

**GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:1124
ANSWERED ON:07.03.2007
FUNCTIONING OF GOVERNMENT DEPARTMENTS
Sarvey Shri Sathyanarayana

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) whether the Government is planning to involve Non-Governmental Organisations and Media Groups to get public feedback on the functioning of the Government Departments;
- (b) if so, the details thereof and the feedback received in this direction during the last two years; and
- (c) the steps undertaken by the Government to improve the functioning of Government Departments?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS.(SHRI SURESH PACHOURI)

- (a): Government Ministries/Departments have already been advised to consult the stake holders while preparing their Citizen`s Charters, which specifically are drawn up to apprise the general public of the various services provided, including norms and timelines.
- (b): No such information is centrally available.
- (c): Government Ministries/Departments keep making improvements in their functioning based on public feedback.