Training Programme for Government Servants to deal with general public

2879 : SHRI ANUBHAV MOHANTY :

Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that the general public who have to deal with Government departments are not satisfied with the efficiency and behaviour of Government servants;

(b) if so, whether the Ministry would consider organizing training programmes for Government servants in order to develop and inculcate professional approach in their working; and

(c) if so, the details thereof?

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) : The Department of Administrative Reforms and Public Grievances has created an online Centralized Public Grievance Redress and Monitoring System (CPGRAMS) on which grievances can be lodged from anywhere, anytime by an aggrieved citizen regarding deficiency in public service delivery. Some of the grievances lodged on CPGRAMS could also be due to the petitioner not being satisfied with the efficiency or behaviour of the Government servants.

(b) & (c): Development of professional, impartial and efficient civil service, which is responsive to the need of the citizen is the objective of the National Training Policy adopted in the year April 1996 and reviewed in the year 2012.
Some of the key initiatives under the National Training Policy are Mid Career Training Programme (MCTP) for IAS officers to handle the next higher level of responsibilities, Domestic Funding of Foreign Training (DFFT) to upgrade the knowledge and skills of IAS, CSS, State Civil Services and Group ‘A’ Officers working under the Central Staffing Scheme, long term domestic post graduate programme to enhance the competence of mid career civil servants, Advanced Professional Programme in Public Administration (APPPA) to prepare the senior civil servants for better governance with focus on citizen services and on the job in house one hour weekly training for better skill and efficiency in dealing with the demands of work place.

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