

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

RAJYA SABHA

UNSTARRED QUESTION No.390

TO BE ANSWERED ON 26.02.2015

AMENDMENT IN RULES OF BUSINESS OF GOVERNMENT

390 SHRI SHANTARAM NAIK

Will the PRIME MINISTER be pleased to state?

- (a) whether Government has amended the Rule of Business of Government in order to achieve the objective of achieving of reducing the procedure of multiple layers;
- (b) if not, whether Government has prepared any draft amendments to the Rules;
- (c) the procedural layers Government proposes to reduce or curtail;
- (d) whether the matter has been discussed at any formal level; and
- (e) whether any inputs have been obtained in this regard from various ministries?

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 (e) It is the endeavour of the Government to reduce the multiple layers of decision making as far as possible. The 13th Edition of the Central Secretariat Manual of Procedure, which was brought out in September-2010, is being revised in consultation with all the Ministries/ Departments of Government of India.

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RAJYA SABHA
UNSTARRED QUESTION NO. 391
TO BE ANSWERED ON 26TH FEBRUARY, 2015

VALIDITY OF SELF ATTESTED DOCUMENTS

391. SHRI NARENDRA KUMAR KASHYAP

Will the PRIME MINISTER be pleased to state:

- a) whether the Government has decided to accept self-attested documents in place of affidavits for Government works as per reports published in the media, if so, the details thereof;
- b) whether any direction has been issued to the State Governments in this regard and if so, the details thereof and the response to the State Governments thereon;
- c) whether guardians can put their signature in case of minors; and if so, the details thereof and if not, the reasons therefor?

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) & (b) : It is a constant endeavour of the Government to simplify procedures by introduction of self certification. For this, all Central Ministries/Departments as well as State Governments/UTs have been requested to review the existing requirement in this regard and make provision for self certification, wherever possible. Response from 25 States/UTs has been received indicating action taken by them.

(c) : Different organizations prescribe different criteria for attestation, subject to statutory and legal provisions. As per its mandate, Department of Administrative Reforms & Public Grievances has been requesting them to adopt self-certification, wherever possible, as a measure of administrative reform.

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RAJYA SABHA

UNSTARRED QUESTION NO.1681

TO BE ANSWERED ON 12.3.2015

Redressal of Grievances

1681. Shri Ram Kumar Kashyap, : Will the PRIME MINISTER be pleased to state:

- (a) whether Para 122(9) of the Central Secretariat Manual of Office Procedure (CSMOP) provides that a grievance should be acknowledged immediately and at the most within three days of the receipt of the grievance and grievance should be redressed within a period of a maximum of two months of its receipt;
- (b) if so, the response for not adhering to the provisions of Para 122(9) of CSMOP by DOPT; and
- (c) the total number of grievances lying pending in Department of Personnel & Training for more than two months together with reasons 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): Yes, Sir.

(b): Department of Personnel & Training is adhering to the provisions of Para 122(9) of CSMOP and

(c): 24 grievances are pending for more than 2 months.

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RAJYA SABHA
UNSTARRED QUESTION NO. 1690
TO BE ANSWERED ON 12TH MARCH, 2015

ATTESTATION OF FORMS / APPLICATION BY GAZETTED OFFICERS

+1690 SHRI PARVEZ HASHMI :

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

- a) Whether it is mandatory to get forms/application forms attested by any Gazetted Officer for the verification of OBC/SC/ST and other caste certificates in Delhi; and
- b) Whether any other alternative to the above could be provided in order to remove the difficulties of applicants applying from slums/rehabilitation colonies and rural areas as they have to face a lot of difficulties to get their documents attested by a Gazetted Officer?

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) & (b) : The Government of National Capital Territory of Delhi has informed that, as per order no. F. (87)/OBC/DC/2010/785 dated 26.03.2011 issued by Revenue Department, the verification certificate on the application forms can be attested by MPs / MLAs / Municipal Councilors and Gazetted Officers on the basis of personal knowledge.

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DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

RAJYA SABHA

UNSTARRED QUESTION NO. 56

TO BE ANSWERED ON 23/04/2015

Recommendation of Second ARC

56: SHRI C.M.RAMESH

Will the PRIME MINISTER be pleased to state:

- a) whether Government proposes to accept the recommendations of Second Administrative Reforms Commission (ARC); and
- b) if so, the details thereof; and if not, the reasons therefor?

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 (b): The 2nd Administrative Reforms Commission (2nd ARC) submitted 15 Reports to the Central Government on various aspects of Governance. Out of 1514 recommendations made therein, 1183 recommendations have been accepted by the Government for implementation. Decisions on the accepted recommendations have been conveyed to all concerned Central Ministries / Departments and States/ Union Territories Governments for implementation. Further, in order to expedite implementation of the recommendations of 2nd ARC, all concerned Central Ministries / Departments have been requested to set up institutional mechanism under the chairpersonship of their Secretary to monitor the implementation of the same. Similarly, States / Union Territories have also been requested to set up such mechanism under the chairpersonship of respective Chief Secretaries / Administrators.

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RAJYA SABHA

UNSTARRED QUESTION NO.57

TO BE ANSWERED ON 23.4.2015

Use of official e-mail service for personal use

57. Shri Paul Manoj Pandian : Will the PRIME MINISTER be pleased to state :

- (a) whether Government has cautioned its employees against using the official e-mail service for sending personal messages or any content involving language that is derogatory to religion, caste an ethnicity or against national interest, if so, the details thereof; and
- (b) whether Government has cited ten examples of inappropriate use for the official e-mail service that could invite action against an employee, 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) and (b): The information is being collected and will be laid on the table of the House.

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RAJYA SABHA
UNSTARRED QUESTION NO. 836
(TO BE ANSWERED ON 30.04.2015)

REVIEW OF FUNCTIONING OF ONLINE CPGRAMS PORTAL

836. SHRIMATI RAJANI PATIL

Will the PRIME MINISTER be pleased to state:

(a) whether Government has reviewed the functioning of online Centralised Public Grievances Redress and Monitoring System (CPGRAMS) portal; and

(b) if so, the outcome thereof and the steps taken by Government to improve the system?

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) & (b): Yes, Sir. The format for lodging of public grievances on pg portal through CPGRAMS has been reviewed. A revised template has been introduced to facilitate easy entry of grievances providing clear menu options and drop down choices to the petitioners. The categories of grievances have been revised so as to cover various cases received for redressal and generate analytical reports. The Pensioner portal has been integrated with CPGRAMS, so that pension related grievances get directly forwarded to the pensioner portal.

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RAJYA SABHA
UNSTARRED QUESTION NO. 1312
TO BE ANSWERED ON 7th MAY, 2015

NON-ACCEPTANCE OF SELF-ATTESTED DOCUMENTS

1312. DR. R. LAKSHMANAN

Will the PRIME MINISTER be pleased to state:

- a) whether Government received any representation/grievances/complaints from general public regarding non-acceptance of self attested documents by the officials; and
- b) if so, the details of the complaints received by Government and action taken by Government in this regard?

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) : Yes, Sir.

(b) : Two references of public grievances were received on non-acceptance of self-certification by different authorities. A number of applications under RTI Act, 2005 seeking clarification on the subject have also been received.

Department of Administrative Reforms & Public Grievances has been requesting States/UTs and Central Ministries to adopt self-certification and for abolition of affidavits. Several communications have been sent in this regard.
