

Department Of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances and Pensions

Themes	CoS Recommendations	Action Plans for implementation	Timeline	Remarks
Good Governance Challenges and Opportunities	A Central Public Service Delivery Act should be enacted which would list various services, timeframes for their provision to citizens, and penalties in case of default. The Act should also have an enabling provision for recovery of fines from government functionaries in case they are found responsible for delay or non-provision of services to citizens. (Action: DAR&PG Timeframe: December 2018)	The PMO had desired that initially the said legislation could be implemented through a Scheme. Accordingly, a Scheme known as Delivery of Services and Redressal of Public Grievances has been prepared. The PMO had further directed vide their ID note dated 7.9.2015 that the views of the Committee of Secretaries (CoS) on the proposed Scheme may be obtained. Accordingly, the comments of Ministries/Departments were requested on the draft Scheme and incorporating their comments a CoS Note was forwarded to Cabinet Secretariat on 4.12.2015. The Cabinet Secretariat vide ID Note dated 5.1.2016 conveyed that issues for resolution and specific points on which there is difference of opinion may be tabulated. The proposal was resubmitted to Cabinet Secretariat on 15.2.2016 accordingly. Subsequently, the Cabinet Secretariat held a meeting with the Jt. Secy. (PG) on 3.3.2016 and vide ID note dated 22.3.2016 desired that a revised note for CoS containing specific issues to be resolved by the CoS may be furnished. The matter is under consideration in this Department.	December, 2018	