

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

UNSTARRED QUESTION NO:3111
ANSWERED ON:23.03.2005
COMPLAINTS AGAINST PUBLIC SERVANTS
Singh Shri Suraj

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

- (a) the number of complaints received in respect of public servants during the last three years, department-wise;
- (b) the details of action taken in view of the above complaints;
- (c) the number of cases referred to CBI for investigation and the results thereof; and
- (d) the prospective plans of the Government for speedy redressal of grievances against public servants and to make the whole process transparent?

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), (b) & (c): Complaints are received in various Ministries/Departments in respect of public servants working under them. The Ministries/Departments refer the matter to the CBI depending upon the merits of the case. The figure related to number of complaints received in various Ministries/Departments is not centrally maintained.

(d): The Government is fully alive to the need for speedy redressal of grievances against public servants. The Government has issued Whistle Blower Resolution making CVC as the Designated Agency to receive complaints from Whistle Blowers. The CVC provides protection to the complainant if required and keeps their identity secret.

Government has introduced checks and balances for bringing accountability and ensuring efficiency in the administration. The Secretary of each Department, assisted by the Chief Vigilance Officer, has been made responsible for ensuring probity and integrity in each Department.

Government has also taken several measures to ensure transparency, such as setting up of information facilitation centers in various Ministries/Departments/Organizations to provide information and assistance to the public regarding schemes and procedures of the organization concerned. Also several Central Government Organizations have published Citizen's charters reflecting the commitment of the concerned Ministries, Departments or Agencies to provide services within the timeframe specified. Some Ministries and Departments have also developed their own websites for promotion of e-governance. The Freedom of Information Act, 2002 has also been enacted for ensuring greater transparency, openness and accountability in the functioning of the public authorities.