initiative of Mission Karmayogi. The mission targets to build capacity on domain, functional as well as behavioral competencies. A key feature of the Mission is digital learning platform –IGOT Karmayogi, which provides more than 1500 courses to help civil servants upgrade their skills in governance, policy implementation and technology. It promotes ensuring more efficient public service delivery and helps fostering efficiency, accountability and transparency in public service. Government issued Comprehensive Guidelines for Effective Redressal of Public Grievances on 23<sup>rd</sup> August 2024. These guidelines envisage integration of various public grievance platforms, creation of dedicated grievance cells in Ministries/Departments, appointment of experienced and competent nodal officers, emphasis on root cause analysis of grievances and action on feedback, strengthening escalation processes by appointing appellate authorities, grievance closure guidelines with further

reduction in upper limit of resolution time from 30 days to 21 days. Government employees are also part of the overall framework of the guidelines for redressal of grievances. However, a government employee who wishes to press a claim or seek redressal of a grievance shall first address his immediate official superior or head of office or such other authority at the appropriate level who is competent to deal with the matter in the organization.

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