



## AUDIT REPORT

on

PROACTIVE DISCLOSURE UNDER RTI ACT, 2005

By

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES  
(MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS)

SEPTEMBER - 2016



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GOVERNMENT OF INDIA

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT

DEPARTMENT OF PERSONNEL & TRAINING

ADMINISTRATIVE BLOCK, OLD JNU CAMPUS

NEW DELHI-110067

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## **PREFACE**

The requirement of suo motu disclosure of information by all Public Authorities under Section 4 of the Right to Information Act, 2005, is of vital importance as an effective instrument for achieving transparency in governance. Department of Personnel and Training, the nodal department, has been laying great emphasis on effective proactive/suo motu disclosure as prescribed under the Act. If the Public Authorities fulfill the requirements, the requests for seeking information from these authorities under RTI Act are likely to be considerably less. However, in general, the proactive/ suo-motu disclosure made by the Public Authorities so far has been below the expected level. With a view to strengthening the practice of suo motu disclosure, DOPT issued detailed guidelines for each Public Authority to ensure their effective implementation, and an Action Taken Report (ATR) to be sent to DOPT and Central Information Commission (CIC). The guidelines lay down an important mechanism of getting its proactive disclosures audited by a Third Party periodically to ensure effective compliance of the guidelines.

2. ISTM has been involved in capacity building of Civil Servants of various Public Authorities for effective implementation of the RTI Act, 2005 and emphasizing on the need of suo motu disclosure of information by every Public Authority. The Institute has carried out Third Party Audit in respect of a large number of Public Authorities especially Central Ministries/Departments in the recent past as and when received requests from various Public Authorities.

3. I am happy to see that the audit-team has come out again with a report clearly indicating its candid observations and suggestions for improvement in various areas in Department of Administrative Reforms and Public Grievances (DARPG). I am sure the report will go a long way in strengthening the suo motu disclosures of the DARPG to further meet the information needs of the citizen.

September 2016

  
(SUNITA H KHURANA)  
DIRECTOR



## **COMPOSITION OF AUDIT TEAM**

### **MENTOR/GUIDE**

**Dr. Sunita H Khurana, Director, ISTM**

### **TEAM**

- 1) Shri K. Govindarajulu, Joint Director, ISTM ([e-mail kg.rajulu@nic.in](mailto:kg.rajulu@nic.in))
- 2) Dr A N Chakravarty, ex-JD, ISTM (as External Advisor)(email [anc99@rediffmail.com](mailto:anc99@rediffmail.com))

### **SECRETARIAL ASSISTANCE**

- 1) Ms. Gayatri Joshi, D.E.O
- 2) Ms. Kanwaljeet Kaur, D.E.O

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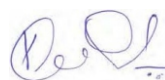
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## **ACKNOWLEDGEMENT**

The Audit Team, on behalf of ISTM and on its own behalf, wish to convey thanks to the Department of Administrative Reforms & Public Grievances, for reposing trust on ISTM and entrusting the task of carrying out Third Party Audit of Proactive Disclosure of Information under RTI Act 2005 in respect of that Department.

The Team sincerely thanks the Director, ISTM for entrusting the work to its two members, and extending necessary guidance to the team. The team also acknowledges the support extended by Ms Kiran Puri, Joint Secretary and her team, comprising Shri Arun Kumar Sarkar, Under Secretary, and others in DAR&PG.

The team takes this opportunity to place on record its thanks to Ms. Gayatri Joshi, D.E.O and Ms. Kanwaljeet Kaur, D.E.O for secretarial support to the task.



**(K Govindarajulu)**  
**Joint Director, ISTM**

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 THE TASK**

**1.1.1** Department of Administrative Reforms & Public Grievances (DAR&PG), Ministry of Personnel, Public Grievances and Pensions, vide its letter No. A-50015/01/2014-Ad II dated 29<sup>th</sup> February, 2016 (*Appendix-1*), assigned to Institute of Secretariat Training & Management the task of carrying out a Third Party Audit of Proactive Disclosure under Right to Information Act, 2005

**1.1.2** For the purpose of carrying out the Third Party Audit of DAR&PG, the Director, ISTM, constituted an Audit Team comprising Shri K Govindarajulu, Joint Director, ISTM and Dr. A N Chakravarty, ex-Joint Director (Retired), ISTM, as External Expert (*Appendix-2*)

**1.1.3** The mandate, as indicated, to the Audit Team is to carry out an audit of the status and details of Proactive Disclosure of Information required to be implemented under Section 4 (*Appendix-3*) of the Right to Information Act, 2005, by the Department of Administrative Reforms and Public Grievances and report observations and suggestions.

### **1.2 METHODOLOGY**

**1.2.1** The Audit Team, after analyzing the functions of the DAR&PG vis-à-vis the scope of various provisions of Section 4 of the RTI in the context of those functions, administered a pre-structured audit questionnaire to the concerned officer of the Public Authority for eliciting responses. At the same time, the team visited the website of DAR&PG with reference to the requirement in Section 4 of RTI Act

**1.2.2** The team kept in view the following documents while conducting the audit :-

- (a) Department of Personnel & Training OM No. 1/6/2011-IR dated 15<sup>th</sup> April 2013 laying down guidelines of implementation of suo motu disclosure of information by every Public Authority under Section 4 of RTI Act, 2005 (*Appendix-4*).
- (b) Past reports of similar audit conducted by ISTM

**1.2.2.1** Finally, discussion with the concerned officers of the Public Authority on the observations and possible remedies of shortcomings, if any.

### **1.3 WORK STRATEGY & REPORTING**

**1.3.1** As is evident, the work on the assigned task is to carry out an independent audit to the extent of overseeing the implementation of the provisions of Section 4 of RTI Act, 2005, by the Department, keeping in view the nature of substantive work carried out by it, and fulfills the requirements of those provisions as a Public Authority. The team may recommend possible corrective measures to overcome the shortcomings in terms of information needs of the citizen.

**1.3.2** Accordingly, the report on the audit includes the shortcomings, wherever noticed, on each of the parameters for implementation of Section 4 of the Act, keeping in view its relevance and importance with reference to the potential information seekers, and suggestions for remedy /improvement.

## **CHAPTER 2**

### **PROACTIVE DISCLOSURE OF INFORMATION**

#### **2.1 What is Proactive Disclosure of Information?**

**2.1.1** The spirit behind Pro-Active Disclosure of Information under RTI Act is that citizen's necessity to resort to seeking information from Public Authorities should be minimal. Section 4 of Act (*Appendix-3*) mandates every Public Authority to make the information available to the public suo motu as much as anticipated and possible. It is obligatory for the Public Authority to

- (i) Disclose information as required under the 17 sub-clauses of Section 4(1)(b)
- (ii) Publish all relevant facts while formulating important policies or announcing the decisions which affect public (Section 4(1)(c))
- (iii) Provide reasons for its administrative or quasi-judicial decisions to affected persons (Section 4(1)(d))
- (iv) Update the information provided under Section 4(1)(b) every year (Section 4(1)(b)(xvii))
- (v) Take steps to provide the information suo motu to the public at regular intervals so that public has minimum resort to the use of this Act to obtain information (Section 4(2))
- (vi) Disseminate information widely and in a form and manner easily accessible to the public (Section 4(3))
- (vii) Provide information in the local language and adopt the most effective method of communication for dissemination of information (Section 4(4))
- (viii) Make information accessible to the extent possible in electronic format with the concerned Public information Officer (PIO), available free of cost or at such cost of the medium or the prescribed print cost price (Section 4(4)).

**2.1.2** The Act places the responsibility on every Public Authority to publish and disseminate all possible information through their website or other such means which can be easily accessed by the citizen. Section 4 of RTI Act also stipulates that every Public Authority shall publish information on seventeen (17) parameters as listed below soon after the enactment of the Act, and update these publications every year:-

- (i) the particulars of its organisation, functions and duties
- (ii) the powers and duties of its officers and employees

- (iii) the procedure followed in the decision making process, including channels of supervision and accountability;
- (iv) the norms set by it for the discharge of its functions;
- (v) the rules regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;
- (vi) a statement of the categories of documents that are held by it or under its control;
- (vii) the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;
- (viii) a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;
- (ix) a directory of its officers and employees;
- (x) the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;
- (xi) the budget allocation to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;
- (xii) the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;
- (xiii) particulars of recipients of concessions, permits or authorizations granted by it;
- (xiv) details in respect of the information, available to or held by it, reduced in an electronic form;
- (xv) the particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;
- (xvi) the names, designations and other particulars of the Public Information Officers;
- (xvii) such other information as may be prescribed

**2.1.3** With a view to ensure implementation of the provisions relating to proactive disclosure of information by every Public Authority in letter and spirit, qualitatively and quantitatively, so that citizens seeking information under RTI Act is minimum, while scrutinizing and dissemination of information by Public Authorities, the following issues needed to be addressed:

- (i) Total Non-disclosure /Non-compliance
- (ii) Partial disclosure
- (iii) Not updating information in time
- (iv) Poor efforts at dissemination of information

To address these issues, there is need for regular audit of the quality of proactive disclosure made by Public Authorities under the provision of the RTI Act, 2005

## **2.2 Guidelines on suo motu disclosure of information**

**2.2.1** After promulgation of RTI Act, large volumes of information has been put in public domain by Public Authorities. However, the quality and quantity of the information disclosed has been criticized by the Civil Society and other stake holders as it leaves a lot more to desire. To augment the quality and quantity of information to be placed in public domain, Department of Personnel & Training issued guidelines for implementation of suo motu disclosure under section 4 of the RTI Act vide its OM No.16/2011-IR dated 15<sup>th</sup> April 2013 (*Appendix-4*). Some of the important additions to the nature of information should be suo motu disclosed are summarized below.

**A. Information related to Procurement-** Information relating to procurement made by Public Authorities including publication of notice/tender enquiries, corrigenda thereon, and details of bid awards detailing the name of the supplier of goods/services being procured or the works contracts entered or any such combination of these and the rate and total amount at which such procurement or work contract is to be done should be disclosed. In case of procurements made through DGS&D Rate Contracts or through Kendriya Bhandar/NCCF, only award details need to be published. However, information about procurement which fall within the purview of Section 8 of the RTI Act would be exempt.



**B. Public Private Partnerships-** If Public services are proposed to be provided through a Public Private Partnership (PPP), all information relating to the PPs must be disclosed in the public domain by the Public Authority entering into the PPP contract/concession agreement. The documents under the ambit of the exemption from disclosure of information under Section 8(1)(d) and 8(1) (j) of the RTI Act would not be disclosed suo motu. All payments made under the PPP project may also be disclosed in a periodic manner along with the purpose of making such payment.

**C. Transfer Policy and Transfer Orders-** Transfer policy for different grades/cadres of employees serving in Public Authority should be proactively disclosed. All transfer orders should be publicized through the web site or in any other manner listed in Section 4(4) of the Act. These guidelines would not be applicable in cases of transfers made keeping in view sovereignty, integrity, security, strategic, scientific or economic interests of the State and the exemptions covered under Section 8 of the Act. These instructions would not apply to security and intelligence organization under the second schedule of the RTI Act.

**D. RTI Application-** All Public Authorities shall proactively disclose RTI applications and appeals received and their responses, on the websites maintained by Public Authorities with search facility based on key words. RTI applications and appeals received and their responses relating to the personal information of an individual may not be disclosed, as they do not serve any public interest.

**E. CAG & PAC paras-** Public Authorities may proactively disclose the CAG&PAC paras and the Action Taken Reports (ATRs) only after these have been laid on the table of both the houses of the Parliament. However, CAG paras, dealing with information about the issue of sovereignty, integrity, security, strategic, scientific or economic interests of the State and information covered under Section 8 of the RTI Act, would be exempted.

**F. Citizen Charter-** Citizens Charter prepared by the Ministry/Department, as part of the Result Frame work documents of the department/organization should be proactively disclosed and six monthly report on the performance against the

benchmarks set in Citizens Charter should also be displayed on the website of Public Authorities.

**G. Discretionary and Non-discretionary grants-** All discretionary /non discretionary grants /allocation to state governments /NGOs /other institutions by Ministry /Department should be placed on the web site of the Ministry /Department concerned. Annual Accounts of all legal entities who are provided grants by Public Authorities should be made available through publication, directly or indirectly on the Public Authority's web site. Disclosures would be subject to provisions of Section 8 to 11 of the RTI Act, as per DOPT guidelines para 1.7 of Appendix-4.

**H. Foreign Tours of PM/Ministers-** A large number of RTI queries are being filed on official tours undertaken by Ministers or officials of various Government Ministries/Departments. Information regarding the nature, place and period of foreign and domestic tours of Prime Minister are already disclosed on the PMO's website.

As per DOPT's OM No.1/8/2012-IR dated 11/9/2012, Public Authorities may proactively disclose the details of foreign and domestic official tours undertaken by the Minister(s) and officials of the rank of Joint Secretary to the Government of India and above and Heads of Departments, since 1<sup>st</sup> January, 2012. The disclosures may be updated once every quarter.

**I. Digital publication of disclosure under Section 4-** Section 4 lays down that information should be provided through many mediums depending upon the level of the Public Authority and the recipient of information (for example, in case of Panchayat, wall painting may be more effective means of dissemination of information), and that more and more proactive disclosure would gradually be made through internet. There is need for clear guidelines for web-based publication of information disclosure, as per DOPT guidelines para 2.1 of Appendix-4.

Every webpage displaying information or data proactively disclosed under the RTI Act should, on the top right corner, display the mandatory field' Date last updated (DD/MM/YY).

## **2.3 Guidelines for certain clauses of Section 4(1)(b) to make disclosure more effective**

**2.3.1** The elements of information listed in the various sub-clauses of Section 4(1)(b) must be disclosed in an integrated manner. For example, the functions and responsibilities of a Public Authority cannot be understood in isolation from the powers and functions of its employees, the norms that inform its decision making processes and the rules, instructions and manuals that are used in the discharge of its functions. Description of one element presupposes the existence of another. So every Public Authority must endeavor to integrate the information mentioned in these sub-clauses while preparing voluntary disclosure materials.

**2.3.2** The proactive disclosure with regard to certain sub-clauses given below have been focused to be relatively weak :-

1. Guidelines for section 4(1)(b)(iii)- “the procedure followed in the decision-making processes, including channels of supervision and accountability”
2. Guidelines for Section 4(1) (b)(iv)- “the norms set by it for the discharge of its functions”
3. Guidelines for Section 4(1)(b)(xi)-“the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made”
4. Guidelines for Section 4(1)(b)(xiv)-details in respect of information, available to or held by it, reduced in an electronic form.

Therefore, detailed guidelines for four sub-clauses cited above are given in paras 3.3 to 3.6 of the guidelines at *Appendix-4*.

## **CHAPTER 3**

### **AUDIT PROCESS AND FINDINGS**

#### **3.1 Data Collection and Analyses**

**3.1.1** To begin with, the Team critically examined the existing and available literature on the subject including following documents:-

- (a) Section 4(1) of the RTI Act
- (b) DOPT OM No.1/6/2011-IR dated 15 April 2013
- (c) Some recent reports of audit of proactive disclosures conducted by ISTM

**3.1.2** In addition to the check-list, other related documents and literatures like RTI Manuals, Annual Reports and Allocation of Business Rules, etc. were also considered to be relevant for obtaining information about Pro-Active Disclosure made by the concerned Department (s).

**3.1.3** An extensive search on various websites was another important tool decided to be used by the study team to have a wider information base in respect of Pro-Active Disclosure. Further, personal meetings and discussions with the Nodal Officers and others in the Department was used as an effective method to elicit information which may not be otherwise available on website or in other documents. The central RTI portal ([http:// www.rti.gov.in](http://www.rti.gov.in)) for the Public Authorities was also used to get information. Discussions were held among the team members on various issues, before and after visiting the Public Authority, which helped in finalizing the findings of the audit in respect of the parameters contained in the tool kit both in quantitative and qualitative terms.

**3.1.4** After examining the available documents and information, the audit team reviewed the existing check-list of laying down parameters on the requirement of proactive/ suo motu disclosure by the Public Authorities and finalised for use in respect of audit of DAR&PG. The checklist contained 32 parameters and the requirement worked out under each of these 32 parameters into 130 sub items. A copy of the checklist was sent to the officers of the DAR&PG to enable them to do self audit of their suo moto disclosure.

**3.1.5** The response of Department on the audit proforma (checklist) was received promptly, which is placed at *Appendix-5*. The team applied parameters and the requirements generated to the proactive disclosure done by the DAR&PG on its web sites ([www.darpg.gov.in](http://www.darpg.gov.in)) and identified the area which required further disclosure.

**3.2.1** At the first stage, website of DAR&PG was visited to get relevant information. Thereafter, attempts were made to obtain information physically from the Department through interaction and discussions. Accordingly, on 8<sup>th</sup> June, 2016, team met the officers concerned and discussed in detail the suo motu disclosure currently being done by the DAR&PG and the areas for further improvement. The discussion meeting was presided over by Ms Kiran Puri, Joint Secretary, and participated by following officials DAR&PG:

1. Shri Arun Kumar Sarkar, US(Adm)
2. Shri Khamchin Naulak, US(Adm)
3. Smt. Nita M. Dharmani, US(PG)
4. Shri Hemant Verma, US(PG)
5. Shri J. K. Ambwani, US(IE&C)
6. Shri Dhananjay Kumar, US(D &D)
7. Shri Alok Jagbharia, US(AR)
8. Smt. Vibhuti Panjiyar, US(e-Gov)

The Audit team members viz. Shri K Govindarajulu, Joint Director, ISTM, and Dr. A N Chakravarty, External Expert, participated in the discussion with the Nodal Officer and other officers of the Department.

**3.2.2** During the parameter-wise discussion, certain shortcomings and scope of further compliance were mentioned by the audit team members. Most of the points were accepted by the officers for compliance in near future.

**3.2.3** Based on the above, the data collected was analyzed and the areas for improvement were identified. The subsequent paragraphs provide the analysis of data and conclusions/recommendations of the committee.

### 3.3.1 AUDIT FINDINGS

The extent of implementation of the provision of Section 4 (1) of the RTI Act, 2005 for proactive disclosure of Information by the Department, qualitatively and quantitatively, is, by and large, adequate and satisfactory, subject to certain inadequacies, as indicated on the Audit Reports based on the response and discussion with the officers in the Department, in prescribed instrument (tool-kit) *Appendix-5*. The observations and remarks are indicated at the last column of the proforma (tool kit). However, the general observations are as under:

- (i) On the website of the Department of AR & PG, “Right to Information” has not been given adequate prominence among other functions of the Department. It would perhaps attract the sight of any citizen looking for desired information related to RTI, if the access point is placed on the opening frame of the website among the other headings like *Home, About Us... Civil Service Day, Citizen’s Charter* etc.
- (ii) Information on various sub-paras of Section 4(b) placed under RTI Act seems repetitive as well as outdated. Names of officers handling work include to names of those officers who are no longer working in the Department. Though at the end of website, the current date of updating is shown. In order to eliminate/ reduce such discrepancies, the names of the officers along with designation may be placed at one place, and at all other places only designation of the charge may be indicated.
- (iii) Section 4(1) (b) (i)– Particulars of organization- its genesis, objectives, functions and duties etc. have been disclosed by the Department. However, as regards details of Boards/ Committees/ Commissions, like setting up of two Administrative Reforms Commissions, and other Committees constituted in respect of its substantive functions may also be considered for inclusion under this sub-section.
- (iv) No Manual/handbook on RTI is available on the website or in printed form. Proactive disclosure of information in RTI Section is only in English and that too in the electronic form. In fact the term “Manual on RTI” is also not uniformly understood by all Public Authorities. However, as available on the website of the Department of Personnel & Training, all information under 17 sub-clauses may be placed under the Heading “Proactive Disclosure” in RTI Section of the website of DAR&PG. Lengthy information already available

elsewhere may be hyper-linked e.g. Annual Report of the Department, instead of stating that it is same as that of Dept. of Personnel & Training.

- (v) As sought under Section 4(1)(b)(iii) of RTI Act, 2005, procedures followed in decision making have not been disclosed explicitly with suitable flow chart, in the context of the core functions of the Department. In all cases, no time limits have been prescribed and disclosed for processing information. In this regard, the guidelines (para 3.3) issued by the DOPT in its OM dated 15 April, 2015 (*Appendix- 3*) may be kept in view.
- (vi) Similarly norms/standards for discharge of functions have also not been exclusively prepared and disclosed. There is a need for greater level of transparency in the Department by disclosing on public domain detailed information about norms/standards followed in their working. In this regard, the guidelines (para 3.4) issued by the DOPT in its OM dated 15 April, 2015 (*Appendix- 3*) may be kept in view.
- (vii) Under Section 4(1)(b)(v), regarding disclosure of rules/regulations/manuals etc., Department has named various general reference books on finance and service matter applicable to all Government transactions but has not provided details of rules, guidelines, policy about the information pertaining to their core activity. Generally, only list of rules is disclosed without gist of contents. More information on Department's specific rules, regulations, instructions etc. for discharging functions of the Department need to be put up in the public domain through website and other media.
- (viii) Under Section 4(1)(b)(vi), regarding details of categories of documents held by the Public Authority, emphasis has been (undesirably) given on the details of personnel documents like service books etc., rather than information on core subjects which can help public in accessing the document directly through the concerned custodian. Where such information is scattered elsewhere, suitable links may be provided under relevant Section of RTI Act for each access.
- (ix) Under section 4(1)(b)(vii), the Public Authorities need to disclose arrangements for consultation with members of the public in relation to the formulation or implementation of policy. Disclosure of more information about rules and procedures adopted by Public Authority is required to be disclosed.

- (x) Section 4(1)(b)(viii) seeks Public Authorities to provide information about constitution of Boards /Committees /Councils etc., their functions and as to whether the proceedings /minutes of the meeting are open to the public. It is thus, observed that DAR&PG could be more transparent about the functioning of such Committees, their composition, main objectives etc. particularly those specific to that Department. More information needs to be put under public domain about constitution and functioning of any such Board /Committee etc. The details of Official Language Implementation Committee must be available in all government departments as well as in Department of Official Languages.
- (xi) Section 4(1)(b)(x) seeks details of monthly remuneration received by officers & employees including system of compensation. The information disclosed is not complete. Along with designation, pay scale, and salary /emoluments received by individual may be disclosed.
- (xii) Section 4(i)(b)(xi) seeks to provide Budget Data with detailed allocation to each agency including plans, proposed expenditure and disbursement made etc. The budget data was placed on the website initially in compliance of Section-4 of RTI Act. However, the Department is not regular in updating the information. Either the information is not available or the available information has not been updated. In this regard, the guidelines (para 3.5) issued by the DOPT in its OM dated 15 April, 2015 (*Appendix- 3*) may be kept in view.
- (xiii) Section 4(1)(b)(xiv) seeks disclosure of information reduced in electronic form to the maximum possible extent. Under this section, the Department has provided some information which is available with them in electronic form. It cannot however, be considered as fully disclosed as more information as required in para 3.6 of DOPT guidelines (at page 32 ) can be converted into electronic form and placed on the website which can be accessed by all. In this regard, the guidelines (para 3.6) issued by the DOPT in its OM dated 15 April, 2015 (*Appendix- 3*) may be kept in view.
- (xiv) Under Section 4(1) (b) (xv), it is obligatory for the Public Authorities to publish the facilities available to citizen for obtaining information. Full details about contact persons and their contact numbers, email address etc. have not been incorporated under this section, which may be required by citizen for obtaining information.



- (xv) As required under Section 4(1) (b) (xvi), names, designation and other particulars of the Public Information Officers are available on the website of the Department. The issue of updation of information on the website needs to be taken seriously by all the Departments.
- (xvi) Section 4(1)(b)(xvii) requires the Public Authorities to publish such other information as may be prescribed and its time to time updation. This clause does not elaborate about the “other information” and therefore the information disclosed under this section varies from Department to Department. It is observed that a single interpretation of the information to be provided under this section by the nodal authority such as DOPT, may help in disclosure of information under this section without any ambiguity. Departments may have a deeper look into the kind of information which is more frequently asked under RTI and disclose that under Section 4(1)(b)(xvii) so as to reduce the burden of Public Information Officers (PIOs).
- (xvii) Under Section 4(1)(d) all Public Authorities are required to provide reasons for Quasi judicial decisions to affected persons. The information is not available in the Department audited.
- (xviii) The information regarding receipt and disposal of RTI applications has been placed on the website by Public Authorities under section 4(1)(b)(xvii), but in the present form it is not serving either the other information seekers nor the Public Authority, till the brief subject matter or nature of information sought and replied to is indicated barring responses containing personal information . The present form of information is only serving the purpose of submitting a report to CIC.

### **3.4.2 RECOMMENDATIONS**

- 1) The present format of disclosure of information under Section 4 (b) by DAR&PG on its website may be reviewed and restructured keeping in view the shortcomings identified in the previous para.
- 2) After doing so, the proactive disclosure under Section 4(b) on 17 parameters may be got printed on paper in English and Hindi in the form of a manual/ handbook and made available to those who need them.
- 3) Powers and duties with reference to specific functions of the Public Authority and the work distribution amongst sections should be suo moto disclosed.

This information also needs to be updated as and when any change occurs. The Department is required to provide information consistent with its allocation of business.

- 4) There is need of greater level of transparency in the Department by bringing detailed information in the public domain about norms/standards followed in their working.
- 5) Generally, only list of rules is disclosed without gist of contents. More detailed information on rules, regulations, instructions etc. for discharging functions of the Department needs to be put up in the public domain through website and other media.
- 6) The information regarding documents held by the Public Authority in public domain can be made more exhaustive and specific with reference to the custodian of information. This can help public in accessing the document directly through the concerned custodian only.
- 7) Information about constitution and functioning of various Boards /Committees /Commissions etc needs to be placed on public domain.
- 8) The information regarding receipt and disposal of RTI applications must be made available in public domain by all the Public Authorities, indicating the nature of information asked for the replies given thereto. This may help Central Public Information Officer (CPIO) in drawing attention of a new requester if similar question was answered before.
- 9) Regular updating of the information disclosed needs to be taken seriously by the Public Authority.
- 10) All the officers involved in implementing Section-4 of RTI Act regarding suo motu disclosure of information, including CPIOs, APIOs and Appellate Authorities need to be trained regularly and systematically.

**3.4.3** The guidelines issued by the Department of Personnel & Training in its OM dated 15 April 2013 (*Appendix- 3*) may be taken in to consideration while examining the above mentioned recommendations.

## **APPENDIX-1**

Room No.518 A  
5<sup>th</sup> Floor, Sardar Patel Bhavan  
Sansad Marg, New Delhi

29<sup>th</sup> Feb., 2016

To

Shri Chandan Mukherjee  
Deputy Director  
ISTM  
Administrative Block, JNU Campus(Old)  
Olof Palme Marg, New Delhi-11067

**Subject:- Third Party Audit of Proactive Disclosure under the RTI Act, 2005.**

Sir,


I am directed to refer to your letter No.A.33039/07/2014-ISTM/1122 dated 24<sup>th</sup> July, 2015 on the subject mentioned above and to say that this Department has agreed to conduct the Third Party Audit of Proactive Disclosure under the RTI Act, 2005 from the Institute of Secretariat Training & Management (ISTM).

2. The advance payment of Audit Fee of Rs.1,50,000/- as requested by ISTM vide letter No.A.33039/07/2014-ISTM/1122 dated 24<sup>th</sup> July, 2015 for conducting the Third Party Audit under the RTI Act, 2005 has been made vide this Department's Sanction Order No.A-50015/01/2014-Ad.II dated 11<sup>th</sup> February, 2016 (**copy enclosed**).

3. It is, therefore, requested to conduct the Third Party Audit of Proactive Disclosure under the RTI Act, 2005 of this Department at the earliest.

Yours faithfully,

Encls: As above

  
(Dhananjay Kumar)

Under Secretary to the Govt. of India  
Tel.No.23401445  
Email: dhananjay.kr@nic.in



DR ANE

## **APPENDIX-2**



फासं. / FILE NO: No. A-33039/07/2014-ISTM

भारत सरकार / GOVERNMENT OF INDIA

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान  
INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT  
(आईएसओ 9001:2008 संस्था / AN ISO 9001:2008 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING

प्रशासनिक ब्लॉक, ज.ने.वि. परिसर (पुराना) / ADMINISTRATIVE BLOCK, JNU CAMPUS (OLD),

ओलोफ पाल्मे मार्ग, नई दिल्ली - 110067 / OLOF PALME MARG, NEW DELHI - 110067

दूरभाष / TELEPHONE - 011-26185312; टेलीफैक्स / FAX - 011-26104183

Dated, New Delhi the 19<sup>th</sup> May 2016

To

Shri Dhananjay Kumar,

Under Secretary,

Department of Administrative Reforms & Public Grievances,

5<sup>th</sup> Floor, Sardar Patel Bhawan,

New Delhi

**Subject: Third Party Audit of Proactive Disclosure under the RTI Act, 2005**

Sir,

I am directed to refer to your letter No. A-50015/01/2014-Ad-II, dated 29/02/2016 and to say that the Audit of the Proactive Disclosure of your Department under the RTI Act, 2005 will be taken up by this Institute. The Audit Team will consist of Dr. A. N. Chakravarty, Faculty and former Joint Director (retired) and Shri K. Govindarajulu, Joint Director. The Audit Team may require to visit your office and collect required information to complete the process of Audit.

2. You are requested to extend all possible cooperation to the Audit Team. The report of the Audit is expected to be completed by the 10<sup>th</sup> of June 2016 by the Team.

Yours faithfully,

(Yogesh Dwivedi)

Deputy Director

Tel. 26177058

Email: yogesh.dwivedi@gov.in

Copy forwarded to:

1. Dr. A.N. Chakravarty, Joint Director (retired), ISTM

2. Shri K. Govindarajulu, Joint Director

**Extracts of Section 4(1)(b)(c) and (d) of RTI Act, 2005**

**4. (1) Every Public Authority shall**

- (b) Publish within one hundred and twenty days from the enactment of this Act, -
- (i) the particulars of its organization, functions and duties;
  - (ii) the powers and duties of its officers and employees;
  - (iii) the procedure followed in the decision making process, including channels of supervision and accountability;
  - (iv) the norms set by it for the discharge of its functions;
  - (v) the rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions
  - (vi) a statement of the categories of documents that are held by it or under its control;
  - (vii) the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;
  - (viii) a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;
  - (ix) a directory of its officers and employees;

- (x) the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;
  - (xi) the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;
  - (xii) the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;
  - (xiii) particulars of recipients of concessions, permits or authorizations granted by it;
  - (xiv) details in respect of the information, available to or held by it, reduced in an electronic form;
  - (xv) the particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained or public use;
  - (xvi) the names, designations and other particulars of the Public Information Officers
  - (xvii) such other information as may be prescribed; and thereafter update these publications every year;
- c) publish all relevant facts while formulating important policies or announcing the decisions which affect public
  - d) provide reasons for its administrative or quasi-judicial decisions to affected persons.



### **DOPT OM No.1/6//2011-IR dated 15<sup>th</sup> April 2013 regarding implementation of suo motu disclosure under Section 4 of RTI Act, 2005-Issue of guidelines regarding**

Section 4(1)(b) of the RTI Act lays down the information which should be disclosed by Public Authorities on a suo motu or proactive basis. Section 4(2) and Section 4(3) prescribe the method of dissemination of this information. The purpose of suo motu disclosures under Section 4 is to place large amount of information in public domain on a proactive basis to make the functioning of the Public Authorities more transparent and also to reduce the need for filing individual RTI application.

2. Since the promulgation of the Act in 2005, large amount of information relating to functioning of the government is being put in public domain. However, the quality and quantity of proactive disclosure is not up to the desired level. It was felt that the weak implementation of the Section 4 of the RTI Act is partly due to the fact that certain provisions of this Section have not been fully detailed and, in case of certain other provisions there is need for laying down detailed guidelines. Further there is need to set up a compliance mechanism to ensure that requirements under Section 4 of the RTI Act are met.

3. In order to address the above, Government of India constituted a Task Force on suo motu disclosure under the RTI Act, 2005 in May 2011 which included representative of civil society organizations active in the field of Right to Information, for strengthening compliance with provisions for suo motu or proactive disclosure as given in Section 4 of the RTI Act, 2005. Based on the report of the Task Force, the Government have decided to issue guidelines for suo motu disclosure under Section 4 of the RTI Act.

4. Guidelines for Central Government Ministries/Departments are on:-
- i. Suo motu disclosure of more items under Section 4.
  - ii. Guidelines for digital publication of proactive disclosure under Section
  - iii. Detailing of Section 4(1)(b)(iii), 4(1)(b)(iv), 4(1)(b)(xi) and 4(1)(b)(xiv)

iv. Compliance mechanism for suo motu disclosure (proactive disclosure) under the RTI Act, 2005.

5. The above guidelines are enclosed. However, it may be kept in mind that proactive disclosure should be done in the local language so that it remains accessible to public. It should be presented in a form that is easily understood and if technical words are used they should be carefully explained. As provided in section 4, disclosure should be made in as many mediums as feasible and disclosures should be kept up to date. The disclosure of information may be made keeping in mind the provisions of Section 8 to 11 of the RTI Act.

6. Central Government Ministries'/Departments should undertake suo motu disclosure and ensure compliance based on these guidelines.

7. The enclosed guidelines may be brought to the notice of all for compliance.

Sd/-

(Manoj Joshi)

Joint Secretary

Tele: 23093668

1. All the Ministries/Departments of the Government of India
2. Union Public Service Commissions, Lok Sabha Secretariat, Rajya Sabha Secretariat, Cabinet Secretariat Central Vigilance Commission, President's Secretariat, Vice President's Secretariat, Prime Minister's Office, Planning Commission, Election Commission
3. Central Information Commission
4. Staff Selection Commission, CGO Complex, New Delhi
5. Staff Selection Commission, CGO Complex, New Delhi
6. O/o the Comptroller & Auditor General of India, 10, Bahadur Shah Zafar Marg, New Delhi.



## **Guidelines on suo motu disclosure under Section 4 of the RTI Act**

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## **Guidelines on suo motu disclosure under Section 4 of the RTI Act**

### **1.0 Suo motu disclosure of more items under Section (4)**

Sub Section 4(2) of the RTI Act, 2005 requires every Public Authority to take steps in accordance with the requirements of clause (b) of sub section 4(1) to provide as much information suo- motu to the public at regular intervals through various means of communication, including internet, so that the public have minimum resort to use the Act to obtain information. Accordingly, the Public Authorities may proactively disclose the following items under the suo motu disclosure provisions of Section 4

#### **1.1. Information related to Procurement**

1.1.1 Information relating to procurement made by Public Authorities including publication of notice/tender enquiries, corrigenda thereon, and details of bid awards detailing the name of the supplier of goods/services being procured or the works contracts entered or any such combination of these and the rate and total amount at which such procurement or works contract is to be done should be disclosed. All information discloseable as per Ministry of Finance, Department of Expenditure's OM No.10/1/2011-PPC dated 30<sup>th</sup> November, 2011 on Mandatory Publication of Tender Enquiries on the Central Public Procurement Portal and OM No.10/3/2012-PPC dated 30<sup>th</sup> March, 2012 on implementation of comprehensive end-to-end e-procurement should be disclosed under Section 4. At present the limit is fixed at R.10.00 Lakhs. In case of procurements made through DGS&D Rate Contracts or through Kendriya Bhandar/NCCF, only award details need to be published. However, information about procurement which fall within the purview of Section 8 of the RTI Act would be exempt.

#### **1.2. Public Private Partnerships**

1.2.1 If Public services are proposed to be provided through a Public Private Partnership (PPP), all information relating to the PPs must be disclosed in the public domain by the Public Authority entering into the PPP contract/concession agreement. This may include details of the Special Purpose Vehicle (SPV), if any set up, detailed project reports, concession agreements operation and maintenance manuals and other documents generated as part of the implementation of the PPP

project. The documents under the ambit of the exemption from disclosure of information under Section 8(1)(d) and 8(1) (j) of the RTI Act would not be disclosed suo motu. Further, information about fees, tolls, or other kinds of revenue that may be collected under authorization from the Government, information in respect of outputs and outcomes, process of selection of the private sector party may also be proactively disclosed. All payments made under the PPP project may also be disclosed in a periodic manner along with the purpose of making such payment.

### **1.3. Transfer Policy and Transfer Orders**

1.3.1 Transfer policy for different grades/cadres of employees serving in Public Authority should be proactively disclosed. All transfer orders should be publicized through the web site or in any other manner listed in Section 4(4) of the Act. These guidelines would not be applicable in cases of transfers made keeping in view sovereignty, integrity, security, strategic, scientific or economic interests of the State and the exemptions covered under Section 8 of the Act. These instructions would not apply to security and intelligence organization under the second schedule of the RTI Act.

### **1.4. RTI Applications**

1.4.1 All Public Authorities shall proactively disclose RTI applications and appeals received and their responses, on the websites maintained by Public Authorities with search facility based on key words. RTI applications and appeals received and their responses relating to the personal information of an individual may not be disclosed, as they do not serve any public interest.

### **1.5 CAG & PAC paras**

1.5.1 Public Authorities may proactively disclose the CAG&PAC paras and the Action Taken Reports (ATRs) only after these have been laid on the table of both the houses of the Parliament. However, CAG paras dealing with information about the issue of sovereignty, integrity, security, strategic, scientific or economic interests of the State and information covered under Section 8 of the RTI Act would be exempt.

## **1.6 Citizen Charter**

1.6.1 Citizens Charter prepared by the Ministry/Department, as part of the Result Framework documents of the department/organization should be proactively disclosed and six monthly report on the performance against the benchmarks set in Citizens Charter should also be displayed on the website of Public Authorities.

## **1.7 Discretionary and Non-discretionary grants**

1.7.1 All discretionary /non discretionary grants /allocation to state governments /NGOs /other institutions by Ministry /Department should be placed on the web site of the Ministry /Department concerned. Annual Accounts of all legal entities who are provided grants by Public Authorities should be made available through publication, directly or indirectly on the Public Authority's web site. Disclosures would be subject to provisions of Section 8 to 11 of the RTI Act.

## **1.8. Foreign Tours of PM/Ministers**

1.8.1 A large number of RTI queries are being filed on official tours undertaken by Ministers or officials of various Government Ministries/Departments. Information regarding the nature, place and period of foreign and domestic tours of Prime Minister are already disclosed on the PMO's website.

1.8.2 As per DOPT's OM No.1/8/2012-IR dated 11/9/2012, Public Authorities may proactively disclose the details of foreign and domestic official tours undertaken by the Minister(s) and officials of the rank of Joint Secretary to the Government of India and above and Heads of Departments, since 1<sup>st</sup> January, 2012. The disclosures may be updated once every quarter.

1.8.3 Information to be disclosed proactively may contain nature of the official tour, places visited, the period, number of people included in the official delegation and total cost of such travel undertaken. Exemptions under Section 8 of the RTI Act, 2005 may be kept in view while disclosing the information. These instructions would not apply to security and intelligence organizations under the second schedule of the RTI Act, 2005 and CVOs of Public Authorities.

## **2.0 Guidelines for digital publication of proactive disclosure under Section 4**

2.1 Section 4 lays down that information should be provided through many mediums depending upon the level of the Public Authority and the recipient of information( for example, in case of Panchayat, wall painting may be more effective means of dissemination of information), and that more and more proactive disclosure would gradually be made through internet. There is need for more clear guidelines for web-based publication of information of disclosure.

2.2 The Department of Information Technology has been working on setting up technical standards for government web sites and the Department of Administrative Reforms & Public Grievances has published guidelines for websites of Government Departments. These guidelines prescribe the manner in which websites need to be designed and how information should be disclosed, while adhering to the standards of government guidelines as laid down by Department of Information Technology and Department of Administrative Reforms & Public Grievances, the following principles additionally should also be kept in view to ensure that websites' disclosures are complete, easily accessible, technology and platform neutral and in a form which conveys the desired information in an effective and user-friendly manner.

- (a) It should be the endeavor of all Public Authorities that all entitlements to citizens and all transactions between the citizen and government are gradually made available through computer based interface. The 'Electronic Delivery of Services Bill, 2012' under formulation in Government of India would provide the necessary impetus.
- (b) Websites should contain detailed information from the point of origin to the point of delivery of entitlements/ services provided by the Public Authorities to citizens.
- (c) Orders of the Public Authority should be uploaded on the website immediately after they have been issued.
- (d) Website should contain all the relevant Acts, Rules, forms and other documents which are normally accessed by citizens.
- (e) Websites should have detailed directory of key contacts, details of officials of the Public Authority.

- (f) It is obligatory under Section 4(1)(b)(xiv) of the RTI Act for every Public Authority to proactively disclose 'details in respect of the information, available to or held by it, reduced in an electronic form'. The website should therefore indicate which digitally held information is made available publicly over the internet and which is not.
- (g) As departments reorganize their systems and processes to enable themselves for electronic service delivery, it is recommended that the requirement of bringing due transparency as provided in the RTI Act is given adequate consideration at the design stage itself.
- (h) To maintain reliability of information and its real time updation, information generation in a digital form should be automatically updated on the basis of key work outputs, like a muster roll and salary slip (NREGA in Andhra Pradesh) or formalization of government order (Andhra Pradesh). Such an approach will lead to automation of proactive disclosure.
- (i) Information must be presented from a user's perspective, which may require rearranging it, simplifying it etc. However, originally documents in original formats should continue to be made available because these are needed for community monitoring of government's functioning.
- (j) The 'National Data Sharing and Accessibility Policy' by the Department of Science and Technology is based on the principle that all publicly funded information should be readily available. The policy has been notified in March, 2012 and the schedule should be strictly adhered to.
- (k) Information and data should be presented in open data formats whereby it can be pulled by different Application Protocol Interfaces to be used in different fashions more appropriate to specific contexts and needs. Information/ data can, for instance, be presented in powerful visual ways using visualization techniques. Such, visual representation of information/data can give insights that may remain largely hidden in a textual or tabular presentation of data. In some contexts, pictures and audio/video recordings etc. may be useful. There have been moves in some parts of the country to video record Gram Sabha meetings. A picture of NREGA worksite, for instance, may tell much more than words can. All such different media and forms should be used for proactive disclosure.

(l) Every webpage displaying information or data proactively disclosed under the RTI Act should, on the top right corner, display the mandatory field 'Date last updated (DD/MM/YY).

### **3.0 Guidelines for certain clauses of Section 4(1)(b) to make disclosure more effective**

3.1 The elements of information listed in the various sub-clauses of Section 4(1)(b) must be disclosed in an integrated manner. For example, the functions and responsibilities of a Public Authority cannot be understood in isolation from the powers and functions of its employees, the norms that inform its decision making processes and the rules, instructions and manuals that are used in the discharge of its functions. Description of one element presupposes the existence of another. So every Public Authority must endeavour to integrate the information mentioned in these sub-clauses while preparing voluntary disclosure materials.

3.2 Considering that disclosure in regard to certain sub-clauses have been relatively weak, detailed guidelines for four sub-clauses are given below:

#### **3.3. Guidelines for section 4(1)(b)(iii)- “the procedure followed in the decision-making processes, including channels of supervision and accountability”**

3.3.1 All departments have specific duties and responsibilities under the respective Allocation of Business Rules (AOB) issued by the appropriate Government. The constitutional provisions and statutes each department is required to implement are clearly laid down in the AOB. The manner of disposal of matters assigned to each Department/Ministry is described in the Transaction of Business Rules (TOB). Additionally, every department would have a specific set of scheme and development programme which they are required to implement directly or through their subordinate offices or other designated agencies. These documents contain the specific operations that every Public Authority is required to undertake in the course of implementing the programme or scheme. Every operation mandated under the AOB read with the TOB would be linked to a specific decision-making chain. All government officers have to follow laid down office procedure manual or the other rules which gives details of how representations, petitions and applications

from citizens must be dealt with. Templates, formats, and basic steps of decision-making are briefly explained in such manuals. Their descriptions constitute the elements of decision making processes in general.

3.3.2 Additionally, in the routine work of governance, government functionaries are required to make decision in a discretionary manner but broad guiding principles are laid down in some rule or the other. For example, the General Financial Rules lay down procedure for a variety of operations relating to government finances. How sanction must be accorded for incurring expenditure; how losses to government must be reported; how responsibility for losses may be fixed on any government servant; how budgets, demand for grants are prepared and submitted; how public works must be sanctioned and executed; how commodities and services may be procured by a Public Authority, are all explained in these manuals which are updated from time to time. The challenge is to present a simplified version of the decision-making procedure that is of Interest to a common citizen.

3.3.3 In view of the above, the guidelines for detailing the decision making processes are as follows:

- (a) Every Public Authority should specifically identify the major outputs/tangible results/services/goods, applicable, that it is responsible for providing to the public or to whosoever is the client of the Public Authority
- (b) In respect of (a) above, the decision-making chain should be identified in the form of a flow chart explaining the rank/grade of the public functionaries involved in the decision-making process and the specific stages in the decision-making hierarchy.
- (c) The powers of each officer including powers of supervision over subordinates involved in the chain of decision making must also be spelt out next to the flow chart or in a simple bullet-pointed format in a text-box. The exceptional circumstances when such standard decision-making processes may be overridden and by whom, should also be explained clearly. Where decentralization of decision making has occurred in order to grant greater autonomy to Public Authorities, such procedures must also be clearly explained.



(d) This design of presentation should then be extended to cover all statutory and discretionary operations that are part of the Public Authority's mandate under the AOB read with the TOB.

(e) In the event of a Public Authority altering an existing decision-making process or adopting an entirely new process, such changes must be explained in simple language in order to enable people to easily understand the changes made.

### **3.4 Guidelines for Section 4(1q) (b)(iv)- “the norms set by it for the discharge of its functions”**

3.4.1 Primarily, the intention of this clause is that every Public Authority should proactively disclose the standards by which its performance should be judged. Norms may be qualitative or quantitative in nature, or temporal or statutory norms. In order to ensure compliance with this clause, Public Authorities would need to disclose norms for major functions that are being performed.

3.4.2 Citizen charters, which are mandatory, for each central Ministry /Department /Authority, are good examples of vehicles created for laying down norms of performance for major functions and for monitoring achievements against those standards.

3.4.3 Wherever norms have been specified for the discharge of its functions by any statute or government orders, they should be proactively disclosed, particularly linking them with the decision making processes as detailed earlier. All Public Authorities should proactively disclose the following:-

(a) Defining the services and goods that the particular Public Authority/office provides directly ( or indirectly through any other agency/contractor)

(b) Detailing and describing the processes by which the public can access and/or receive the goods and services that they are entitled to, from the Public Authority/office along with the forms, if any prescribed, for use by both the applicant and the service providing agency. Links to such forms (o line), wherever available, should be given.

- (c) Describing the conditions, criteria and priorities under which a person becomes eligible for the goods and services, and consequently the categories of people who are entitled to receive the good and services.
- (d) Defining the quantitative and tangible parameters, (weight, size, frequency etc.) and timelines that are applicable to the goods and services that are accessible to the public.
- (e) Defining the qualitative and quantitative outcomes that each Public Authority/office plans to achieve through the goods and services that it was obligated to provide.
- (f) Laying down individual responsibility for providing the goods and services (who is responsible for delivery/implementation and who is responsible for supervision).

### **3.5 Guidelines for Section 4(1)(b)(xi)-“the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made”**

3.5.1 The Public Authorities while disclosing their budgets shall undertake the following:

- (a) Keeping in view the technical nature of the government budgets, it is essential that Ministries/Departments prepare simplified versions of their budgets which can be understood easily by general public and place them in public domain. Budgets and their periodic monitoring reports may also be presented in a more user-friendly manner through graphs and tables. etc.
- (b) Outcome budget being prepared by Ministries/Departments of Government of India should be prominently displayed and be used as basis to identify physical targets planned during the budgetary period and the actual achievement vis-à-vis those targets. A monthly programme implementation calendar method of reporting being followed in Karnataka is a useful model.
- (c) Fund released to various autonomous organizations /statutory organizations /attached offices /Public Sector Enterprises /Societies /NGOs /Corporations etc. should be put on the website on a quarterly basis and budgets of such authorities may be made accessible through links from the websites of the department. If a subsidiary does not have a website then the budgets and expenditure reports of

such subsidiary authority may be uploaded on the website of the principal Public Authority.

(d) Wherever required by law or executive instruction, sector specific allocations and achievements of every department or Public Authority (where feasible) must be highlighted. For example, budget allocation and target focusing on gender, children, Scheduled Castes, Scheduled Tribes and religious minorities should be specially highlighted. The sector-wise breakup of these targets and actual outcomes must be given in simplified form to enable the vulnerable segments of society to better understand the budgets of Public Authorities.

### **3.6 Guidelines for Section 4(1)(b)(xiv)-details in respect of information, available to or held by it, reduced in an electronic form.**

3.6.1 On the one hand, this clause serves as a means of proactively disclosing the progress made in computerizing information under Section 4(1) (a) of the RTI Act in a periodic manner, on the other, it provides people clarity about the kinds of electronic information that, although not held by the Public Authority, is available to them. For example the stocks of ration available with individual fair price shops may not be held by the District Civil Supplies office, but may be available at a subordinate formation.

3.6.2 Keeping in view the varied levels of computerization of records and documents in Public Authorities, data about records that have been digitized may be proactively disclosed on the respective websites, excluding those records/files/information that are exempted under Section 8. The data about digitized record may include the name of the record and any categorization or indexing used; the subject matter and any other information that is required to be compiled in relation to a file as prescribed by Manual of Office Procedure (and to be prescribed by MOP for electronic records that is under finalization by DARPG), the division/section/unit office where the record is normally held; the person, with designation, responsible for maintaining the record; and the life span of the record, as prescribed in the relevant record retention schedule.

#### **4.0 Compliance with provisions of suo motu (proactive) disclosure under the RTI Act**

4.1 Each Ministry/Public Authority shall ensure that these guidelines are fully operationalised within a period of 6 months from the date of their issue.

4.2 Proactive as per these guidelines would require collating a large quantum of information and digitizing it. For this purpose, Ministries/Public Authorities may engage consultants or outsource such work to expeditiously comply with these guidelines. For this purpose, the plan/non-plan funds of that department may be utilized.

4.3 The Action Taken Report on the compliance of these guidelines should be sent, along with the URL link to the DOPT and Central Information Commission soon after the expiry of the initial period of 6 months.

4.4. Each Ministry/Public Authority should get its proactive disclosure package audited by third party every year. The audit should cover compliance with the proactive disclosure guidelines as well as adequacy of the items included in the package. The audit should examine whether there are any other types of information which could be proactively disclosed. Such audit should be done annually and should be communicated to the Central Information Commission annually through publication on their own websites. All Public Authorities should proactively disclose the names of the third party auditors on their website. For carrying out third party audit through outside consultants also, Ministries/Public Authorities should utilize their plan/non plan funds.

4.5 The Central Information Commission should examine the third-party audit reports for each Ministry/Public Authority and offer advice/recommendations to the concerned Ministries/Public Authorities.

4.6 Central Information Commission should carry out sample audit of few of the Ministries/Public Authorities each year with regard to adequacy of items included as well compliance of the Ministry/Public Authority with these guidelines.

4.7 Compliance with the proactive disclosure guidelines, its audit by third party and its communication to the Central Information Commission should be included as RFD target.

## **5.0 Nodal Officer**

5.1 Each Central Ministry/Public Authority should appoint a senior officer not below the rank of Joint Secretary and not below rank of Additional HOD in case of attached offices for ensuring compliance with the proactive disclosure guidelines. The Nodal Officer would work under the supervision of the Secretary of the Ministry/Department of the HOD of the attached office, as the case may be. Nodal Officers of Ministry/Department and HOD separately should also ensure that the formation below the Ministry/Department/Attached Office also disclose the information as per the proactive disclosure guidelines.

## **6.0 Annual Reports of Parliament/Legislatures**

6.1 Government has issued directions to all Ministries/Departments to include a chapter on RTI Act in their Annual Reports submitted to the Parliament. Details about compliance with proactive disclosure guidelines should mandatorily be included in the relevant chapter in Annual Report of Ministry/Department.

## APPENDIX- 5

### Proforma/Checklist for Audit of Proactive Disclosure under RTI Act, 2005 (Devised at ISTM)

<b>Name of Public Authority being Audited:</b>	Department of Administrative Reforms & Public Grievances
<b>Website:</b>	www. darp.gov.in

Sl. No.	Parameter	Requirement	Qualitative Observations/ Remarks
<b>Information to be disclosed under Section 4(1)(b) of RTI Act</b>			
1.	<b>Particulars of its organization, functions and duties [Section 4(1) (b) (i)]</b>	<ul style="list-style-type: none"> <li>▫ Name and address of the organization</li> <li>▫ Head of the organization</li> <li>▫ Key Objectives</li> <li>▫ Functions and duties</li> <li>▫ Organization chart</li> <li>▫ Functional chart</li> <li>▫ Other details like genesis, inception formation of the department and the HoDs from time to time as well as the Committees/ Commissions constituted from time to time</li> <li>Link to branches/Regional centers</li> </ul>	Information provided on website <a href="#">Annexure 'A'</a>
2.	<b>Powers &amp; Duties of its officers &amp; employees [Section 4 (1) (b) (ii)]</b>	<ul style="list-style-type: none"> <li>▫ Powers and duties of officers</li> <li>▫ Powers and duties of other employees</li> <li>▫ Rules/ orders under which powers and duties are derived and exercised. To be laid down in easy and understandable manner</li> <li>▫ Delegation of Powers</li> </ul>	Information provided on website <a href="#">Annexure – B</a>

		<ul style="list-style-type: none"> <li>Work allocation, job description and/or duty lists</li> <li>Structural, positional and functional charts,</li> <li>Schemes and development programmes</li> </ul>	<p>PDF file attached <a href="#">Annexure-C</a> regarding charts.</p> <p>A. Modernization Scheme, B. Financial Assistance to State /UTs for C. Documentation D. Administrative Reforms E. Sevottam</p>
3.	<b>Procedure followed in decision making process [Section 4(1) (b) (iii)]</b>	<ul style="list-style-type: none"> <li>Process and channel for decision making-decision making charts/flow chart</li> <li>Final decision making authority</li> <li>Flow chart explaining the process of decision making</li> <li>Related provisions, acts, rules etc.</li> <li>Time limit for taking a decision, wherever applicable</li> <li>Delegation of Power-Rules/procedures</li> <li>Major output/tangible results/services/goods</li> </ul>	<p>Information provided on website <a href="#">Annexure 'D'</a></p> <p>Secretary (<a href="#">Annexure – E</a>) Information provided on website <a href="#">Annexure 'G'</a> No Acts &amp; rules etc. available. Not Available</p> <p>Information provided on website <a href="#">Annexure- 'L'</a> Information provided on website <a href="#">Annexure 'F'</a></p>
4.	<b>Norms for discharge of functions [Section 4(1) (b) (iv)]</b>	<ul style="list-style-type: none"> <li>Nature of functions/ services offered</li> <li>Norms/ standards for functions/ service delivery</li> <li>Process by which these services can be accessed</li> <li>Time- limits for achieving the targets</li> <li>Process of redressal of grievance</li> <li>Reference document prescribing the norms</li> </ul>	<p>Policy related issue of Public Grievances.</p> <p>As per Guidelines on PG portal</p> <p>Information provided on website <a href="#">Annexure 'H'</a> Through online system known as pg-portal.</p> <p>Grievance to be disposed within 60 days. Interim reply in case, it takes longer.</p> <p>By the concerned to compilation of guidelines for redress of PG</p> <p>Ministry/ Department/ State Government in decentralized manner. Monetary in respect of Ministry/ Department by DARPG through review meeting. No monetary for State Grievances.</p>

5.	<b>Rules, regulations, instructions, manuals and records for discharging functions [Section 4(1) (b) (v)]</b>	<ul style="list-style-type: none"> <li>▫ Title and nature of the record/ manual/ instruction</li> <li>▫ The Acts/ Rules/ manuals, Office memorandum etc</li> <li>▫ Summary of contents of above for easy understanding of public</li> </ul>	Information provided on website <a href="#">Annexure – ‘I’</a>
6.	<b>Categories of documents held by the authority under its control [Section 4(1) (b) (vi)]</b>	<ul style="list-style-type: none"> <li>▫ Title of the documents</li> <li>▫ Category of documents</li> <li>▫ Custodian of the documents</li> </ul>	Information provided on website <a href="#">Annexure – J</a>
7.	<b>Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1) (b) (vii)]</b>	<ul style="list-style-type: none"> <li>▫ Relevant rule, circular etc for consultation.</li> <li>▫ Arrangement adopted for consultation with or representation by the members of the public in the functional areas of the organization.</li> <li>▫ Days or time specified for visitors</li> </ul>	Information provided on website <a href="#">Annexure- ‘K’</a>
8.	<b>Boards, Councils, Committees and other Bodies constituted as part of the Public Authority functioning [Section 4 (1) (b) (viii)]</b>	<ul style="list-style-type: none"> <li>▫ Names of the Boards, Councils, Committees etc.</li> <li>▫ Composition</li> <li>▫ Powers and functions</li> <li>▫ Whether their meetings are open to the public?</li> <li>▫ Whether the minutes of the meeting are open to the public.</li> <li>▫ Link to the source where the minutes if open to the public are available and the process of access by the common citizen.</li> </ul>	Information provided on website <a href="#">Annexure – ‘M’</a>



9.	<b>Directory of Officers and employees Section 4(1)(b) (ix)]</b>	<ul style="list-style-type: none"> <li>▫ Name, designation and Division</li> <li>▫ Location, Telephone (both office &amp; Residence), and email</li> </ul>	Information provided on website <a href="#">Annexure – ‘N’</a>
10.	<b>Monthly Remuneration received by officers &amp; employees including system of compensation [Section 4(1)(b) (x)]</b>	<ul style="list-style-type: none"> <li>▫ Name &amp; Designation of the employee</li> <li>▫ Monthly remuneration</li> <li>▫ System of compensation as provided by in its regulations</li> </ul>	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations.
11.	<b>Budget allocated to each agency including all plans, proposed expenditures and reports on disbursements made etc. [Section 4(1) (b) (xi)]</b>	<ul style="list-style-type: none"> <li>▫ Details of budget in simple form which can be easily understood by the non professional and layman</li> <li>▫ Funds allotted to branches/regional centers</li> <li>▫ Outcome budget</li> <li>▫ Providing clear picture regarding the actual achievement vis-à-vis the targets</li> <li>▫ Periodic monitoring Reports</li> <li>▫ Revised budget, if any</li> <li>▫ Report on expenditure made and location where the related reports available</li> </ul>	Details of Non – Plan and Plan provision and expenditure for the year 2015-16 is enclosed <a href="#">Annexure ‘ O’</a>
12.	<b>Manner of execution of subsidy programmers [Section 4(1) (b) (xii)]</b>	<ul style="list-style-type: none"> <li>▫ Name of the programs or activities</li> <li>▫ Objective of the programmes</li> <li>▫ Procedure to avail benefits</li> <li>▫ Duration of the programme/ scheme</li> <li>▫ Physical and financial targets of the programme</li> <li>▫ Nature/scale of subsidy/ amount allotted</li> <li>▫ Eligibility criteria for grant of subsidy</li> <li>▫ Details of beneficiaries of subsidy programme (Number profile etc.)</li> </ul>	Department does not administer any programme involving subsidy.

13.	<b>Particulars of recipients of concessions, permits or authorizations granted by the Public Authority [Section 4(1) (b) (xiii)]</b>	<ul style="list-style-type: none"> <li>▫ Concessions, permits or authorizations granted by Public Authority</li> <li>▫ For each concessions, permit or authorization granted <ul style="list-style-type: none"> <li>➤ Eligibility criteria</li> <li>➤ Procedure for getting the concession / grant and / or permits or authorizations</li> <li>➤ Name and address of the recipients given concessions/ permits or authorization</li> <li>➤ Date of award of concessions/permits or authorizations</li> </ul> </li> </ul>	NIL
14.	<b>Information available in electronic form [Section 4(1) (b) (xiv)]</b>	<ul style="list-style-type: none"> <li>▫ List of documents available in electronic form</li> <li>▫ The data about digitalized records / files / reports / information which shall include the name of the record; any categorization or index used; subject matter and other information; division/section/unit/office where the record is normally held; the person with designation responsible for maintaining the record; and life span of the record.</li> <li>▫ Details of information not available in electronic form.</li> <li>▫ Orders of Public Authorities</li> <li>▫ All relevant Acts, Rules, forms and other documents which are normally accessed by citizens</li> <li>▫ Entitlements/services provided</li> <li>▫ Directory of key contacts, details of officials</li> <li>▫ All publicly funded information</li> <li>▫ Visual presentation</li> <li>▫ Date last updated information</li> </ul>	<p>All documents are available in the website i.e www.darpg.gov.in</p> <p>Information provided on website <a href="#">Annexure-N</a></p> <p>This may be updated from time to time.</p>

15.	<b>Particulars of facilities available to citizens for obtaining information [Section 4 (1) (b) (xv)]</b>	<ul style="list-style-type: none"> <li>▫ Name &amp; location of the facility-Computerized Information and Facilitation Counter (IFC)</li> <li>▫ The address and location of the facility and the contact details</li> <li>▫ Working hours of the facility and the details of information made available</li> <li>▫ Fee/ charges to get the copies of the document</li> <li>▫ Facility for inspecting the documents which are not available electronically should also be provided</li> </ul>	<p>Information may be obtained from website of DARPG – <a href="http://darpq.gov.in/">http://darpq.gov.in/</a></p> <p>The Department has also fixed a time on every Wednesday 10.00 A.M. to 1.00 P.M. where the Director (Public Grievances), Room No.507, Fifth Floor, Sardar Patel Bhavan, New Delhi, redresses the grievance of the public in person.</p>
16.	<b>The Names, designation and other particulars of the PIOs Section 4(1) (b) (xvi)</b>	<ul style="list-style-type: none"> <li>▫ Name &amp; Designation of PIOs and Appellate Authority</li> <li>▫ Their Contact details –phone number &amp; email</li> <li>▫ Subject matter within their jurisdiction.</li> <li>▫ Details of Nodal Officer</li> <li>▫ Details of link PIOs and first Appellate Authority</li> </ul>	Information provided on website <a href="#">Annexure – ‘P’</a>
17.	<b>Such other information as may be prescribed under Section 4(1) (b) (xvii)</b>	<ul style="list-style-type: none"> <li>▫ Annual Report</li> <li>▫ Annual Returns</li> <li>▫ FAQs</li> <li>▫ Citizen’s charter of the Public Authority</li> <li>▫ Grievance Redressal mechanisms</li> <li>▫ List of completed schemes/ projects/ programmes</li> <li>▫ Success of stories</li> <li>▫ List of schemes/ projects/ programmes underway</li> <li>▫ Audit paras along with Action Taken Report</li> <li>▫ Any other information.</li> <li>▫ Frequently asked information</li> </ul>	<p>Annual Report of the Ministry of Personnel, PG and Public Grievances is available in the DOPT website i.e www. dopt.gov.in</p> <p>Available on Department’s website <a href="http://www.darpq.gov.in">www.darpq.gov.in</a></p>

<b>Miscellaneous - RTI Act 4 (1) (c), (d), 4 (3), 4(4)</b>			
18.	<b>Are important policies or decisions which affect public informed to them? [Section 4 (1) (c) ]</b>	<ul style="list-style-type: none"> <li>▫ Publish all relevant facts while formulating important policies or announcing decisions which affect public.</li> </ul>	Available on Department's website <a href="http://www.darpg.gov.in">www.darpg.gov.in</a>
19.	<b>Are reasons for administrative or quasi-judicial decisions taken, communicated to affected persons [Section 4 (1) (d) ]</b>	<ul style="list-style-type: none"> <li>▫ Provide reasons for its administrative or quasi-judicial decisions to affected persons.</li> </ul>	Not applicable
20.	<b>Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4 (3)]</b>	<ul style="list-style-type: none"> <li>▫ website</li> <li>▫ Notice boards</li> <li>▫ Newspapers</li> <li>▫ Public announcements</li> <li>▫ Media broadcasts</li> <li>▫ Internet or</li> <li>▫ Any other means including inspection</li> </ul>	This is being done on regular basis.
21.	<b>Whether Information Manual/ Handbook available free of cost or not [Section 4 (4)]</b>	<ul style="list-style-type: none"> <li>▫ Whether prepared or not</li> <li>▫ Available free or at a reasonable cost of the media</li> </ul>	Yes
<b>Additional Category of Information to be disclosed under guidelines –SuoMotu disclosure of more items under Section 4</b>			
22.	<b>Information related to Procurement</b>	<ul style="list-style-type: none"> <li>▫ Tender- Notices/Enquiries corrigenda there on.</li> <li>▫ Details of bid awards, detailing the name of the supplier of goods/services being procured or work contract.</li> <li>▫ Rate and total amount at which such procurement or work contracts were awarded.</li> </ul>	<p>All Tenders Notice are available in the Department Website. Information provided on website <a href="#">Annexure 'Q'</a></p> <p>(Not Received) <a href="#">Annexure 'R'</a> <a href="#">AwardContract26052016.pdf</a></p>

23.	<b>Public Private Partnership</b>	<ul style="list-style-type: none"> <li>▫ Details of the special purpose vehicle (SPV), if any set up</li> <li>▫ Detailed project reports</li> <li>▫ Concession agreement</li> <li>▫ Operation and maintenance manual</li> <li>▫ Other documents generated as part of the implementation of the Public Private Partnership project</li> </ul>	Not Applicable
24.	<b>Transfer Policy and Transfer Orders</b>	<ul style="list-style-type: none"> <li>▫ Transfer policy for different Grades/Cadres</li> <li>▫ Transfer orders</li> </ul>	DOPT is the Cadre Controlling Authority of DARPG
25.	<b>RTI Applications</b>	<ul style="list-style-type: none"> <li>▫ RTI applications and appeals received and their responses (except relating to personal information)</li> <li>▫ Loaded on the websites, search facility based on keywords</li> </ul>	Available on Department's website <a href="http://www.darpg.gov.in">www.darpg.gov.in</a>
26.	<b>CAG &amp; PAC paras</b>	CAG and PAC- ATR of those which have been laid on the table of both the houses of Parliament	No Audit Para relating to DARPG
27.	<b>Citizen's Charter</b>	<ul style="list-style-type: none"> <li>▫ Citizen's Charter</li> <li>▫ RFD (Result Framework Document)</li> <li>▫ Bi-annual reports on the performance against the bench marks set in citizen chart</li> </ul>	<a href="#">Citizen's Charter</a> Available on Department's website <a href="http://www.darpg.gov.in">www.darpg.gov.in</a>
28.	<b>Discretionary &amp; Non-discretionary Grants</b>	<ul style="list-style-type: none"> <li>▫ Details of discretionary grants/ allocation</li> <li>▫ Annual accounts of legal entities that are provided grants by Public Authorities</li> </ul>	Not Applicable
29.	<b>Foreign/ Domestic Tour of Ministers / Officials</b>	<ul style="list-style-type: none"> <li>▫ The details of Foreign &amp; domestic visits undertaken by the officials of the rank of JS to the Govt. of India and HODs</li> </ul> <p>Details to be included therein :</p>	Details of Foreign & domestic visits are enclosed in <a href="#">Annexure 'S'</a>

		<ul style="list-style-type: none"> <li>✓ Purpose of Visit</li> <li>✓ Place of visit</li> <li>✓ Period</li> <li>✓ No. of People included with official delegation</li> <li>✓ Expenditure incurred on such tours.</li> <li>✓ Report submitted on completion of tours</li> </ul>	
<b>Form of Disclosure</b>			
30.	<b>Form of accessibility of Information Manual/ Handbook [Section 4(4)]</b>	<ul style="list-style-type: none"> <li>▫ Electronic or printed or both.</li> </ul>	Available on Department's website <a href="http://www.darpg.gov.in">www.darpg.gov.in</a>
31.	<b>Language in which Information Manual/ Handbook available</b>	<ul style="list-style-type: none"> <li>▫ English / Hindi</li> <li>▫ Vernacular/ Local Language regional language.</li> </ul>	English
32.	<b>When was the information Manual/ Handbook last updated?</b>	<ul style="list-style-type: none"> <li>▫ Annual updating is required and the date of last updated needs to be displayed.</li> </ul>	It is being updated from time to time.

## ANNEXURE 'A'

### Particulars of its organisation, functions and duties

#### {Section 4 (1) (b)(i)}

Name and address of the Organization	Department of Administrative Reforms & Public Grievances, Sardar Patel Bhavan, 5 <sup>th</sup> Floor, Parliament Street, New Delhi – 110001.
Head of the Organization	Shri C. Viswanath, Secretary
Key Objectives	<ul style="list-style-type: none"><li>▪ Promoting administrative reforms in government policies, structures and processes.</li><li>▪ Promoting reforms through e-Governance.</li><li>▪ Formulation of Policy and coordination of issues relating to redress of grievances.</li><li>▪ Dissemination of Knowledge and best practices.</li></ul>
Functions and duties	The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redress of public grievances relating to the States in general and grievances pertaining to Central Government agencies in particular. The Department disseminates information on important activities of the Government relating to administrative reforms and public grievance redressal through publications and documentation. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms.
Other details like genesis, inception formation of the department and the HoDs from time to time as well as the	In March, 1954, an Organisation and Method (O & M) Division was set up in Cabinet Secretariat as a follow up on one of the recommendations made by Paul H. Appleby. In March, 1964, a Department of Administrative Reforms was set up within the Ministry of Home Affairs and Organisation and Method (O & M) Division was

<p>Committees / Commissions constituted from time to time</p>	<p>transferred to its charge from the Cabinet Secretariat. On 07th February, 1973, the work relating to Department of Administrative Reforms was transferred to Department of Personnel created under Cabinet Secretariat on 01st August, 1970 and was re-designated as Department of Personnel and Administrative Reforms. In April, 1977, Department of Personnel and Administrative Reforms was shifted from Cabinet Secretariat to the Ministry of Home Affairs. In March 1985, the Department of Personnel and Administrative Reforms was elevated to a full fledged Ministry of Personnel and Training, Administrative Reforms, Public Grievances and Pensions. On December 10, 1985 Ministry of Personnel and Training, Administrative Reforms, Public Grievances and Pensions was re-designated as the Ministry of Personnel, Public Grievances and Pensions with three departments namely, Department of Personnel and Training (DOPT), Department of Administrative Reforms and Public Grievances and Department of Pension and Pensioners Welfare. This Ministry was placed under the overall charge of the Prime Minister assisted by a Minister of State.</p> <ul style="list-style-type: none"> <li>• No Committees/ Commissions/ Branches / Regional Centres have been constituted.</li> </ul>
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## ANNEXURE 'B'

### THE POWERS AND DUTIES OF ITS OFFICERS AND EMPLOYEES:

<ul style="list-style-type: none"><li>▫ <b>Powers and duties of officers</b></li><li>▫ Powers and duties of other employees</li><li>▫ Rules/ orders under which powers and duties are derived and exercised. To be laid down in easy and understandable manner</li></ul>	<p>The Department of AR&amp;PG is under Ministry of Personnel, Public Grievances and Pensions and is headed by Secretary (AR&amp;PG). The Department has one Additional Secretary, one Joint Secretary and six divisional heads namely (i) Director (Admin. (ii) Director (Documentation and Dissemination), (iii) Deputy Secretary (Administrative Reforms), (iv) Director (IE&amp;C and e-Gov.), (v) Deputy Secretary (ARC and O&amp;M) and (vi) Deputy Secretary (Public Grievances).</p> <p>In the Department, for major policy decisions, the file is submitted through the divisional heads to Additional Secretary/ Joint Secretary to Secretary (AR&amp;PG) and finally to Minister of State for Personnel, Public Grievances and Pensions. Besides, the Director (Administration) is also designated as Head of the Department (HoD) and Under Secretary (General Administration) is designated as Head of Office (HoO) and exercises financial, administrative powers as per laid down procedures and rules of Government of India.</p>
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### WORK/ DUTIES OF ITS OFFICERS AND EMPLOYEES

#### (1) ADMINISTRATION AND COORDINATION DIVISION

1. All establishment matters of Group A, B, C & D officers and staff of the Department.
2. General Administration, Office maintenance etc.
3. Budget, Cash & Accounts.
4. General Coordination including Parliamentary matters.
5. Implementation of RTI Act in the Department.
6. Implementation of Official Language Policy.

7. Work relating to FR &SR
8. Any other subject allocated by the Secretary (AR&PG).

## **(2) INTERNATIONAL EXCHANGE & COOPERATION DIVISION**

1. International exchange and cooperation in the field of Civil Services, Personnel Management and Public Administration.
2. Interaction with Commonwealth Association for Public Administration and Management (CAPAM) and International Institute of Administrative Sciences, Brussels, Belgium.
3. UNDP Project: Strengthening Public Administration and Governance.
4. Any other subject allocated by the Secretary (AR&PG).

## **(3) ADMINISTRATIVE REFORMS DIVISION**

1. Civil Services Day.
2. Prime Minister's Award for Excellence in Public Administration.
3. Case Studies on Good Governance
4. State Collaboration Initiative projects.
5. Inter Services Workshop
6. A. R. Initiatives
7. Any other subject allocated by the Secretary (AR&PG).

## **(4) ARC DIVISION**

1. Follow up action with the Nodal Ministries and the States regarding Institutional Mechanism relating to the implementation of the accepted recommendations of the Administrative Reforms Commission.
2. Action taken status on each of Administrative Reforms Commission Reports to the Cabinet.
3. Parliamentary matters/ Standing Committee matters relating to Administrative Reforms.
4. Any other subject allocated by the Secretary (AR&PG).

## **(5) e-GOVERNANCE DIVISION**

Coordinating and supporting implementation of National e-Governance Plan through:

- i. National Conference on e-Governance.
- ii. National awards on e-Governance.
- iii. e-Office Mission Mode Project

#### **(6) PUBLIC GRIEVANCES DIVISION**

1. Implementation of Quality Management System “Sevottam” in the Ministries and Departments of GOI and in State Governments/UT Administration.
2. Formulation and implementation of Sevottam compliant Citizen’s/ Client’s Charter and any other activities related to formulation, implementation and review of CC in the Govt. of India Ministries, Departments and its organisations and also States and UTs.
3. Updation of Citizen’s Charter and the website
4. Secretariat assistance to the Standing Committee headed by Cabinet Secretary in respect of redress of grievances of the officers of the level of JS and above.
5. Work relating to Centralised Public Grievance Redress and Monitoring (CPGRAM) as developed in the Division with technical support from NIC
6. Any other subject allotted by the Secretary (AR&PG).

#### **(7) DOCUMENTATION AND DISSEMINATION DIVISION**

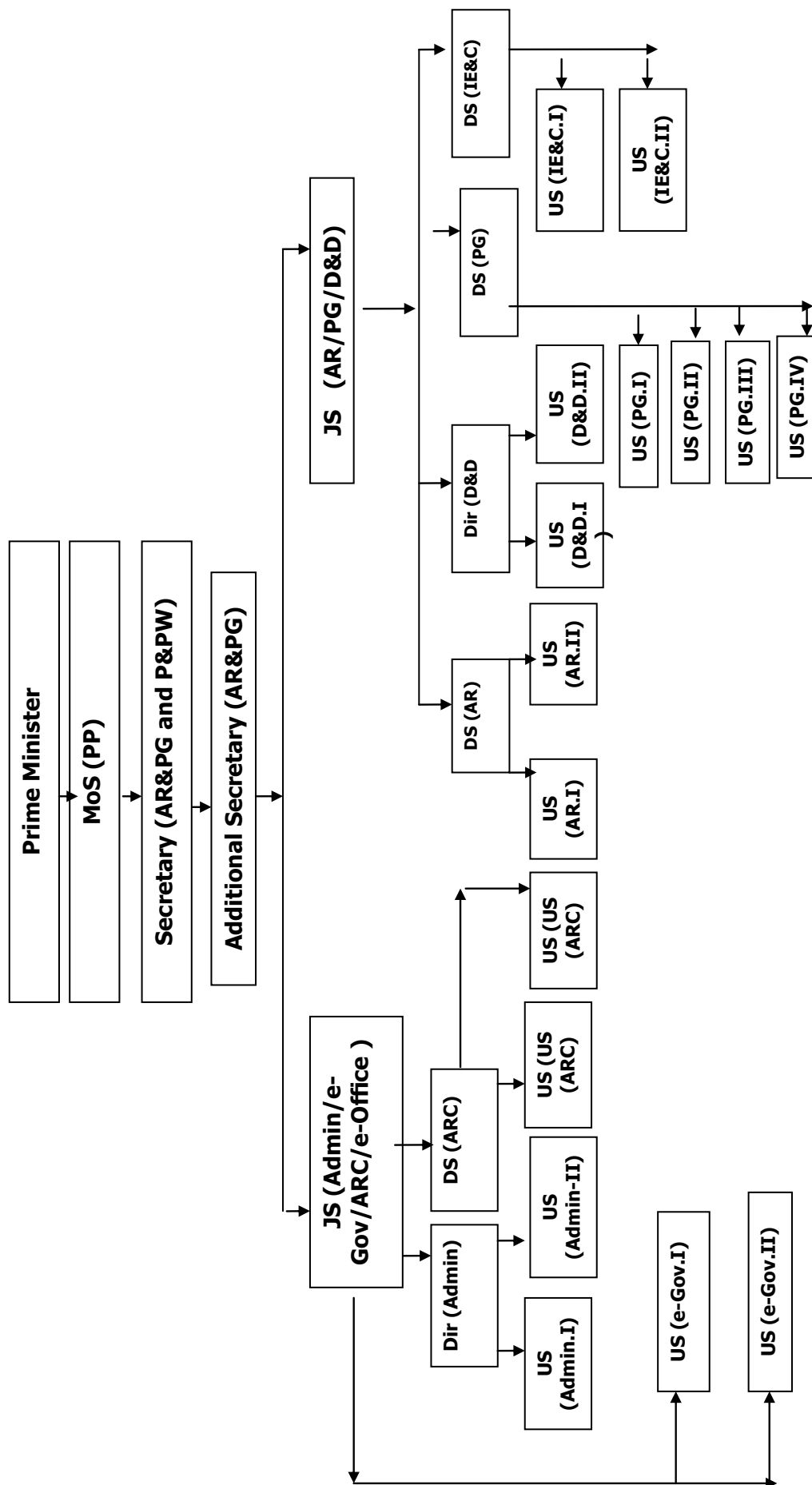
1. Identification, documentation and dissemination of best practices.
2. Publication of monthly newsletter “Civil Services News” (CSN).
3. Publication of quarterly journal “Management in Government” (MIG).
4. Publication of a book on Best Practices.
5. Organization of Presentation on Best Practices.
6. Production of documentary films on best practices.
7. Grant of financial assistance to the State Governments for professional documentation of best practices.
8. Research and Evaluation studies.
9. Governance Knowledge centre webportal.
10. Any other subject allocated by the Secretary (AR&PG).

**(8) O & M DIVISION**

1. Formulation and implementation of common office procedures.
2. Publication and updating of the CSMOP and implementation of its provisions.
3. Aiding and advising the State Governments on O&M aspects.
4. Quality Management in Government including laying down norms and standards for processes.
5. RFD-Co-Ordination.
6. Any other subject allocated by the Secretary (AR&PG).

Structural, Positional and functional charts is attached

## Organization Chart of Department of Administrative Reforms & Public Grievances



## ANNEXURE 'D'

### CHANNEL OF SUBMISSION AND LEVEL OF FINAL DISPOSAL OF CASES IN RESPECT OF COMMON ITEMS OF WORK HANDLED BY DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

SL. NO.	TYPES OF CASES	CHANNEL OF SUBMISSION	LEVEL OF FINAL DISPOSAL
1.	<b>Parliamentary Matters</b>		
(i)	Replies to Starred Questions	D.D. or U.S./D.S. or Dir./AS/ Secy.	MOS (PP)
(ii)	Replies to Un-starred Questions and Assurances	D.D. or U.S./D.S. or Director/ AS	MOS (PP)
(iii)	Final replies to recommendations of Parliamentary Committees	D.D. or US/DS or Director/ AS/ Secy.	MOS (PP)
(iv)	Action taken note on the recommendations of Parliamentary Committees	D.D. or US/D.S. or Dir./ AS	MOS (PP)
(v)	Action Taken note on the recommendations of Parliamentary Committee	D.D. or US/D.S. or Dir./AS	Secretary
(vi)	Furnishing of replies to Questionnaire and other references received from Parliamentary Committee	D.D. or U.S/D.S. or Director/ AS	Secretary
(vii)	Furnishing of facts of Question to Lok Sabha / Rajya Sabha Secretariat	ADD or S.O/ D.D. or US/D.S. or Director	AS

<b>2.</b>	<b>Notes for Cabinet or Committees of Cabinet</b>		
(i)	Note for Cabinet on matters concerning the Ministry	D.D or U.S. /D.S. or Dir./AS/ Secy.	MOS (PP)/PM
(ii)	Final Note for Committees of Cabinet on matters concerning the Ministry	D.D, or US/ DS or Dir. AS/Secy	MOS (PP)
(iii)	Comments on Note for Cabinet/Committee of Cabinet received from other Ministries/Department.		
	(a) Notes relating to either questions of policy or matter concerning the work of the Ministry	DS or DIR/ AS/ Secretary	MOS (PP)
	(b) All other notes	D.D. or U.S./D.S. or Dir.	AS/Secretary
<b>3.</b>	<b>Notes for Committees of Secretaries</b>		
(i)	Notes on matters concerning the Ministry	D.D. or US/DS or Dir. / AS	MOS (PP)/ PM
(ii)	Notes received from other Ministries for comments		
	(a) Matters involving major policy or important issues	DD or US/ D.S. or Dir./ AS	Secretary/ MOS (PP)
	(b) All other notes	D.D. or U.S./ D.S. or Dir.	AS
<b>4.</b>	<b>Cases before CAT/ High Court/Supreme Court</b>		
(i)	Decision on contesting writ petitions or filing appeals/ revisions petitions		

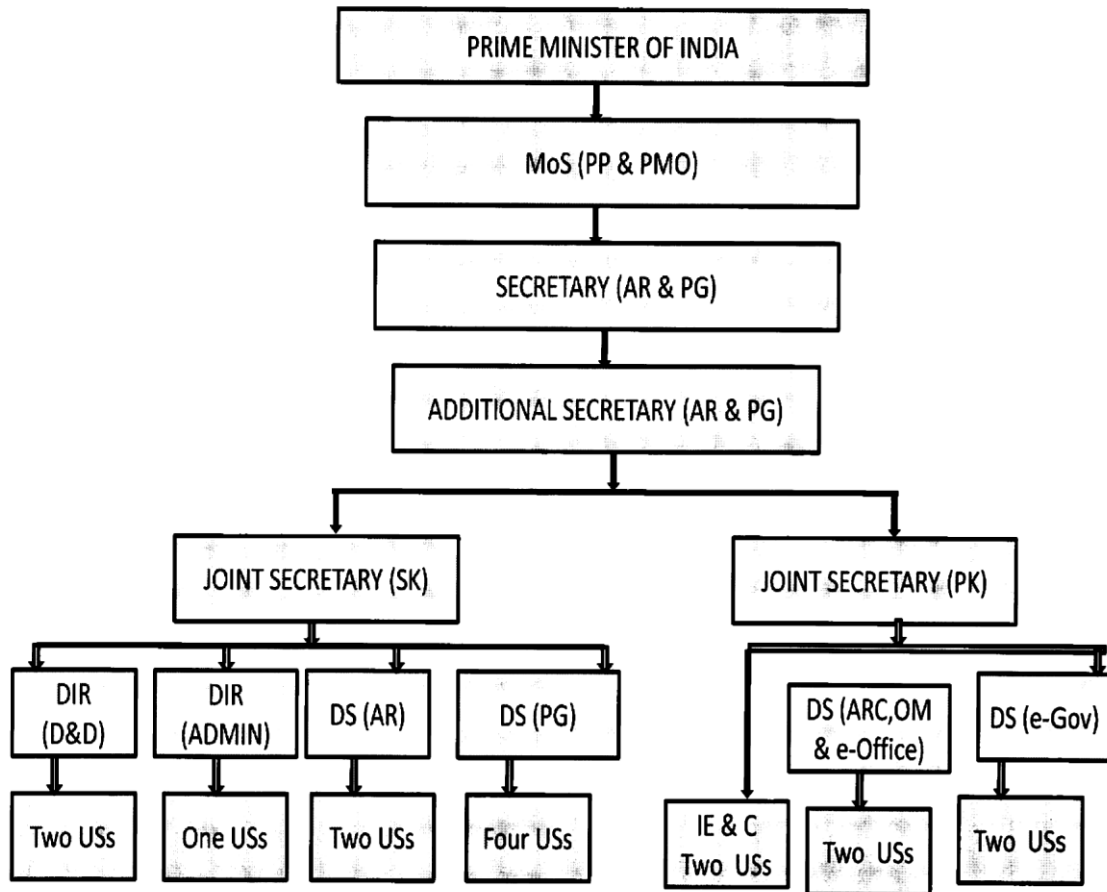
	(a) Appointments made with ACC's approval, as also all other appointments made to Group 'A' posts	D.D. or U.S./D.S. or Dir./ AS	MOS (PP)
	(b) All other appointments/ cases	D.D. or U.S./ D.S. or Dir.	AS
(ii)	Preparation of Para-wise comments and finalization of counter affidavit in cases		
	(a) In which the ministry is a respondent and where the issues raised are covered by existing rules/ orders/ policy decisions.	ADD or SO/D.D.orU.S.	DS or Director
	(b) Where the issues raised have major policy implications	ADD or SO /DD or US	AS/ Secretary
	(c) In other cases	ADD or SO/ DD or US	DS or Director
(iii)	Contempt petitions against Secretary/Minister	ADD or S.O. /DD or US/DS or Dir./ AS	Secretary
(iv)	Furnishing of comments on writ petitions in which the Ministry is a proforma respondent:		Secretary
	(a) Where the issues raised is based on settled policy or clear precedent not involving exercise of any discretion.	ADD or S.O./ D.D. or US / DS or Dir.	DS or Director



	(b) Where the issues raised have major policy implications	D.D. or U.S. / D.S. or Dir./ AS.	AS
5.	<b>Replies to letters/ representations</b> Received by MOS (PP) from MPs and other VIPS	D.D. or US /DS or Dir./ AS	MoS (PP)
6.	<b>Formulation or budget proposals</b> Annual Plan proposals, Annual Action Plan etc.	D.D. or U.S/ D.S. or Director/	AS
7.	<b>Furnishing of material for</b> inclusion in the monthly summary for Cabinet /D.O letters to Cabinet Secretary relating to significant events, President's Address to Parliament, Finance Minister's budget speech. Annual Report of the Ministry, Induction note etc.	D.D. or US/D.S. or Director	AS
8.	<b>Furnishing of monthly statement</b> Of pending Assurances/ letters from PMO/implementation of decisions of Cabinet/ cases pending over a month/ Quarterly progress report about use of Hindi.	ADD or S.O. / D.D. or US	DS or Director

9.	<b>Furnishing of briefs/ Action</b> Taken Note for meeting of the Departmental Council (JSM) or other important meetings:		
(i)	Briefs	ADD or S.O./ D.D. or U.S./ D.S. or Director	AS
(ii)	Action taken notes	ADD or SO/ DD or US	DS or Dir.
10.	<b>Notes / References to PMO</b>	DS or Director/ AS	Secretary/ MOS (PP)
11.	<b>Extension of the period of deputation of ex-cadre posts beyond the initial 3 years:</b>		
(i)	For the 4th year	DS or Director/ AS	Secretary
(ii)	For the 5th year	DS or Director/ AS	MOS (PP)
(iii)	Beyond the 5th year (subject to consultation with Establishment Division)	DS or Director/ AS	MOS (PP)

## ANNEXURE 'E'



## **ANNEXURE 'F'**

### **Ministry of Personnel, Public Grievances & Pensions Department of Administrative Reforms & Public Grievances**

#### **Brief Note on Important events/achievements during last two years**

##### **(1) Right to Services and Grievances Redress Scheme**

The Bill was introduced in the 15<sup>th</sup> Lok Sabha but lapsed with the dissolution of the Lok Sabha. A Scheme for Delivery of Services and Redress of Public Grievances is presently under consideration in consultation with all the Ministries/Departments. The Scheme proposes to cover all the Central Ministries/Departments and organization affiliated to them. The Scheme makes Publication of Citizen Charter containing the names of designated officers responsible for delivery of services, service standards and time limits as well as the conditions under which a person shall be entitled for a prescribed service, mandatory. As per the proposed Scheme, there will be Central Grievance Redress Commissioners and first and second appellate authorities for handling grievances arising out of deficiencies in delivery of public services. It proposes administrative action against Government officials responsible for any wilful act or negligence causing a deficiency in public services delivery. The scheme has been submitted for consideration of Committee of Secretaries.

##### **(2) Adoption of Self-declaration and Self-attestation.**

Affidavits are required in support of facts given by the applicants for issue of various certificates, (residence etc) Affidavits impose their own cost on the citizens – buying stamp paper, locating a deed writer, payment to the Notary for attestation and, of course, the time and efforts consumed in these processes. On the other hand, affidavits have no particular sanctity in law unless specifically ruled by any statute. The information can be given by way of self declarations. Affidavits, therefore, can be replaced by self declaration, which is adequate for the purposes of law. Similarly attestation by the Gazetted officers also can be replaced by self-certification. The applicant/signatory continues to be responsible for the statement made. Thus practice

of self declaration/certification needs to be adopted in place of affidavits/ attestation by Gazetted Officers to the extent possible.

In this background the DARPG has persuaded Ministries/Departments of the Govt. of India and the State/UTs to review the requirement of Affidavits and Attestation by Gazetted Officers in various application forms.

About 51 Ministries/Department of the Central Government and majority of the States have already abolished requirement of Affidavit and Attestation by Gazetted officers except where it is required under a statute. DARPG is pursuing with the Ministries/Department of Gol and the State/UTs, which have not adopted this practice through meetings/letters at highest level, so that citizens at large could get the benefit from the Govt.'s initiative. Even in the case of 51 Ministries who have adopted the processes, efforts would be made to widen and deepen the process across the Ministries/Departments concerned. Abolition of requirement of Affidavits and Attestation by Gazetted Officers in various services across the country would save the money, time and would definitely establish trust between Government and the Citizen.

(has been submitted to Cabinet Secretariat for consideration of Committee of Secretaries)

### **3) IT based Redressal and Monitoring system of Grievances.**

**3.1** During the year action was taken for integrating the public grievance mechanism of PMO available on website [www.pmoindia.gov.in](http://www.pmoindia.gov.in) with the pgportal.gov.in. Now, the grievances lodged to the PMO is being transferred to the Central Ministries /Departments and State Governments and monitored through the online CPGRAMS which is part of the pg portal.

**3.2** The public interface of pg portal has been duly integrated with the pensioners" portal and now an option has been provided to the users to lodge pension related grievances to the pensioners" portal by clicking the relevant option on the pg portal. This

prevents the lodging of same grievance on pg portal and pensioner"s portal thus avoiding duplication.

**3.3** For providing grass root access to the pg portal, the Common Service Centre has been duly integrated with it on trial basis so that a person can lodge a grievance on the pg portal through the Common Service Centre located in his area by paying a nominal fee.

**3.4.** A Mobile App has been launched on 21.10.2015 by the Hon"ble MoS(PP) which allows lodging of public grievances on android based mobiles by downloading the App from pg portal. The Action Status can also be viewed on the mobile itself.

**3.5.** For proper monitoring, the classification of grievances has been reviewed and fresh categorization done in consultation with PMO dividing the grievances into 20 main categories which can be further mapped to specific categories by the Ministries /Departments concerned as per the subject matter being handled by them.

**3.6** Dashboard have been created for all the heads of the Ministries /Departments for accessing the relevant information pertaining to pendency of grievances in the respective Ministries /Departments and sub-ordinate organizations affiliated to them on CPGRAMS. Userids and passwords have been duly provided to all concerned

**3.7** Draft Scheme for Delivery of Services and Grievance Redress has been formulated and

**3.8** For better monitoring, the format of analytical reports generated online through CPGRAMS have been duly modified and additional reports created for the purpose. The colour coding of the Ministries/Departments have been done as per their performance on CPGRAMS. The format now includes receipts, disposals and % disposals with reference to cases pending for 2-6 months, 6-12 months and more than one year.

**3.9** Grievance Analysis Study has been entrusted to Quality Council of India for identifying grievance prone areas, root cause analysis and systemic reforms in r/o top 20 grievance receiving Ministries/Departments/ Organizations listed on pg portal.

**3.10** During the year 2015, 8 review meetings were held for reviewing the status of pending public grievances in Ministries/Departments and expediting action on them. It was attended by 90 Ministries/Departments/Organizations.

**3.11** During the year 2015, 12 operational trainings on CPGRAMS have been held which were attended by 432 participants. Every Tuesday has been now declared as Open House for trainings on CPGRAMS.

**3.12** An Award Scheme has been launched for recognising performance on CPGRAMS through issue of Certificate of Appreciation.

**3.13** Extending CPGRAMS to State Governments / Union Territories. The codes for using the CPGRAMS, through the Internet, have been provided to all State Governments. During the year, the Division has extensively used the System to forward public grievances to the State Governments concerned. From 1<sup>st</sup> January 2015 to 18.12.2015 a total of 5572 grievances have been sent to State Governments by D/o ARPG. Out of these 3523 were received electronically, and 2049 were received by post or given in person by the complainant. The inflow of State related grievances is in two forms (i) Through the CPGRAMS and (ii) through post. The grievances received by post are digitized and sent both through the System as well as by post to the State Government concerned. Redress response as received is sent by post, to the complainant.

**3.14** Extending CPGRAMS with local language interface to State Governments / Union Territories. CPGRAMS with local language interface, has so far been launched in all departments of the Governments in the 9 States of Haryana (<http://harsamdhan.gov.in>), Orissa ([www.cmgorissa.gov.in](http://www.cmgorissa.gov.in)) Rajasthan ([sugamrpg.raj.nic.in](http://sugamrpg.raj.nic.in)),

Mizoram (<http://mipuiaw.nic.in>), Meghalaya (<http://megpgrams.gov.in>), Union Territory of Puducherry

## **CITIZEN'S / CLIENT'S CHARTERS**

**3.15** The Citizen's/Client's Charters (CCC) was first introduced simultaneously in Central Departments and in all State governments in May, 1997. In 2005, the CCC has been included as a module in QMS Sevottam Framework. The Citizen/Client charter of DARPG for 2015-16 has been prepared and duly uploaded on the web site of the Department.

The Department related Parliamentary Standing Committee on Personnel, Public Grievance, Law & Justice visited Madurai, Rameshvaram, Chennai, Bengaluru and Kochi on 27.1.2015 to 31.1.2015 for reviewing the status of grievance redress mechanism for the fishermen & refugees in Tamil Nadu and for inter-alia reviewing the status of implementation of Citizens' Charter and Public Grievance Redress Mechanism in Indian Overseas Bank, Tuticorin Port Trust, Indian Bank, Canara Bank, ISRO, Coffee Board and some other offices of Government of India located in the region. The Committee directed that action may be taken for strengthening of Grievance Redress Mechanism and for creation of Citizens' Charter.

### **(4) Prime Minister's Award for Excellence in Public Administration:**

The Government of India has instituted „Prime Minister's Awards for excellence in Public Administration" to acknowledge, recognize and reward the extraordinary and innovative work done by officers of the Central and State Governments. The Scheme rewards the outstanding and exemplary performance of civil servants.

PM's Awards are given on Civil Services Day held every 21<sup>st</sup> April of the year to reward extraordinary and innovative Initiatives by Central and State Governments officers. For the year 2012-13 & 2013-14, The Hon<sup>ble</sup> Prime Minister on Civil Services Day 2015 on 21<sup>st</sup> April, 2015 presented the 17 Awards for the year 2012-13 and 2013-14 to the initiatives adjudged excellent in Governance. Theme based discussions were



also held with Experts as well as practicing and retired civil servants on social, health, agriculture and other key sectors A book “Tomorrow is Here” was also released on the occasion documenting earlier such awarded initiatives.

#### **(5) Replication of PM Award Initiatives of Good Governance in the States and UTs:**

The Hon“ble PM had desired that the Award winning initiatives should be replicated in other parts of the country according to suitability of the States/UTs, so that advantages of best practices in good governance should reach to the every citizen of this country. As a part of follow up of the direction of the Hon“ble PM, Secretary, Department of Administrative Reforms and Public Grievances took up the matter with the State/UT Govt. by writing DO letters to Chief Secretaries/Administrators and also had meetings with Secretary, Administrative Reforms of the States/UTs through video conferencing, requesting them to identify PM Award winning initiatives for the year 2012-13 and 2013-14, thereafter send teams to study the initiative and conduct workshop to deliberate on replication of initiatives in the States. Till date 23 States and one UT have identified the initiatives and have taken further necessary steps to study those initiatives for replicating and adopting in their respective States/UT.

The expected impact of adopting/replicating the best practices in various part of the country would be to percolate the benefits out of them to every common citizen in a time bound manner. This would also to avoid additional expenditure in re-doing the ground work.

#### **State Collaboration Initiative:**

The guidelines for State Government for proposing initiative under State Collaboration Initiative has been revised to support replication of initiative/ best practices specially those that have been awarded PM Award for Excellence in Public Administration and National e-Governance Award

- With a purpose to build collaboration with the State Governments for improving public service delivery, State Collaboration initiative has been instituted by the Department.
- Till date, twenty eight projects were sanctioned under the scheme in the State of Andhra Pradesh, Assam, Bihar, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Manipur, Odisha, Punjab, Puducherry and West Bengal.
- The Department has requested on 01.09.2015 to Chief Secretaries of all the States/UTs to forward fresh proposals under SCI Scheme.

#### **(6) Promoting E-Governance (National e-Governance Awards 2015)**

The Department of Administrative Reforms and Public Grievances and Department of Electronics & Information Technology in association with one of the State Governments have been organizing the National Conference on e-Governance every year since 1997. This Conference provides a platform to the senior officers of the Government including IT Secretaries of State Governments, IT Managers of the Central Government, and Resource Persons, Experts, Intellectuals from the industry and academic institutions etc. to discuss, exchange views and experiences relating to various e-governance initiatives.

The 18<sup>th</sup> National Conference on e-Governance and Awards Ceremony was held at Gandhinagar, Gujarat on 30<sup>th</sup>-31<sup>st</sup> January 2015, under the Theme of “Digital India : New Frontiers” and 22 Initiatives were awarded in high impact areas such as:- Novel Citizen-Centric Services, Innovative technologies including GIS in land planning, Government Process Re-engineering / Mobile e-Governance, Agriculture, etc. Now meetings have been held with State IT secretaries, Administrative Reforms secretaries, DeITY, NIC, line ministries of GOI and State Government (SG) for replication of **195** awarded Initiatives as in the case of PM Awards. DARPG & Government of India & State Government schemes would be dove-tailed for quick implementation

19<sup>th</sup> National Conference on e-Governance was held on 21<sup>st</sup> -22<sup>nd</sup> January, 2016 at Nagpur, Maharashtra. Eighteen awards in twelve categories like „Excellence in

Government Process Re-engineering", „Outstanding Performance in Citizen- Centric Services", „Innovative Use of Technology in e-Governance „ etc. were given.

**(7) Minimum Govt. Maximum Governance Initiatives (e-office Mission Mode Project)** e-Office is one of the Mission Mode Projects (MMPs), under the National e-Governance Plan (NeGP). The project is aimed at significantly improving the operational efficiency of Central Government Ministries and Departments through improvement in the workflow mechanisms and associated office procedure manuals. The DARPG is the nodal agency for implementing the project "e-Office". 24 Ministries/Departments have been taken up initially for e-Office Project. Now endeavour is to cover all Ministries/Departments. Meetings have been held at Secretary DARPG level with all Ministries / Departments for Action Plan. Ministry of Panchayati Raj has completely migrated to e-office platform and others are endeavoring to do so. Ministry of Rural Development has achieved 80% implementation of e-office.

**(8) Documentation & Dissemination of Good Governance Initiatives:**

**8.1 Financial Assistance to State Governments/UT Administrations for professional documentation and dissemination of 'Good Governance Practices' –**

The objective of the scheme is to provide financial assistance to support professional documentation and dissemination of good governance initiatives by the State/UT Governments with a view to sharing experience with each other and replicate elsewhere. Till date, this Department has granted financial assistance for professional documentation of **72** good governance initiatives of 21 different States/UTs.

The scheme of providing financial assistance to the State Governments/UT Administrations has been reduced with effect from the current FY. Till 2014-15, an amount of upto Rs.3 Lakhs was granted for paper documentation but it has now been reduced to Rs.2 Lakhs this Financial Year onwards. Further, the document will be in e-book form now and not in paper form as it used to be till 2014-15.

**8.2 Series of Presentations on Best Practices:-** In order to facilitate replication of the successful good governance initiatives in other states, a novel initiative was taken by the Cabinet Secretary in January 2005 with the introduction of this presentation series on best practices. Presentation is being organized before a select group of Secretaries and senior officers of State Governments and Central Government Departments. Champions of the best practices are called for making the presentation. Already 24 such presentations on diverse topics were made which were well-attended by senior officers from the Central as well as State Governments. This year, The Department of AR&PG organized National Workshop on Best Practices in Citizen Centric Governance on **10-11<sup>th</sup> September, 2015** in Vigyan Bhavan, New Delhi. The event was inaugurated by Dr. Jitendra Singh, Hon<sup>ble</sup> MoS (PP), and attended by Officers and Academicians including Secretaries to the Government of India, Chief Secretaries, Secretaries and other officers from the State Governments/ UTs, Faculty and trainees from Administrative Training Institutions, Resident Commissioners and Faculty members from renowned academic institutions in Delhi/ NCR. More than 300 delegates participated in the event from all over the country.

**8.3 Publication of „Minimum Government– Maximum Governance”- A Quarterly Journal:**

Department of Administrative Reforms and Public Grievances is bringing out a quarterly journal "Management in Government" (MIG) since 1969 in order to provide forum for frank exchange of views and opinions among administrators, academicians, scholars and others interested in public administration and public sector management. The focus of journal is on application of management techniques to practical situations of public administration as well as on conceptualization of principles of good management based upon experience of live situations. The Department of AR&PG now renamed and launched first e-Book (Departmental Magazine) with the name of "Minimum Government – Maximum Governance" on 22.10.2015. The first issue of the e-Book is based on the best practices which were conferred PM Award for Excellence in Public Administration.

### 8.3 Organization of Regional Conferences on “Learning from successes”: -

Regional Conferences are organized on specific themes in association with various State/Union Territory Governments with a view to bring National and State level organizations along with other stakeholders including NGOs, intelligentsia, media etc. On the same platform to share experiences in the formulation and implementation of good governance practices. This year, two Regional Conferences on the theme “Innovation in Public Service Delivery” were held in the month of November, 2014 (at Bhubaneswar) and January, 2015 (at Raipur).

### (9) International Exchange and Cooperation:

**9.1** The Department works as the nodal point in respect of matters relating to international cooperation in the field of Public Administration and Governance, which includes organizing programmes and visits of the foreign delegation to India and visits of Indian delegation abroad as part of projects / bilateral measures taken up in accordance with the Memorandum of Understandings (MOUs) / Agreements signed between India and other countries (bilateral or multilateral). The purpose of the international cooperation component is to enable the sharing of information, best practice and personnel across national government.

**9.2** At present, there are five countries, with whom MOUs have been signed: China, Singapore, Malaysia and South Africa and Brazil (under IBSA). This involves exchange of visits and undertaking programmes/projects and activities in the field of Civil Services, Personnel Management, Public Administration and Governance. These MOUs are being leveraged for e-Governance and Citizen Centric Services Delivery Systems reforms. Department is also envisaging Leadership partnerships with ASEAN, SAARC, African and CIS countries.

**9.3** The Department of Economic Affairs on behalf of Government of India and United National Development Programme (UNDP) have signed the **Country Programme Action Plan (CPAP) 2013-2017**. CPAP 2013-2017 is also aligned with the main aims of the Government's 12<sup>th</sup> Five Year Plan and with the 2013-2017 United

Nations Development Action Framework (UNDAF). Department of Administrative Reforms & Public Grievances (DARPG) is implementing partner for the Project titled **“Strengthening of Public Administration and Governance”** under **Country Programme Action Plan (CPAP) 2013-2017**. Partnership is being leveraged for making India Top 10 in e-Governance (current ranking 118/193 nations). 7 Point Strategy and Annual Work Plan- 2015 is being finalized for same.

**9.4** The Department is an institutional member of the International Institute of Administrative Sciences (IIAS) since 1998. Membership enables the Government of India in getting information on the latest development in the field of public administration through participation in international meetings and seminars organized by the IIAS as well as through various journals, documents and study reports prepared/issued by them. Partnership with IIAS and top 10 countries in field of Public Administration is being leveraged for Capacity Building of Central and State Government Officers in focus sectors - Smart Cities, e-Governance, Transport, Land, Commercial Taxes, Citizen Services, etc.

**9.5 Commonwealth Association for Public Administration and Management (CAPAM)** with its headquarters at Ottawa, Canada, is a membership organization dedicated to strengthening public management and consolidating democracy and good governance throughout the Commonwealth. The Ministry of Personnel, Public Grievances and Pensions, Government of India became an institutional member of CAPAM in 1997. The membership enables the Government of India to keep pace with the latest developments in the field of public administration, through participation in various programmes of CAPAM viz; International Innovations Awards Programme, International Innovations Cascading Programme, International Meetings, Seminars and Conferences organized by CAPAM, as well as through various publications, journals and study reports issued by CAPAM. Partnership with CAPAM helps in rewarding Innovative government Initiatives on global platform.

**9.6** Department signed an MoU on 25.01.2016 with Government of France on „Public Administration and Administrative Reforms“.

**9.7** First Meeting of the India- UK Joint Working Group in the field of Public Administration and Governance Reforms was held in London, UK, on 28-29.01.2016.

**9.8** In furtherance of the Programme of Action agreed between two sides during 2<sup>nd</sup> Joint Working Group meeting held in Singapore in January,2015, 14 Officers from Central and State Governments including PM Award and National e-Governance award winners were deputed to Singapore during 23 – 27 November, 2015 in Civil Services College, Singapore.

**9.9** A Memorandum of Understanding (MOU) between India and United Kingdom was entered into on 11 November, 2015 with the objective to strengthen and promote cooperation between the two countries in the area of Public Administration and Governance

## ANNEXURE 'G'

**(b) CHANNEL OF SUBMISSION AND LEVEL OF FINAL DISPOSAL OF CASES IN RESPECT OF COMMON ITEMS OF WORK HANDLED BY DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES OF THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS.**

SL. NO.	TYPES OF CASES	CHANNEL OF SUBMISSION	LEVEL OF FINAL DISPOSAL
<b>1.</b>	<b>Parliamentary Matters</b>		
(i)	Replies to Starred Questions	D.D. or U.S./D.S. or Dir./AS/ Secy.	MOS (PP)
(ii)	Replies to Un-starred Questions and Assurances	D.D. or U.S./D.S. or Director/ AS	MOS (PP)
(iii)	Final replies to recommendations of Parliamentary Committees	D.D. or US/DS or Director/ AS/ Secy.	MOS (PP)
(iv)	Action taken note on the recommendations of Parliamentary Committees	D.D. or US/D.S. or Dir./ AS	MOS (PP)
(v)	Action Taken note on the recommendations of Parliamentary Committee	D.D. or US/D.S. or Dir./AS	Secretary
(vi)	Furnishing of replies to Questionnaire and other references received from Parliamentary Committee	D.D. or U.S/D.S. or Director/ AS	Secretary
(vii)	Furnishing of facts of Question to Lok Sabha/ Rajya Sabha Secretariat	ADD or S.O/ D.D. or US/D.S. or Director	AS
<b>2.</b>	<b>Notes for Cabinet or Committees of Cabinet</b>		
(i)	Note for Cabinet on matters concerning the Ministry	D.D or U.S. /D.S. or Dir./AS/ Secy.	MOS (PP)/PM
(ii)	Final Note for Committees of Cabinet on matters concerning the Ministry	D.D, or US/ DS or Dir. AS/Secy	MOS (PP)
(iii)	Comments on Note for Cabinet/Committee of Cabinet received from other Ministries/Department.		



	(a) Notes relating to either questions of policy or matter concerning the work of the Ministry	DS or DIR/ AS/ Secretary	MOS (PP)
	(b) All other notes	D.D. or U.S./D.S. or Dir.	AS/Secretary
<b>3.</b>	<b>Notes for Committees of Secretaries</b>		
(i)	Notes on matters concerning the Ministry	D.D. or US/DS or Dir. / AS	MOS (PP)/ PM
(ii)	Notes received from other Ministries for comments		
	(a) Matters involving major policy or important issues	DD or US/ D.S. or Dir./ AS	Secretary/ MOS (PP)
	(b) All other notes	D.D. or U.S./ D.S. or Dir.	AS
<b>4.</b>	<b>Cases before CAT/ High Court/Supreme Court</b>		
(i)	Decision on contesting writ petitions or filing appeals/ revisions petitions		
	(a) Appointments made with ACC's approval, as also all other appointments made to Group 'A' posts	D.D. or U.S./D.S. or Dir./ AS	MOS (PP)
	(b) All other appointments/ cases	D.D. or U.S./ D.S. or Dir.	AS
(ii)	Preparation of Para-wise comments and finalization of counter affidavit in cases		
	(a) In which the ministry is a respondent and where the issues raised are covered by existing rules/ orders/ policy decisions.	ADD or SO/ D.D.orU.S.	DS or Director
	(b) Where the issues raised have major policy implications	ADD or SO /DD or US	AS/ Secretary
	(c) In other cases	ADD or SO/ DD or US	DS or Director
(iii)	Contempt petitions against Secretary/Minister	ADD or S.O. /DD or US/DS or Dir./ AS	Secretary
(iv)	Furnishing of comments on writ petitions in which the Ministry is a proforma respondent:		Secretary
	(a) Where the issues raised is based on settled policy or clear precedent not involving exercise of any discretion.	ADD or S.O./ D.D or US / DS or Dir.	DS or Director

	(b) Where the issues raised have major policy implications	D.D. or U.S. / D.S. or Dir./ AS.	AS
5.	<b>Replies to letters/ representations</b> Received by MOS (PP) from MPs and other VIPs	D.D. or US /DS or Dir./ AS	MoS (PP)
6.	<b>Formulation or budget proposals</b> Annual Plan proposals, Annual Action Plan etc.	D.D. or U.S/ D.S. or Director/	AS
7.	<b>Furnishing of material for</b> inclusion in the monthly summary for Cabinet /D.O letters to Cabinet Secretary relating to significant events, President's Address to Parliament, Finance Minister's budget speech. Annual Report of the Ministry, Induction note etc.	D.D. or US/D.S. or Director	AS
8.	<b>Furnishing of monthly statement</b> Of pending Assurances/ letters from PMO/implementation of decisions of Cabinet/ cases pending over a month/ Quarterly progress report about use of Hindi.	ADD or S.O. / D.D. or US	DS or Director
9.	<b>Furnishing of briefs/ Action</b> Taken Note for meeting of the Departmental Council (JSM) or other important meetings:		
(i)	Briefs	ADD or S.O./ D.D. or U.S./ D.S. or Director	AS
(ii)	Action taken notes	ADD or SO/ DD or US	DS or Dir.
10.	<b>Notes / References to PMO</b>	DS or Director/ AS	Secretary/ MOS (PP)
11.	<b>Extension of the period of</b> deputation of ex-cadre posts beyond the initial 3 years:		
(i)	For the 4th year	DS or Director/ AS	Secretary
(ii)	For the 5th year	DS or Director/ AS	MOS (PP)
(iii)	Beyond the 5th year (subject to consultation with Establishment Division)	DS or Director/ AS	MOS (PP)

## ANNEXURE 'H'

### FREQUENTLY ASKED QUESTIONS ON GRIEVANCE REDRESS MECHANISM IN GOVERNMENT OF INDIA AND THE ROLE OF DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES, NEW DELHI, THEREIN

Sl. No.	Question
1	<p>What are the contact details of the Department of Administrative Reforms and Public Grievances?</p> <p>Department of Administrative Reforms and Public Grievances, 5<sup>th</sup> floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110001.</p> <p>Website: <a href="http://www.darpg.gov.in">www.darpg.gov.in</a></p> <p>Tele fax – 23741006</p>
2.	<p>Where can the grievances be sent?</p> <p>The grievances can be sent to :</p> <ul style="list-style-type: none"><li>a) The Department of Administrative Reforms and Public Grievances.(DAR&amp;PG) (<a href="http://pgportal.gov.in">http://pgportal.gov.in</a>)</li><li>b) The Department of Pensions and Pensioners' Welfare.(DP&amp;PW) (<a href="http://pgportal.gov.in/pension/">http://pgportal.gov.in/pension/</a>)</li></ul> <p>The above nodal agencies receive grievances online through <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> as well as by post or by hand in person, from the public.</p>

3.	<p>How do I lodge the grievance?</p> <p>The grievances can be lodged online on <a href="http://pgportal.gov.in">pgportal.gov.in</a>.</p> <p>In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. There is no prescribed format.</p> <p>The grievance may be written on any plain sheet of paper or on a Postcard / Inland letter and addressed to the Department.</p>
4.	<p>What happens when I lodge the grievance?</p> <p>The grievance is acknowledged online or by post. A unique registration number is given to each grievance.</p>
5.	<p>How do I track my grievance?</p> <p>It may be tracked on the <a href="http://pgportal.gov.in">pgportal</a> by clicking <b>view status</b> and entering the unique registration number.</p>
6.	<p>What happens to the grievances? How are the grievances dealt with in Central Ministries/Departments?</p> <p>Every Central Ministry / Department has designated a Joint Secretary or a Director / Deputy Secretary, as its 'Director of Grievances'. He / She is the nodal officer for redress of grievances on work areas allocated to that particular Ministry / Department.</p>
7.	<p>After redress, can the grievance be re-opened for further correspondence about it having been closed without details etc.?</p> <p>No. In such situations, the citizen will have to lodge a fresh grievance drawing reference to the closed grievance, and call for details.</p> <p>Sometimes, the details are sent by post and mentioned in the final report.</p> <p>The postal delivery may be awaited before lodging a fresh grievance.</p>
8.	<p>What are the contact details of the Nodal Officers of Public Grievances</p>

	<p>in Ministries/Departments?</p> <p>The list is accessible on the Department's website at <a href="http://www.darpg.nic.in">www.darpg.nic.in</a> and at <a href="http://www.pgportal.gov.in">www.pgportal.gov.in</a>. In addition to this, it is also available in the Citizen's Charter of the Ministries/Departments hosted on their websites.</p>
9.	<p>What is the system of granting personal hearing on grievances?</p> <p>Every Wednesday of the week has been earmarked for receiving and hearing of grievances by the Director of Public Grievances in person.</p>
10.	<p>What are the types of grievances which are not taken up for redress by the Department?</p> <p>(a). Subjudice cases or any matter concerning judgment given by any court.</p> <p>(b). Personal and family disputes.</p> <p>(c). RTI matters.</p> <p>(d). Anything that impacts upon territorial integrity of the country or friendly relations with other countries.</p>
11.	<p>What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning Central Ministries/Departments/ Organizations?</p> <p>The Department of Administrative Reforms &amp; Public Grievances is the chief policy making, monitoring and coordinating Department for public grievances arising from the work of Ministries/Departments/Organizations of the Government of India. The grievances received in the department are forwarded to the Ministries/Departments concerned. Redressal of grievances is done by respective Ministries/Departments in a decentralized manner. The Department periodically reviews the status of redressal of public grievances under CPGRAMS of Ministries/Departments for speedy disposal of grievances / complaints.</p>

12.	<p>What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning State Government?</p> <p>All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are sent to the State/ UT/ NCT Government concerned.</p> <p>Citizens may take up matter regarding pendency of their grievances directly with the State Government concerned also.</p>
13.	<p>What is the time limit for redress of grievance?</p> <p>Sixty (60) days. In case of delay an interim reply with reasons for delay is required to be given.</p>
14.	<p>What action can be taken by me in case of non-redress of my grievance within the prescribed time?</p> <p>You may take up the matter with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the pgportal.</p>

## **ANNEXURE 'I'**

The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions:

### **LIST OF REFERENCE BOOKS**

1. Part I – General Rules
2. Part II- T.A. Rules
3. Part III- Central Civil Services (Leave) Rules
4. Part IV- Dearness Allowance, Dearness Relief and Ex Gratia to CPF Beneficiaries
5. Part V-HRA and CCA
6. Swamy's Pension Compilation incorporating CCS (Pension) Rules
7. Swamy's Compilation of CCS (Commutation of Pension) Rules
8. Swamy's CCS (Extraordinary Pension) Rules
9. Swamy's Compilation on Central Government Employees' Group Insurance Scheme
10. Swamy's Compilation of Staff Car Rules
11. Swamy's Compilation of Medical Attendance Rules
12. Swamy's Compilation of CCS (CCA) Rules
13. Swamy's Compilation of (Conduct) Rules
14. Swamy's Compilation of General Provident Fund Rules
15. Swamy's Compilation of Leave Travel Concession Rules
16. Swamy's Compilation of Children's Educational Assistance
17. Swamy's Compilation of General Financial Rules
18. Swamy's Compilation of Delegation of Financial Powers Rules
19. Swamy's Compilation of House Building Advance Rules
20. Swamy's Compilation on Suspension and Reinstatement
21. Swamy's Compilation of Overtime Allowance Rules
22. Swamy's CCS (Temporary Service) Rules, 1965
23. Swamy's Compilation of New Pension Scheme
24. Central Secretariat Manual of Office Procedures
25. Central Secretariat e-Manual of Office Procedures

### **A STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL**

#### ADMN & COORD DIVISION:

##### **(a) ADMINISTRATION AND COORDINATION**

1. Service Book and personal files of all the employees
2. Files relating to recruitment of Deputation cases.
3. ACRs of all employees below the rank of Under Secretary
4. Property documents of employees who have taken House Building Advance.
5. File relating to Disciplinary Cases.
6. Files relating to Medical Claims made by employees.
7. Files relating to all advances taken by the employees.
8. Files relating to purchase of furniture/ fixtures, stationary items, general office items, electronic, computer ACs etc.
9. Files relating to Annual Maintenance Contract
10. Files relating to payment of telephone bills of office and residential telephone of officers who have been provided office telephones
11. Minutes of all the meetings

##### **(b) O&M DIVISION**

1. Central Secretariat Manual of Office Procedure
2. Records Retention Schedule for Records Common to all Departments
3. Records Management in Government
4. Guidelines for the improvement of the quality of services rendered through the telephone in public offices
3. Policy Guidelines for Website Development, Hosting and Maintenance.
4. Guidelines for Plan Scheme on Modernisation of Government Offices.

##### **(c) INTERNATIONAL EXCHANGE & COOPERATION DIVISION**

1. Files relating to international exchange and cooperation in the field of Civil Service, Personnel Management and Public Administration.
2. Files relating to International Institute of Administrative Sciences, Brussels, Belgium.
3. Files relating to Commonwealth Association for Public Administration and Management (CAPAM), Toronto, Canada



4. Files relating to e CAPAM International Innovations Awards Programme in India.
5. Files relating to CAPAM International Innovations Cascading Programme in India.
6. Files relating to MoU between India and Malaysia in the field of Civil Service, Personnel Management and Public Administration and follow-up action.
7. Files relating to MoU between India and China in the field of Civil Service, Personnel Management and Public Administration.
8. Files relating to management studies/ Impact studies related to administrative reforms, O&M aspects etc. in respect of Government organizations
9. Files relates to MoU with UNDP in the field of strengthening Public Administration and Governance.

#### **(d) D&D DIVISION**

1. Files pertaining to grant of financial assistance to State Governments/U.T. Administrations for professional documentation of best practices.
2. Files pertaining to organizing series of best practices and presentation of best practices.
3. Files pertaining to quarterly journal "Management in Government" (MIG), monthly newsletter "Civil Services News" (CSN).
4. Files pertaining to documentation and dissemination of best practices by production of documentary films.
5. Files pertaining to Research& Evaluation study.
6. Files pertaining to correspondence with persons contributing articles for publication in MIG.
7. Files pertaining to selection of articles for publication in MIG.
8. Files pertaining to collection of material for CSN.
9. Files pertaining to payment of honorarium to contributors of articles.
10. Files pertaining to matters concerning library.
11. Files pertaining to selection of Printers for MIG and CSN
12. Files pertaining to organization of Regional Conferences.
13. Files pertaining to Government Knowledge Centre (GKC)

#### **(e) ARC & AR DIVISIONS**

1. One copy each of the 20 reports submitted by the 1st Administrative Reforms Commission (1966-1970) and 15 reports submitted by the 2<sup>nd</sup> Administrative Reforms Commission. The 15 reports of 2nd ARC are listed below.

S. No.	Report	Date of presentation to Government
1.	Right to Information: Master Key to Good Governance	09.06.2006
2.	Unlocking human capital: Entitlements and Governance – a Case Study	31.07.2006
3.	Crisis Management: From Despair to Hope	31.10.2006
4.	Ethics in Governance	12.02.2007
5.	Public Order : Justice for each ... Peace for all	26.06.2007
6.	Local Governance	27.11.2007
7.	Capacity Building for Conflict Resolution – Friction to Fusion	17.03.2008
8.	Combating Terrorism	17.09.2008
9.	Social Capital – A Shared Destiny	08.10.2008
10.	Refurbishing of Personnel Administration – Scaling New Heights	27.11.2008
11.	Promoting e-Governance – The Smart Way Forward	20.01.2009
12.	Citizen Centric Administration – The Heart of Governance	30.03.2009
13.	Organisational structure of Government of India	19.05.2009
14.	Strengthening Financial Management System	26.05.2009
15.	State and District Administration	29.05.2009

**(f) E-GOVERNANCE DIVISION**

1. Files relating to implementation of e-Office Mission Mode Project.
2. Files relating to National Conference on e-Governance
3. Files relating to National Awards on e-Governance.
4. Files relating to Implementation of Master e-Governance Training Plan.
5. Files relating to 11th Report of Second ARC.

**(g) PG DIVISION**

1. Compilation of guidelines for redress of Public Grievance-2010 that includes guidelines on Citizens Charter and Information Facilitation Counters.
2. Guidelines for Sevottam Compliance-June 2010.
3. Guidelines for Sevottam Compliance-September 2011.
4. Our Sevottam Journey-September 2011.
5. Service Quality Manual-Procedure as per IS 15700:2005.
6. Sevottam: A continuing journey-write-up 2014

The following are available in digitized form on website

1. Citizens' charter of the Department of Administrative Reforms and Public Grievances.
2. Files on policy formulation relating to Citizens' charters, IFCs, Public Grievance Redress.
3. Files relating to publication of advertisement on nodal officers for citizens' charters, Directors of Public Grievances and contact officers for IFCs.
4. Monitoring and Review meetings records-

## ANNEXURE 'K'

**(vii) The particulars of any arrangement that exists for consultation with, or representation by the member of the public in relation to the formulation of its policy or implementation thereof:**

The Department's website [http://darpg.nic.in/](http://darpg.nic.in/ "External site that opens in a new window") acts as an information tool for the general public and thus facilitates in the implementation of the policies.

The Department organizes meetings, seminars and workshops on Best Practices chaired by Cabinet Secretary where besides state Governments even NGO's can share/give presentation on innovative ideas /projects. Its purpose is to share the ideas/innovation and successful experience with rest of the states.

There exists a system of consultation with NGOs, Citizens groups, RWAs and members of public while formulating policy relating to Public Grievances and Citizens' charters.

5<sup>th</sup> Floor, Sardar Patel Bhavan, Sansad Marg,  
New Delhi-11001, dated 16<sup>th</sup> March, 2016

**ORDER**

In Pursuance of Department of Expenditure, Ministry of Finance's notifications dated 23.10.2001 and 16.9.2003 and subsequent OMs 1/11/E-II(A)/2003 dated 01.02.2005 and 1/7/E.II(A) 2008 dated 30.5.2008 regarding Delegation of Financial Powers (Amendment) Rules, 2003, the competent authority has decided to enhance the Financial Powers of Director (Administration), who exercises the Powers of Head of Department of Administrative Reforms & Public Grievances for incurring Contingent and Miscellaneous Expenditure under Schedule V and VI of DFPRs 1978 as detailed below, with immediate effect:-

Items	Existing Powers	Enhanced Powers
<b>(A) Contingent Expenditure (Schedule V)</b>		
Recurring	Rs. 50,000 per annum in each case	Rs.1.00 lakh per annum in each case
Non-recurring	Rs. 1.50 lakh in each case	Rs.3.00 lakh in each case
<b>(B) Miscellaneous Expenditure (Schedule VI)</b>		
Recurring	Rs. 50,000 per annum in each case	Rs.1.00 lakh per annum in each case
Non-recurring	Rs. 1.00 lakh in each case	Rs. 2.00 lakh in each case

2. Director (Administration), Department of Administrative Reforms & Public Grievances, shall not be required to consult IFD in exercising the above mentioned enhanced Financial Powers.
3. The above enhanced Financial Powers shall be exercised subject to following:-
  - (i) Provisions of GFR/DFRs/DFPRs, Work Manual, Economy Instructions, Financial/Fiscal Code and procedures.
  - (ii) Procedural and other instructions issued by Government
  - (iii) Any instructions issued by Ministry of Finance and Ministry of Personnel, PG & Pensions from time to time in this regard.
  - (iv) Availability of funds and budgetary limits
4. This issues with the concurrence of IFD vide Diary No.AR2555 dated 08.03.2016.

(Renu Arora)

Under Secretary to the Govt. of India  
Tel.No.23401453

To,

1. PAO, Lok Nayak Bhavan, New Delhi-110003
2. DS(Fin.Pers-1), MHA, North Block, New Delhi
3. All Divisional Heads/DDO(Cash Section), DARPG

Copy to:-

1. PPS to Secretary (AR&PG)
2. PS to AS(AR&PG)
3. PPS to JS(AR)
4. PS to JS(Admin)
5. PS to JS(IE&C)

**A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;**

(a) Department of Official Language Implementation Committee is headed by Director(Admn.).Not open for public.

(b) Screening Committee to examine and clear the proposals received from the Ministries/Departments for allocations of funds under the Plan Scheme of the Department of AR&PG 'Modernization of Government Offices'. The Committee is chaired by the Additional Secretary of this Department and has members drawn from Integrated Finance Division of this Department, Central Public Works Department, National Informatics Centre and Planning Commission. Its meetings are not open for public.

(c) Evaluation Committee for soliciting and evaluating the books written originally in Hindi on the subjects of 'Public Administration and Management Studies' is headed by AS (AR&PG).

(d) Screening Committee for the Scheme of Administrative Reforms is chaired by the AS (AR&PG). This Apex Committee is for the purpose (i) pilot projects on Administrative Reforms (ii) setting up of NISG and (iii) World Bank Project on 'Capacity Building' for Good Governance.

(e) Programme Implementation Committee (PIC) chaired by AS (AR&PG) for implementation of the Capacity Building Poverty Reduction (CBPR) Programme under the DFID Project funded by the UK Government.

(f) 1. Standing Committee in respect of grievances of officers of the level of Joint Secretary and above. 2. Standing Committee of Secretaries for Public Grievance redress 3. Core Group on citizen charters and facilitation counters. (Neither of these Committees are open to public nor the proceedings of the Committees are of any relevance to general public.)

(Some of the above Committees has as its members retired Professors and retired Government servants.)

(g) Steering Committee to oversee production and telecast of documentary series for creating awareness and dissemination of information on e-governance is headed by AS(AR&PG)

Who's Who						
Department						
- Any -						
Apply						
Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
Dr. Jitendra Singh	MOS (PP)	-	23093786, 23092475	mos-pp[at]nic[dot]in	23794542	102, NB
M. Saravanan	PS to MOS (PP)	-	23093901	psdoptpmo[at]gmail[dot]com	-	102, NB
Shri C. Viswanath	Secretary	401	23742546	secy-arg[at]nic[dot]in	-	514
A. Y. Anand Raj	P.P.S.	412	23742546	anand[dot]raj[at]nic[dot]in	9810869367	513
Sanjay Sharma	PA	412	23742546	-	-	513
Tejpal Singh	PA	412	23742546	singh[dot]tejpal[at]nic[dot]in	-	513
Usha Sharma	Additional Secretary	402	23741004	addlsecy-darpg[at]nic[dot]in	24106075	509
Sudhir	PS	413	23741004	-	-	502
D. S. Bisht	P. A.	413	23741004	ds[dot]bisht67[at]nic[dot]in	-	502
Smita Kumar	Joint Secretary	403	23360331	smitakumar[dot]dop[at]nic[dot]in	24105789	508
Satish Kumar	P.P.S.	456	23360331	satish1969[at]nic[dot]in	45701065	503

Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
Kiran Puri	Joint Secretary	406	23360208	puri[dot]kiran[at]nic[dot]in	9868539268	507
Ashok Kumar	P. S.	483	23360208	ashok[dot]kr62[at]nic[dot]in	-	503
Vacant	IE & C	-	-	-	-	-
Roshan Lal	P. S.	418	23360208	-	-	503
Sanjeevanee Kuffy	AS&FA	-	23094709	-	-	192, NB
Ved Prakash	PPS	-	23094709	-	95124-2251934	189, NB
Vanraj A. Chavda	Dir (Admn)	408	23745472	vachavda[at]dcmsme[dot]gov[dot]in	9910411660	mini conf room
Suman Malhotra	PA	430	23745472	suman[dot]malhotra[at]nic[dot]in	-	519
Alpana Shukla Rao	Dir. ( D&D)	407	23362369	alpanas[dot]rao[at]nic[dot]in	9560890234	516
Mira Sharma	PS	420	23362369	mira[dot]sharma[at]nic[dot]in	-	518
Richa Gaharwar	DS. (AR)	404	23743030	richa[dot]gaharwar[at]gmail[dot]com	9811571753	510
Saroj Ravi Girota	P. S.	416	23743030	saroj[dot]girota[at]nic[dot]in	-	520
Anurag Srivastava	D.S.(ARC)	410	23362325	srivastava[dot]a[at]nic[dot]in	26182302	515
Kusum Sharma	P. A.	437	23362325	kusum-ck45[at]yahoo[dot]com	9999385037	520



Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
Sumita Dasgupta	DS (PG)	409	23741006	d[dot]sumita[at]nic[dot]in	9811542358	508A
Madhu Bala Sharma	PA	422	23741006	mb[dot]sharma[at]nic[dot]in	-	505
Dr. Meenakshi Mahajan	Sr.Tech. Dir. NIC	423	23367682	meenakshi[dot]mahajan[at]nic[dot]in	-	512
K. Madhavan	Technical Director, NIC	424	23367682	madhavan[at]nic[dot]in	-	512
Vinod Bansal	D.P.O.	-	23367682	bvinod[at]nic[dot]in	-	512
Vibhuti Panjiyar	US(O&M)	427	23367060	vibhuti[dot]panjiyar[at]nic[dot]in	-	518 C
Hemant Verma	US(PG)	474	23361856	h[dot]verma[at]nic[dot]in	0120-24683060	504
Ritu Juneja	PA	437	23361856	-	9868171516	518
Renu Arora	US (Admin.)	453	23401453	renu[dot]arora[at]nic[dot]in	9810184864	518B
A.K. Sarkar	US(GA)	441	23401441	arunkumar67[at]nic[dot]in	9810403710	518A
Priyanka Kapoor	P.A.	462	23401462	priyanka[dot]kapoor[at]nic[dot]in	-	518
N P Shukla	US(e-gov)	457	23367966	np[dot]shukla[at]nic[dot]in	-	505 B
Din Dayal	US( e-Gov)	456	23401456	din[dot]dayal[at]nic[dot]in	-	505 A
Purnima Chugh	PA	451	23401451	purnima[dot]chugh[at]nic[dot]in	-	518
Soumitra	US(ARC)	426	23401426	b[dot]soumitra[at]nic[dot]in	-	518 C

Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
Bandyopadhyay						
Nita M. Dharmani	US(PG)	429	23401429	nita[dot]dharmani[at]nic[dot]in	25434131	518 D
Saurabh	PA	438	23401429	kumar121saurabh[at]gmail[dot]com	-	518-F
Harihar Sukla	US(PG)	468	23401468	harihar[dot]sukla[at]nic[dot]in	-	505 D
Pratibha Ahuja	US(PG)	467	23401467	Pratibha[dot]ahuja[at]nic[dot]in	-	504
K. C. Parewa	PA	462	23401467	-	-	505
Alok Jagbharla	US(AR- I )	428	23401428	jagbharla[dot]a[at]nic[dot]in	-	518 D
Alka Ahuja	PA	439	23401439	alka[dot]ahuja[at]nic[dot]in	-	518
Gya Prasad	US(AR- II )	415	23401415	gyaprasad[dot]dcmsme[at]nic[dot]in	-	518B
Namrata Kumari	S.O. (AR)	433	23401443	namrata[dot]kumari[at]nic[dot]in	-	518
Preeti Sishodia	ASO	455	23401455	preeti-css[at]nic[dot]in	-	518
Vacant	DD(OL)	430	23367060	-	-	518 B
Renuka Saxena	P.S. (PMU)	450	23401450	-	-	518
Ram Bir	Assistant	446	23401446	-	-	524B
Sanjeet Kumar	PA	439	23401446	sanjeet[dot]kumar[at]nic[dot]in	-	518
Davinder	Sr. H.T.	439	23367060	Davinder[dot]darpag[at]nic[dot]in	-	518
Pratima Bara	Jr. Hindi	439	23401439	-	-	518

Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
	Translator					
Jitendra Sihwag	US (D&D)	473	23744391	Jitendra[dot]sihwag[at]nic[dot]in	-	505 E
Dhananjay Kumar	US(D&D)	445	23401445	dhananjay[dot]kr[at]nic[dot]in	-	518A
Narinder Kaur Sikka	PA	469	23401419	narinder[dot]sikka[at]nic[dot]in	-	505 F
Jagdish Kumar Ambwani	U.S. (IE&C)	476	23401476	jk[dot]ambwani[at]nic[dot]in	-	505 C
Ranjana Malik	PA	462	23741462	ranjana[dot]malik[at]nic[dot]in	-	521
Pramod Bhardwaj	US(IE&C)	475	23401475	pramod[dot]bhardwaj[at]nic[dot]in	9868537600	505C
Sunita Gaba	PA	436	23401436	-	-	518
M.V. Balasubramanian	ASO	418	23041437	mv[dot]balasubramanian[at]nic[dot]in	-	520 A
R.S. Rawat	ASO	436	23401437	rajender[dot]sr[at]nic[dot]in	-	520 A
Vacant	SO(Admin)	444	-	-	-	524
Mithlesh Singh	ASO	450	23401450	mithlesh[dot]singh[at]nic[dot]in	-	524
Ajeet Singh	R. Assistant	448	23401448	ajeet[dot]singh[at]nic[dot]in	-	524
Dinendra Kumar	ASO	449	23401449	dinender[dot]kumar[at]nic[dot]in	-	524
Rakesh Chandra	S.O. (GA)	488	23360583	r[dot]chandra71[at]nic[dot]in	9810125582	524

Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
Anuradha Datta	ASO	431	23401431	anu[dot]datta[at]nic[dot]in	-	524
V.K.C. Sayare	ASO	431	23401431	vc[dot]sayare[at]nic[dot]in	-	524B
Sunil Kumar Singh	S.O. (ARC) DDO	432	23401432	sunilk[dot]singh73[at]nic[dot]in	-	518
Jagbir Singh	Accountant	442	23401432	jagbirs[dot]darp[dot]in	-	518
K.K. Sharma	Asstt (Cashier)	442	23401432	kkumar[dot]darp[at]nic[dot]in	-	518
Usha Krishan Kumar	ASO	443	23401432	usha[dot]kk[at]nic[dot]in	-	518
Simanchal Bisoyee	ASO	443	23401432	simanchal[dot]bisoyee[at]nic[dot]in	-	518
C.P Taluja	ASO	447	23401432	cp[dot]taluja[at]nic[dot]in	-	518
Madhurima Rampal	SO(PG)	465	23401465	-	-	505
Anita Arora	SO(PG)	462	23401466	anita[dot]arora[at]nic[dot]in	-	505
Madhu Bala Kumar	ASO	463	23401466	madhu[dot]bk[at]nic[dot]in	-	505
K.S. Nagendra	S.O. (E-Gov)	481	23401481	ks[dot]nagendra[at]nic[dot]in	7838275446	505
Sh. V.R. Muthu Kumar	S.O.(PG)	458	23401457	vrnuthukumar1960[at]gmail[dot]com	-	505

Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
Santosh Kumar	SO (D&D)	470	23401470	santosh[dot]kr74[at]nic[dot]in	-	505 F
Suparna Bhatia	Asstt. Editor	469	23401469	superna[dot]bhatia[at]nic[dot]in	-	505 F
Pushpa Batra	ASO	472	23401469	pushpa[dot]batra[at]nic[dot]in	-	505 F
Rakesh Kumar Pal	ALIO	477	23401477	palrakesh[at]hotmail[dot]com	-	501
Gordhan Singh	UDC	477	23401477	-	-	501
K.S. Rawat	ASO	485	23 401485	kishan[dot]sr[at]nic[dot]in	-	524
CR Unit Anek Singh	UDC	486	23401486	anek[dot]singh[at]nic[dot]in	-	-
Rishi Raj	R.A. - Store Inc.	490	23401490	rishi[dot]raj[at]nic[dot]in	-	526
Krishan Kumar	Reception Officer	480	23401480	-	-	-
Uttam Chand	Reception Officer	480	23401480	-	-	-
Ashish Aggarwal	-	425	23401425	-	-	518 A
Ajay Kumar Rana	-	-	-	-	-	-
Abhishek	-	425	23401425	-	-	-
Ms. Komal	-	425	-	-	-	-

Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
Arvind Khare	Director (Fin. Pers.)	-	23092315	-	-	216 NB
S.B. Nanda	AFA(Pers)	-	-	-	-	218, NB
M.K. Singh	AFA ( Fin. I)	-	23093245	-	24618536	-
Akhilesh Jha	Controller of Accounts	-	24692852	-	-	-
Naresh Kumar	AAO	-	24626133	-	-	-
Canteen	-	489	23744620	-	-	527
Computer AMC Fax Machine Naveen	-	415	23401488	-	8010078960	518
CPWD (Electrical complaints) Shri Vinod Kr.	J.E.	-	23360224	-	9818814546	-
CPWD (Civil complaints) Shri B. Gupta	JE	-	23368557	-	9899610988	-
Telephone complaints Anand Gir	-	415	-	-	8802532803	524
Mr. Anil Kumar Singh, SDO,	SDO	-	23345499	-	-	-

Name	Designation	Inter Com	Office Number	Email Address	Residence	Room No
MTNL						
A.K. Singh, Area Manager, MTNL	-	-	23320166	-	9868138111	-
<b>Note 1</b> : In some cases the office telephone nos. which have been provided to the members of staff do not provide the external outgoing facility.						
<b>Note 2</b> : Every care has been taken in compiling this list. But it is possible that errors may have still crept in. Therefore, errors (if any), in this list may be brought to the notice of Shri Arun Kumar Sarkar, Under Secretary (G.A.), Tel- 23401453 so that correction could be made in the next edition of this list.						
<b>Note 3</b> : Many mobile/residential telephone nos. in this list are private numbers, which have been graciously furnished by the individuals concerned.						

Non-Plan and Plan provision and expenditure for the year 2015-16												B.E. 2016-17
Non-Plan	(Rs. In thousand)											
Object Head	BE 2015-16	RE 2015-16	Final Grant	Actual Exp.	Auth. Issued by this Dept.	Total (Exp. Auth.) 5+6	Exp. + Col.	Amount of Auth. Utilized by the various Deptt. against col. 6	Net. Exp. (Col. 5+8)	Excess Saving -	+ % of Exp.	
1	2	3	4	5	6	7	8	9	10	11	12	
05.06.01-Salaries	92400	87400	87400	85212	5	85217	0	85212	-2188	97.50	107180	
05.06.02-Wages	2600	3400	3400	3400	0	3400	0	3400	0	100.00	3600	
05.06.03-OTA	100	100	15	13	0	13	0	13	-2	86.67	100	
05.06.06 - Medical	1000	1500	1533	1522	0	1522	0	1522	-11	99.28	1600	
05.06.11-D.T.E	2400	2400	2544	2400	0	2400	0	2400	-144	94.34	2400	
05.06.12-F.T.E	50	50	0	0	0	0	0	0	0	0.00	50	
05.06.13-OE	6050	9650	9650	9377	271	9648	215	9592	-58	99.40	10000	
05.06.16-Pub.	800	730	730	705	0	705	0	705	-25	96.58	800	
05.06.20.OAE/NP	1800	1100	1100	1000	0	1000	92	1092	-8	99.27	2000	
05.06.32. Contribution	550	550	508	508	0	508	0	508	0	100.00	550	
06.06.50-O.C.	7	7	7	7	0	7	0	7	0	100.00	10	
Total- AR&PG Wing	107757	106887	106887	104144	276	104420	307	104451	-2436	97.72	128290	
05.99 I.T.									0			
05.99.50 Other charge	2200	2500	2500	2297	0	2297	0	2297	-203	91.88	2800	
Total (Non-Plan)	109957	109387	109387	106441	276	106717	307	106748	-2639	97.59	131090	
Plan Scheme for Administrative Reforms												
05.09.20- OAE(Plan)	151100	151100	151100	115356	35731	151087	35981	151337	237	100.16	230000	
Externally Aided Project-05.16-UNDP Project- Strengthening of Public Administration & Governance												
05.16.20 Other Administrative Expenses	4000	9600	9600	9600	0	9600	0	9600	0.00	100.00	20000	



**CENTRAL PUBLIC INFORMATION OFFICERS AND APPELLATE AUTHORITIES  
UNDER RIGHT TO INFORMATION ACT, 2005**

<b>S. No.</b>	<b>Name of the Central Public Information Officer, Designation, Tele No.</b>	<b>Subject Matter</b>	<b>Name of Appellate Authority with Designation/Tele. No.</b>
1	<b>Shri Arun Kumar Sarkar</b> Under Secretary (General Admn.) Room No.518 A Tele 23401441 Ext.441	Head of Office and In Charge of General Administration, Parliamentary Matters, Annual Report, House Keeping Jobs: Departmental Record Room and Coordination of RTI matters, Coordination matter, administrative matter relating Group 'D'/MTS	<b>Shri Vanraj A. Chavda,</b> Director (Admn.) Ph: 23745472 Intercom:408
2	<b>Smt. Renu Arora</b> Under Secretary (Admn) Tele 23401453 Ext.453	Administration of Group 'A' 'B' & 'C' Domestic Training, Budget Matters, Cash and Accounts, Official Languages	
3	<b>Smt. Vibhuti Panjiyar</b> Under Secretary (O&M) Tele 23367060 Ext.427	Administration of Central Secretariat Manual of Office Procedure, Records & Retention Schedule, Plan Scheme on Modernization of Government Offices.	<b>Shri Anurag Srivastava</b> Deputy Secretary Ph: 23362325 Intercom: 410
4	<b>Shri N.P.Shukla</b> Under Secretary (e-Gov) Tele 23367966 Ext.457	E-Governance Divisions	<b>Smt. Kiran Puri</b> Joint Secretary (e-Gov) Ph: 23360208 Intercom: 406
5	<b>Shri Din Dayal</b> Under Secretary (e-Gov.A) Tele 23367966 Ext.456	Promotion of excellence in e-Governance including National Conference in e-Governance, Mission Mode Project (MMP) of e-Office and National Awards on e-Governance	
6	<b>Shri Soumitra Bandyopadhyay</b> Under Secretary (ARC) Tele 23401426 Ext.426	Matters relating to ARC reports, coordination relating to Monthly D.O. to Cabinet Secretariat, Self Attestation, e-Office, GIGW	<b>Shri Anurag Srivastava</b> Deputy Secretary Ph: 23362325 Intercom: 410
7	<b>Shri Alok Jagbharla</b> Under Secretary (AR-I) Tele 23401428 Ext.428	Prime Minister Awards, Civil Services Day	<b>Smt. Richa Gaharwar</b> Deputy Secretary (AR) Ph: 23743030 Intercom:404
8	<b>Shri Gya Prasad</b> Under Secretary (AR-II) Tele 23401415 Ext.415	Replication of PM Awards, parliament Questions/Assurances of AR, Inter Services Workshop, Funding to States/UTs under State Collaboration Initiative	
9	<b>Shri Dhananjay Kumar</b> Under Secretary (D&D-II) Tele 23401445 Ext.445	Financial Assistance to State Governments/UT Administration for professional documentation and dissemination of good governance practices, Production of Documentary films on Best Practices, Publication of Quarterly Journal 'Minimum Government-Maximum Governance', Media coordination with PIB	<b>Smt. Alpana shukla Rao</b> Director (Documentation & Dissemination) Ph: 23362369 Intercom:407

10	<b>Shri Jitendra Sihwag</b> Under Secretary (D&D-I) Tele 23401473 Ext.473	Series of Presentation on Best Practices, Regional Conferences, governance Knowledge Centre, Book on Best Practices, Research and Evaluation Studies, Coordination of Budget and RFD	<b>Smt. Alpana shukla Rao</b> Director (Documentation & Dissemination) Ph: 23362369 Intercom:407
11	<b>Shri Pramod Bhardwaj</b> Under Secretary (IE&C) Tele 23401475 Ext.475	International Exchange & Cooperation, Matters related to CAPAM, IIAS, UNDP and China	Director (IE &C) Vacant
12	<b>Shri Jagdish Kumar Ambwani</b> Under Secreatry (IE&C-II) Tele 23401476 Ext.476	International Exchange & Cooperation, Matters related to Foreign training programmes, IBSA, Malaysia and Misc. matters	
13	<b>Smt. Pratibha Ahuja</b> Under Secretary (PG-C1) Tele 23401467 Ext.467	Handling of Individual Public Grievances pertaining to Ministries/Departments of Govt. Of India allocated to Centre 1	<b>Smt. Sumita Dasgupta</b> Deputy Secretary Ph: 23741006 Intercom:409
14	<b>Smt. Nita M Dharmani</b> Under Secretary (PG-States) Tele 23401429 Ext.429	Handling of Individual Public Grievances pertaining to State Governments/UTs, PRAGATI related work	
15	<b>Shri Hemant Verma</b> Under Secretary (PG) Tele 23401447 Ext.447	All Policy matter concerning Public Grievances, Parliament Question on Public Grievances, Citizen's Charter, Budgetary matters of PG Division, Sevottam	
16	<b>Shri Harihar Sukla</b> Under Secretary (PG-C2) Tele 23401468 Ext.468	Matters related to Public Grievance Redress Mechanism, Handling of Individual Public Grievances pertaining to Ministries/Departments of Govt. Of India allocated to Centre 2, Issuing certificate of appreciation on quarterly basis to top 3 Ministries/Departments listed on CPGRAMS based on their performance in each quarter	

## AWARD OF CONTRACT UNDER DEPT. OF AR&PG

S.No.	Firm Address	Items	Date of Award for AMC/Contract	Expiry Date
1.	M/s Tanyasi Air-Conditioner E-42B, Jawahar Park , Near OBC Bank, Vikas Marg, Laxmi Nagar, New Delhi-110092 Mob:- 011-22051508	AMC for Air Condition	16.11.2015	15.11.2016
2.	M/s Dolphin Printo Graphics , 4 E/7 Pabla Building, Jhandewalan Ext.-1, New Delhi Mob:- 9818435368	AMC for Printing works	03.09.2015	02.09.2016
3.	M/s Bishop Technology (P) Ltd 1733, Bhagwat Complex, Gurudwara Road, Kotla Mubarak Pur, South Ext.-1 New Delhi-110003 Mob. 9717188555	Repair and maintenance of Computer	01.01.2016	31.12.2016
4.	M/s Sai Aqua Logestic 102 Ground Floor, Arjun Nagar Safdar Jung Enclave New Delhi-110029 Mob:- 9582233212	Supply of Drinking Water	01.04.2015	31.03.2016
5.	M/s K.D. Enterprises, 2061E-177/13, Raja Puri, Opp. Dwarka Sec.-5, New Delhi-110005 Mob:-9871579504	Repair and maintenance of Electrical works	10.10.2015	09.10.2016
6.	Aman Office Equipment , 202 IInd Floor, Shri Hanuman Shiv Mandir , Bhind palika Place Pachkunya Road ,New Delhi – 110001 Mob:-9811141279	Supply of Stationery items	18.12.15	17.12.2016
7.	M/s R.K. Enterprises A-74,75, Jain Park, Uttam Nagar, Near Matiyala Road , New Delhi-59 Mob:-981883890766	Repair and Maintenance of Furniture items	15.04.15	14.04.2016
			EXT.15.04.16	14.07.16
8.	M/s Pankaj Security (P) Ltd. House No.100, Gali No-24, Raja Puri New Delhi-110059 Mob.9873119290	House Keeping	01.07.15	30.06.16

**Government of India**  
**Ministry of Personnel, Public Grievances and Pensions**  
**Department of Administrative Reforms & Public Grievances**

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**FOREIGN VISITS UNDERTAKEN BY OFFICERS DURING 2013, 2014, 2015 and 2016 (till 14th March, 2016)**

**2013**

S. No.	Name of the Officer (s) and designation	Date of Visit	Country visited	Purpose of Visit	Total Expenditure (aprox.)
1.	(i) Shri Arun Jha, Additional Secretary Department of Administrative Reforms and Public Grievances	28 Feb., - 1 March, 2013	Belgium (Brussels)	To attend the meeting of the Council of Administration of International Institute of Administrative Sciences (IIAS) at Brussels, Belgium	Rs.2.15 Lakh
2.	(i) Shri Satish Kumar, Joint Secretary, Department of Administrative Reforms and Public Grievances	26-27 March, 2013	London, UK	Commonwealth Association for Public Administration and Management (CAPAM) Board of Directors Meeting	Rs.1.87 Lakh
3.	(i) Shri Suresh Chandra Panda, Additional Secretary & Financial Advisor, Ministry of Home.	30 <sup>th</sup> September to 4 <sup>th</sup> October, 2013	Toronto, Canada	A group comprising of 22 officers of Govt. of India & States/ UTs, including PM & National e-Governance Award winners, attended customized Training Programme on Public Service Reforms Service Delivery in Institute of	Rs.91.43 Lakh

					Public Administration of Canada (IPAC), Toronto, Canada	
	(ii) Shri Pramod Kumar Tiwari, Joint Secretary, Department of Administrative Reforms and Public Grievances (DARPG)					
	(iii) Shri Rajesh Kumar Sharma, Director, DARPG					
	(iv) Shri Neelesh Kumar Sah, Accountant General, Government of Uttar Pradesh.					
	(v) Shri Alok Shukla, Deputy Election Commissioner, Election Commission of India (ECI), Government of India					
	(vi) Dr. Amar Jit Singh, Additional Secretary, Deptt. of School Education and Literacy, Ministry of Human Resource Development, Government of India					
	(vii) Shri Braj Raj Sharma, Principal Secretary, Planning and Development Department, Government of Jammu and Kashmir					
	(viii) Shri Samit Sharma,					

	Managing Director, Rajasthan Medical Service corporation Ltd. And ex-officio Joint Secretary to Government of India, Medical and Health Department, Government of Rajasthan.				
	(ix) Shri Rajesh Lakhani, Secretary, Energy Department, Government of Tamil Nadu				
	(x) Shri Amit Gupta, District Magistrate, Raebareli, Government of Uttar Pradesh.				
	(xi) Dr. Sambhunath Choudhri, Distt. F.W. & District Surveillance Officer, Health and Family Welfare Department, Government of Tripura.				
	(xii) Shri Arup Kumar Banerjee, Working Plan Officer, Office of Divisional Forest Officer, Government of Uttarakhand.				
	(xiii) Ms. Jyotsna Sitling, Chief Conservator of Forests, Office of Divisional Forest Officer, Government of Uttarakhand.				
	(xiv) Shri Pratyaya Amrit, Secretary, Department of Road Construction, Government of Bihar				
	(xv) Mrs. Anamika Tewari, Project Officer, e-Registration, Revenue & Disaster Management, Government of Assam.				
	(xvi) Shri Hari Ranjan Rao, Secretary O/o CM and IT				

	Department, Government of Madhya Pradesh.					
	(xvii) Shri Prabhakar Krishnaji Deshmukh, Divisional Commissioner, Pune Division, Government of Maharashtra.					
	(xviii) Shri Prem Singh Meena, Additional Chief Secretary (AR), Government of Maharashtra					
	(xix) Shri Pradeep Singh Kharola, Managing Director, Bangalore Metro Rail Corporation, Government of Karnataka					
	(xx) Shri B.K. Singh, Under Secretary, DARPG.					
	(xxi) Shri V.K. Verma, Under Secretary, DARPG.					
	(xxii) Ms. Nita M. Dharmani, Under Secretary, DARPG.					

4.	(i) Shri Arun Jha, Additional Secretary, Department of Administrative Reforms and Public Grievances	3-4 October, 2013	London, U.K	To attend the meeting of Group of Experts on Development assistance for governance and public sector management.	Rs.1.78 Lakh
5.	(ii) Shri Arun Jha, Additional Secretary, Department of Administrative Reforms and Public Grievances	27-29 October, 2013	Kuala Lumpur, Malaysia	To Attend the Commonwealth Association for Public Administration and Management (CAPAM) Board of Directors	Rs.1.33 Lakh

				Meeting and Annual General Meeting.	
6.	(i) Shri Sanjay Kothari, Secretary, Department of Administrative Reforms and Public Grievances (DARPG)	25-28 November, 2013	Kula Lumpur, Malaysia	Signing of the Memorandum of Understanding in the field of Public Administration and Exposure visit in the field of "Public Service Delivery and Governance"	Rs.10.19 Lakh (excluding Hotel accommodation and Transport)
	(ii) Ms. Kiran Oberoi Vasudev, DG(Trg.), NADT, Govt. of Maharashtra, Nagpur				
	(iii) Ms. Vandana Sharma, Joint Secretary <i>Department of Pension &amp; Pensioners' Welfare</i> , Government of India				
	(iv) Shri Syed Jawaid Haider, Secretary(D/o Science and Technology), Government of Gujarat				
	(v) Shri Abi Keshar Chettri, Secretary, Department of AR, Trg. & PG, Government of Sikkim				
	(vi) Dr. Hemant Gordhanbhai Koshia, Commissioner, (Food & Drugs), Government of Gujarat				
	(vii) Shri Jalada Kumar Tripathy, AD General of Police/IG of Prisons), Government of Tamil Nadu				
	(viii) Ms. Kavita Garg,				



	Director, (DARPG)					
	(ix) Shri Sumant Narain, Deputy Secretary, IFD Division, Ministry of Home Affairs.					
	(x) Ms. Salma Ahmed Hussain, JS(Revenue & Disaster Management), Government of Assam					
	(xi) Shri Harihar Sukla, Under Secretary, DARPG.					
	(xii) Shri Vadali Rambabu, Under Secretary, DARPG.					
	(xiii) Shri Sunil Kumar Singh, Under Secretary, DARPG					
<b>2014</b>						
7.	(i) Shri Arun Jha, Additional Secretary, Department of Administrative Reforms and Public Grievances	12 -14 February, 2014	Brussels, Belgium	To attend meeting of the Council of Administration of International Institute of Administration (IIAS)	Rs.3.43 Lakh	
8.	(i) Shri Satish Kumar, Joint Secretary, Department of Administrative Reforms and Public Grievances (DAR&PG)	17- 21 February, 2014	Durham, USA	A group comprising of 22 officers of Government of India and States/UTs including PM and National e-Governance Award winners attended customized Training Programme on Public Service Reforms Delivery in Duke Centre	Rs.93.75 lakh	



(x) Ms. Usha Padhee, Commissioner/Secretary, Government of Odisha					
(xi) Shri Hotteppala Duggappa Arun Kumar, Addil . Commissioner of Commercial Taxes, Government of Karnataka.					
(xii) Shri Hemant Gordhanbhai Koshia, Commissioner, Government of Gujarat.					
(xiii) Ms. Tripti Patra Ghosh, Director, <i>Department of Pension &amp; Pensioners' Welfare</i> , Government of India.					
(xiv) Shri Manmohan Sachdeva, Joint Director, Department of Expenditure, Ministry of Finance , Government of India.					
(xv) Shri Sumant Narain, Deputy Secretary, IFD, Ministry of Home Affairs, Government of India.					
(xvi) Shri Vivek Pathak, Sr. Manager (IT), Informatics Centre, BHEL, Bhopal.					
(xvii) Shri Sachitra Kumar Pani, Under Secretary, DARPG.					
(xviii) Shri Sunil Jain, Technical Director, NIC, Bhopal, Government of Madhya Pradesh.					

	(xix) Shri Ramchandra Uddhav Lokare, Deputy Director of Agriculture, Commissionerate of Agriculture, Government of Maharashtra.					
	(xx) Shri Dheeraj Rastogi, Additional Director, Office of Commissioner of Services Tax, New Delhi.					
	(xxi) Shri Hemant Verma, Under Secretary, DARPG.					
	(xxii) Shri Ashok Kumar Bawalia, AFA, Ministry of Home Affairs, New Delhi					
9.	(i) Shri Sanjay Kothari, Secretary, Department of Administrative Reforms and Public Grievances (DAR&PG)	28-29 April, 2014	London, U.K.	To attend the Commonwealth Association for Public Administration Management (CAPAM) board of Directors Meeting.	Rs.3.08 Lakh	
<b>2015</b>						
10.	(i) Shri Alok Rawat, Secretary, Department of Administrative Reforms and Public Grievances (DAR&PG)	19-20 January, 2015	Singapore	To attend India-Singapore 2 <sup>nd</sup> Joint Working Group meeting under the Memorandum of Understanding on cooperation in the field of Personnel Management and Public Administration.	Rs. 10.08 Lakh	
	(ii) Ms. V. Vidyavathi, Joint Secretary, DAR&PG					
	(iii) Shri M. Devraj, Joint Secretary, Cabinet Secretariat.					
	(iv) Shri V. Sheshadri, Director, Prime Minister's Office.					



	(ii) Shri. Sri Prakash, Joint Secretary, Department of Personnel & Training, Government of India.					borne by DARPG. For remaining officers, expenditure was borne by respective departments / state Govt.)  (Bills for Hotel accommodation and Transport provided to the officers is yet to be received from HCI in Kuala Lumpur)
	(iii) Ms. Vandana Sharma, Joint Secretary, Department of Pensions & Pensioners" Welfare, Government of India.					
	(iv) Shri Ritvik Pandey, Commissioner, Commercial Tax Department, Government of Karnataka					
	(v) Shri Jagdish Kumar Ambwani, Under Secretary, DAR&PG.					
16.	(i) Shri P. Karupasamy, Joint Secretary, Department of Administrative Reforms and Public Grievances(DAR&PG)	23-27 November, 2015	Singapore	To attend training programme on the theme "governance and Public Administration" held in Civil Services College, Singapore	Rs.12.19 (Air Fare plus DA)  (Training Programme was sponsored by Government of Singapore that covered Course fee, Local travel and Stay)	
	(ii) Shri S.A.M. Rizvi, Director, Cabinet Secretariat, Government of India.					
	(iii) Shri R.P. Pradhan, Director, Department of Electronics and Information Technology (DeitY), Government of India					
	(iv) Shri Muktesh K. Pardeshi, Joint Secretary, Ministry of					

	External Affairs, Government of India.					
	(v) Shri Ravi Agarwal, Commissioner of Income Tax, Government of India.					
	(vi) Shri Brijesh Pandey, Deputy Secretary, Prime Minister Office					
	(vii) Shri Gurdeep Singh, Managing Director, Gujarat State Electricity Corporation Limited (GSECL), Vadodara, Government of Gujarat.					
	(viii) Smt. Kanchan Verma, Special Secretary, Industrial Development, Lucknow, Government of Uttar Pradesh.					
	(ix) Shri Abhishek Singh, District Magistrate & Collector, Agartala, Government of Tripura.					
	(x) Shri Ranjit Kumar, District Collector, Gadchiroli, Government of Maharashtra					
	(xi) Dr. Shahid Iqbal Choudhary, Deputy Commissioner, Srinagar, Government of Jammu & Kashmir					
	(xii) Ms. Kalpana Srivastava, Member Secretary, Bhopal, Government of Madhya Pradesh					

	(xiii) Shri Saurabh Kumar, Chief Executive Officer, CHIPS, Chhattisgarh						
	(xiv) Shri Din Dayal, Under Secretary, DARPG.						
17.	(i) Shri V.A. Chavda, Director, Department of Administrative Reforms and Public Grievances(DAR&PG)	23 <sup>rd</sup> November to 4 <sup>th</sup> December, 2015	London, UK	To attend training course in Legislative Drafting in London, UK	Rs.3.16 Lakh (DA)	(Training Programme was funded by Government of UK that includes Course fee, Stay, Local Travel & Air travel)	
	(ii) Ms. S.K. Ram, Deputy Financial Advisor, Ministry of Urban Development, Government of India						
	(iii) Sh. Diwakar Singh, Additional Legislative Counsel, Legislative Department, Ministry of Law & Justice, Government of India.						
	(iv) Sh. Anuj Sharma, Director, Ministry of Home Affairs, Government of India						
	(v) Shri Rakesh Kumar, Director, Department of Personnel & Training, Government of India.						
	(vi) Shri Sanjay Kumar Sinha, Director, Department of Higher Education, Ministry of Human Resource Development, Government of India.						



	(vii) Shri Mayur Maheshwari, Deputy Secretary, Prime Ministers Office					
	(viii) Shri A. Manoharan, Deputy Secretary, Ministry of Parliamentary Affairs, Government of India					
	(ix) Shri Jayant Narlikar, Deputy Secretary, Ministry of Finance, Department of Economic Affairs, Government of India					
	(x) Ms. Anamika Singh, Deputy Secretary, Department of School Education & Literacy, Ministry of Human Resource Development, Government of India.					
	(xi) Shri Deepak Maheshwari, Principal Secretary (Law), Government of Rajasthan					
	(xii) Shri Kappuram Shyam Sunder, Zonal Manager, Telengana State Industrial Corporation Limited, Telengana, Government of Telengana.					
	(xiii) Shri K.C. Haridas, Joint Commissioner of Excise, Government of Karnataka.					

	(xiv) Shri Wazir Singh, Additional Director, Directorate of Industries & Commerce, Government of Haryana				
	(xv) Shri A.K. Sharma, Under Secretary, Department of Commerce.				

## 2016

18.	(i) Shri Devendra Chaudhry, Secretary, Department of Administrative Reforms and Public Grievances(DAR&PG)	28-29 January, 2016	London UK	To attend India-UK 1 <sup>st</sup> JWG meeting under the MOU during 28-29 January, 2016	Rs.9.78 Lakh
	(ii) Ms. Usha Sharma, Additional Secretary, Department of Administrative Reforms and Public Grievances(DAR&PG)				
	(iii) Shri Girish Kumar Gaur, Deputy Director General, National Informatics Centre (NIC)				
19.	(i) Ms. Usha Sharma, Additional Secretary, DARPG	25-26 February, 2016	Brussels, Belgium	To attend IIAS Council of Administration meeting	Rs.4.12 Lakh
20.	(i) Ms. Smita Kumar, Joint Secretary, Department of Administrative Reforms & Public Grievances (DARPG)	15-19 February, 2016	The Hague, Netherlands	A group comprising of 9 officers of Government of India and States/UTs including PM and National e-Governance Award winners attended customized Training Programme on the theme „e-Governance based	Rs.30.40 Lakh (Claim for balance money is yet to be received from the Institute)
	(ii)Dr. Sandeep Saxena, Deputy Election Commissioner Election Commission of India, New Delhi.				





# Citizen's / Client's Charter for

## Department of Administrative Reforms and Public Grievances (2015-2016)

Address: 5<sup>th</sup> Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi.

Website ID: [www.darpg.gov.in](http://www.darpg.gov.in) & <http://pgportal.gov.in>

Date Of Issue: April, 2015

Next Review after six months

## MANDATE

To foster good governance through :

- Process improvement for public service delivery
- A citizen-centric approach for Grievance Redressal

# VISION & MISSION

## VISION

Excellence in governance for the benefit of all citizens.

## MISSION

- To foster excellence in governance and pursuit of administrative reforms through:
- Improvement in Government policies, structures and processes.
- Promoting citizen-centric governance with emphasis on grievance redressal.
- Innovations in e-Governance.
- Documentation & Dissemination of best practices

## SERVICES

Sl. No.	<u>Services</u>	<u>Service Standard</u>
1	<p>Redress of Public Grievances</p> <p>(i) Action on grievances</p> <p>(ii) Monitoring of grievances</p> <p>(iii) Training on CPGRAMS</p>	<p>(i) Forwarding and monitoring for action by Authorities concerned within <u>sixty days</u> as far as possible.</p> <p>(ii) Two Review Meetings every month</p> <p>(ii) Once in a month</p>
2	Recognition of excellence & innovation through PM/e-Governance Awards and Civil Services Day	Once a year
3	<p>Documentation &amp; Dissemination of best practices</p> <p>(i) Regional Conferences and Presentation on Best Practices</p> <p>(ii) Documentary Films on Best Practices</p>	<p>(i) Two conferences in a year</p> <p>(ii) Five films in a year</p>
4	Support to Office Modernisation	Assistance to a set of Central Government Offices located in Delhi once a year.
5	<p>States</p> <p>(i) Financial assistance for professional documentation</p> <p>(ii) Scheme for Strengthening of all State ATIs/CTIs through implementation of Sevottam Cell</p> <p>(iii) Scheme for studies by State ATIs/CTIs</p>	<p>(i) Up to five projects in a year</p> <p>(ii) For ATIs/CTIs from whom the proposals are received - Up to Rs. 20 lakh each for five years</p> <p>(iii) One time lump sum grant of Rs. 10 lakhs to each selected</p>
6	e-Governance Facilitating implementation of e-office	Assistance to Central Ministries/Departments

## **NODAL OFFICER FOR PUBLIC GRIEVANCES**

Name	-Smt. Sumita Dasgupta
Designation	-Deputy Secretary
Address	- Room No. 508, Sardar Patel Bhavan, Sansad Marg, New Delhi-110001.
Tel. No.	- 23401409/23741006 (Telefax)
Email	d.sumita@nic.in
Website	<a href="http://www.pgportal.gov.in">www.pgportal.gov.in</a> <a href="http://www.darpg.gov.in">www.darpg.gov.in</a>



## Contacts

Sl.No.	Name	Designation	Phone	email
1	<b>Shri K. Nagaraja</b>	Director (IE&C)	23360208	nagaraja.k@nic.in
2	<b>Smt. Alpana Shukla Rao</b>	Director(D&D)	23362369	alpanas.shukla@nic.in
3	<b>Shri Vanraj A. Chavda</b>	Director (Admn.)	23745472	vachavda@dcmsme.gov.in
4	<b>Ms. Richa Gaharwar</b>	Deputy Secretary (e-Gov.)	23743030	richagaharwar@gmail.com
5.	<b>Shri Anurag Srivastava</b>	Deputy Secretary (ARC)	23362325	<a href="mailto:srivastava.a@nic.in">srivastava.a@nic.in</a>
6.	<b>Smt. Sumita Dasgupta</b>	Deputy Secretary (PG)	23741006	<a href="mailto:d.sumita@nic.in">d.sumita@nic.in</a>
7.	<b>Shri A.K. Sawhney</b>	US(O&M)	23367060	aksawhney@nic.in
8.	<b>Shri V.K. Verma</b>	US(AR)	23360583	<a href="mailto:vinodk.verma@nic.in">vinodk.verma@nic.in</a>
9.	<b>Shri Sandeep M. Prasad</b>	US(AR)	23401456	<a href="mailto:sm.prasad@nic.in">sm.prasad@nic.in</a>
10.	<b>Shri S.K. Pani</b>	US(e-Gov.)	23401456	sk.paninic.in
11.	<b>Shri Soumitra Bandyopadhyay</b>	US(AR)	23401426	<a href="mailto:b.soumitra@nic.in">b.soumitra@nic.in</a>
12.	<b>Smt. Nita M. Dharmani</b>	US(AR)	23401429	<a href="mailto:nita.dharmani@nic.in">nita.dharmani@nic.in</a>
13.	<b>Shri Alok Jagbharia</b>	US(Admn.)	23401438	jagbharia.a@nic.in
14.	<b>Shri Hemant Verma</b>	US(PG)	23401474	<a href="mailto:h.verma@nic.in">h.verma@nic.in</a>
15.	<b>Shri Harihar Sukla</b>	-do-	23401467	<a href="mailto:harihar.sukla@nic.in">harihar.sukla@nic.in</a>
16.	<b>Smt. Pratibha Ahuja</b>	-do-	23401468	<a href="mailto:pratibha.ahuja@nic.in">pratibha.ahuja@nic.in</a>
17.	<b>Shri D. Banerjee</b>	US(Staff officer to Secy.)	23401484	<a href="mailto:d.banerjee@nic.in">d.banerjee@nic.in</a>
18.	<b>Shri D.K. Rana</b>	US(e-Gov.)	23401440	<a href="mailto:dinesh.rana64@nic.in">dinesh.rana64@nic.in</a>
19.	<b>Shri A.K. Sarkar</b>	US(GA)	23401453	<a href="mailto:arunkumar67@nic.in">arunkumar67@nic.in</a>
20.	<b>Shri Jitendra Sihwag</b>	US(D&D)	23744391	<a href="mailto:jitendra_sihwag@yahoo.com">jitendra_sihwag@yahoo.com</a>
21.	<b>Shri Dhanajay Kumar</b>	-do-	23401445	<a href="mailto:ghananjay.kr@nic.in">ghananjay.kr@nic.in</a>
22.	<b>Shri Jagdish Kr. Ambwani</b>	US(IE&C)	234011476	<a href="mailto:jk.ambwani@nic.in">jk.ambwani@nic.in</a>

Sl.No.	Indicative Expectations from Service Recipients
1	Citizens should first try to access the relevant information from the public domain.
2	Citizens should first take up their grievances directly with Ministries/Department/State Governments concerned.
3	Any query on the programme, scheme or activity of the Department should be clear and specific.
4	All stake holders participating in any activity or event of the Department should send the complete relevant information in time.

The updated Citizens'/Clients' Charter of the Department for 2015-16 including the corrected list of the names of the officers at the level of Director/Deputy Secretary/Under Secretary is placed below for approval before it is uploaded on the website of the Department. The CCC will be reviewed after six months as per this Department's Circular (p-86/c) dated 23.3.2015.

(Hemant Verma)  
Under Secretary(PG-C3)  
Dated 8.4.2015

DS(PG)

**Audit Teams Findings on Proactive Disclosure under RTI Act, 2005**

Public Authority		Department of Administrative Reforms & Public Grievances	
Website:		www.darpg.gov.in	
Sl. No.	Parameter	Requirement	Findings/ Remarks
Information to be disclosed under Section 4(1)(b) of RTI Act			
1.	<b>Particulars of its organization, functions and duties [Section 4(1) (b) (i)]</b>	a) Name and address of the organization b) Head of the organization c) Key Objectives d) Functions and duties e) Organization chart f) Functional chart g) Other details like genesis, inception formation of the department and the HoDs from time to time as well as the Committees/ Commissions constituted from time to time h) Link to branches/Regional centers	The particular in respect of a) to f) are disclosed adequately. In respect of g) the internal Committees / bodies in respect of substantive functions may be mentioned.
2.	<b>Powers &amp; Duties of its officers &amp; employees [Section 4 (1) (b) (ii)]</b>	a) Powers and duties of officers b) Powers and duties of other employees c) Rules/ orders under which powers and duties are derived and exercised. To be laid down in easy and understandable manner d) Delegation of Powers e) Work allocation, job description and/or duty lists f) Structural, positional and functional charts, g) Schemes and development programmes	Information has been presented adequately as applicable to the nature and functions of the Public Authority.

3.	<b>Procedure followed in decision making process [Section 4(1) (b) (iii)]</b>	<ul style="list-style-type: none"> <li>a) Process and channel for decision making-decision making charts/ flow chart</li> <li>b) Final decision making authority</li> <li>c) Flow chart explaining the process of decision making</li> <li>d) Related provisions, acts, rules etc.</li> <li>e) Time limit for taking a decision, wherever applicable</li> <li>f) Delegation of Power- Rules/ procedures</li> <li>g) Major output/ tangible results/ services/goods</li> </ul>	a) A suitable flow chart of the movement of cases till final decision making would be more informative in terms of time required therefore. Delegation of power of final decision at various levels could be indicated.
4.	<b>Norms for discharge of functions [Section 4(1) (b) (iv)]</b>	<ul style="list-style-type: none"> <li>a) Nature of functions/ services offered</li> <li>b) Norms/ standards for functions/ service delivery</li> <li>c) Process by which these services can be accessed</li> <li>d) Time- limits for achieving the targets</li> <li>e) Process of redressal of grievance</li> <li>f) Reference document prescribing the norms</li> </ul>	Only knowledge part of the process is available. Suggestion: Can this be made more user friendly by providing instructions for access to information on grievance applications on-line?
5.	<b>Rules, regulations, instructions, manuals and records for discharging functions [Section 4(1) (b) (v)]</b>	<ul style="list-style-type: none"> <li>a) Title and nature of the record/ manual/ instruction</li> <li>b) The Acts/ Rules / manuals, Office memorandum etc</li> <li>c) Summary of contents of above for easy understanding of public</li> </ul>	Here information relating to Rules, regulations, manuals for discharging <u>substantive functions</u> of the Public Authority if any , to be disclosed. As regards reference books on finance and service matters are concerned, it would be enough, if it is mentioned that Govt. of India Rules, instructions issued by Min. of Finance, Dept of Personnel etc. are followed.
6.	<b>Categories of documents held by the authority under its control [Section 4(1)</b>	<ul style="list-style-type: none"> <li>a) Title of the documents</li> <li>b) Category of documents</li> <li>c) Custodian of the documents</li> </ul>	The details in item (a) in Annexure– J can be substituted with “all records relating to employees and officers posted in the Dept. for the time being”. In respect items (b) to (g) the

	<b>(b) (vi)]</b>		documents relating to substantive functions under control of the Department may be included.
7.	<b>Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1) (b) (vii)]</b>	<ul style="list-style-type: none"> <li>▫ Relevant rule, circular etc for consultation.</li> <li>▫ Arrangement adopted for consultation with or representation by the members of the public in the functional areas of the organization.</li> <li>▫ Days or time specified for visitors</li> </ul>	Information seems to be adequate. However, possibility of disclosing (1) the procedure for contacting the Department in similar matter, (2) Similar events conducting in the past may be explored.
8.	<b>Boards, Councils, Committees and other Bodies constituted as part of the Public Authority functioning [Section 4 (1) (b) (viii)]</b>	<ul style="list-style-type: none"> <li>▫ Names of the Boards, Councils, Committees etc.</li> <li>▫ Composition</li> <li>▫ Powers and functions</li> <li>▫ Whether their meetings are open to the public?</li> <li>▫ Whether the minutes of the meeting are open to the public.</li> <li>▫ Link to the source where the minutes if open to the public are available and the process of access by the common citizen.</li> </ul>	Information disclosed is indicative and adequate.
9.	<b>Directory of Officers and employees Section 4(1) (b) (ix)]</b>	<ul style="list-style-type: none"> <li>▫ Name, designation and Division</li> <li>▫ Location, Telephone (both office &amp; Residence), and email</li> </ul>	Other Gazetted Officers below Under Secretary may also be included.
10.	<b>Monthly Remuneration received by officers &amp; employees including system of compensation [Section 4 (1) (b) (x)]</b>	<ul style="list-style-type: none"> <li>▫ Name &amp; Designation of the employee</li> <li>▫ Monthly remuneration</li> <li>▫ System of compensation as provided by in its regulations</li> </ul>	Along with designation of pay scale applicable, and salary /emoluments received by individual may be disclosed.

11.	<b>Budget allocated to each agency including all plans, proposed expenditures and reports on disbursements made etc. [Section 4(1) (b) (xi)]</b>	<ul style="list-style-type: none"> <li>▫ Details of budget in simple form which can be easily understood by the non professional and layman</li> <li>▫ Funds allotted to branches/regional centers</li> <li>▫ Outcome budget</li> <li>▫ Providing clear picture regarding the actual achievement vis-à-vis the targets</li> <li>▫ Periodic monitoring Reports</li> <li>▫ Revised budget, if any</li> <li>▫ Report on expenditure made and location where the related reports available</li> </ul>	
12.	<b>Manner of execution of subsidy programmers [Section 4(1) (b) (xii)]</b>	<ul style="list-style-type: none"> <li>▫ Name of the programmes or activities</li> <li>▫ Objective of the programmes</li> <li>▫ Procedure to avail benefits</li> <li>▫ Duration of the programme/scheme</li> <li>▫ Physical and financial targets of the programme</li> <li>▫ Nature/scale of subsidy/ amount allotted</li> <li>▫ Eligibility criteria for grant of subsidy</li> <li>▫ Details of beneficiaries of subsidy programme (Number profile etc.)</li> </ul>	Not applicable
13.	<b>Particulars of recipients of concessions, permits or authorizations granted by the Public Authority [Section 4(1) (b) (xiii)]</b>	<ul style="list-style-type: none"> <li>▫ Concessions, permits or authorizations granted by Public Authority</li> <li>▫ For each concessions, permit or authorization granted</li> <li>▫ Eligibility criteria</li> <li>▫ Procedure for getting the concession / grant and / or permits or authorizations</li> <li>▫ Name &amp; address of the recipients given concessions/ permits or authorization</li> <li>▫ Date of award of</li> </ul>	Not Applicable

		concessions/ permits or authorizations	
14.	<b>Information available in electronic form [Section 4(1) (b) (xiv)]</b>	<ul style="list-style-type: none"> <li>▫ List of documents available in electronic form</li> <li>▫ The data about digitalized records / files / reports / information which shall include the name of the record; any categorization or index used; subject matter and other information; division/ section/unit/office where the record is normally held; the person with designation responsible for maintaining the record; and life span of the record.</li> <li>▫ Details of information not available in electronic form.</li> <li>▫ Orders of Public Authorities</li> <li>▫ All relevant Acts, Rules, forms and other documents which are normally accessed by citizens</li> <li>▫ Entitlements/services provided</li> <li>▫ Directory of key contacts, details of officials</li> <li>▫ All publicly funded information</li> <li>▫ Visual presentation</li> <li>▫ Date last updated information</li> </ul>	
15.	<b>Particulars of facilities available to citizens for obtaining information [Section 4 (1) (b) (xv)]</b>	<ul style="list-style-type: none"> <li>▫ Name &amp; location of the facility-Computerized Information and Facilitation Counter (IFC)</li> <li>▫ The address and location of the facility and the contact details</li> <li>▫ Working hours of the facility and the details of information made available</li> <li>▫ Fee/ charges to get the</li> </ul>	The information may be included in the Manual in physical form for those who do not have access to Website.



		<p>copies of the document</p> <ul style="list-style-type: none"> <li>▫ Facility for inspecting the documents which are not available electronically should also be provided</li> </ul>	
16.	<b>The Names, designation and other particulars of the PIOs Section 4(1) (b) (xvi)</b>	<ul style="list-style-type: none"> <li>▫ Name &amp; Designation of PIOs and Appellate Authority</li> <li>▫ Their Contact details – phone number &amp; email</li> <li>▫ Subject matter within their jurisdiction.</li> <li>▫ Details of Nodal Officer</li> <li>▫ Details of link PIOs and first Appellate Authority</li> </ul>	Adequate
17.	<b>Such other information as may be prescribed under Section 4(1) (b) (xvii)</b>	<ul style="list-style-type: none"> <li>▫ Annual Report</li> <li>▫ Annual Returns</li> <li>▫ FAQs</li> <li>▫ Citizen's charter of the Public Authority</li> <li>▫ Grievance Redressal mechanisms</li> <li>▫ List of completed schemes/ projects/ programmes</li> <li>▫ Success of stories</li> <li>▫ List of schemes/ projects/ programmes underway</li> <li>▫ Audit paras along with Action Taken Report</li> <li>▫ Any other information.</li> <li>▫ Frequently asked information</li> </ul>	Adequate
<b>Miscellaneous - RTI Act 4 (1) (c), (d), 4 (3), 4(4)</b>			
18	<b>Are important policies or decisions which affect public informed to them? [Section 4 (1) (c) ]</b>	<ul style="list-style-type: none"> <li>▫ Publish all relevant facts while formulating important policies or announcing decisions which affect public.</li> </ul>	
19	<b>Are reasons for administrative or quasi-judicial decisions taken,</b>	<ul style="list-style-type: none"> <li>▫ Provide reasons for its administrative or quasi-judicial decisions to affected persons.</li> </ul>	This requirement is applicable to all public authority. In respect administrative decisions, decisions in RTI application and other substantive functions, concerned

	communicated to affected persons [Section 4 (1) (d) ]		authority need to communicate <u>speaking orders</u> giving reasons for the decision, particularly when request /proposal is not accepted.
20	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4 (3)]	<ul style="list-style-type: none"> <li>▫ website</li> <li>▫ Notice boards</li> <li>▫ Newspapers</li> <li>▫ Public announcements</li> <li>▫ Media broadcasts</li> <li>▫ Internet or</li> <li>▫ Any other means including inspection</li> </ul>	Adequate keeping in view the nature of public interface with the Public Authority.
21	Whether Information Manual/ Handbook available free of cost or not [Section 4 (4)]	<ul style="list-style-type: none"> <li>▫ Whether prepared or not</li> <li>▫ Available free or at a reasonable cost of the media</li> </ul>	Only available in electronic form on website. Some printed copy may be also kept available.
<b>Additional Category of Information to be disclosed under guidelines –<i>SuoMotu</i> disclosure of more items under Section 4</b>			
22	Information related to Procurement	<ul style="list-style-type: none"> <li>▫ Tender- Notices/Enquiries corrigenda there on.</li> <li>▫ Details of bid awards, detailing the name of the supplier of goods/services being procured or work contract.</li> <li>▫ Rate and total amount at which such procurement or work contracts were awarded.</li> </ul>	<b>Adequate</b>
23	Public Private Partnership	<ul style="list-style-type: none"> <li>▫ Details of the special purpose vehicle (SPV), if any set up</li> <li>▫ Detailed project reports</li> <li>▫ Concession agreement</li> <li>▫ Operation and maintenance manual</li> <li>▫ Other documents generated as part of the implementation of the Public Private Partnership project</li> </ul>	<b>Not applicable to this PA</b>

24	<b>Transfer Policy and Transfer Orders</b>	<ul style="list-style-type: none"> <li>▫ Transfer policy for different Grades/Cadres</li> <li>▫ Transfer orders</li> </ul>	<b>Not applicable</b>
25	<b>RTI Applications</b>	<ul style="list-style-type: none"> <li>▫ RTI applications and appeals received and their responses (except relating to personal information)</li> <li>▫ Loaded on the websites, search facility based on keywords</li> </ul>	<b>Adequate</b>
26	<b>CAG &amp; PAC paras</b>	CAG and PAC- ATR of those which have been laid on the table of both the houses of Parliament	Adequate
27	<b>Citizen's Charter</b>	<ul style="list-style-type: none"> <li>▫ Citizen's Charter</li> <li>▫ RFD (Result Framework Document)</li> <li>▫ Bi-annual reports on the performance against the bench marks set in citizen chart</li> </ul>	<b>Adequate</b>
28	<b>Discretionary &amp; Non-discretionary Grants</b>	<ul style="list-style-type: none"> <li>▫ Details of discretionary grants/ allocation</li> <li>▫ Annual accounts of legal entities that are provided grants by Public Authorities</li> </ul>	<b>Not applicable</b>
29	<b>Foreign/ Domestic Tour of Ministers / Officials</b>	<ul style="list-style-type: none"> <li>▫ The details of Foreign &amp; domestic visits undertaken by the officials of the rank of JS to the Govt. of India and HODs</li> </ul> <p>Details to be included therein :</p> <ul style="list-style-type: none"> <li>✓ Purpose of Visit</li> <li>✓ Place of visit</li> <li>✓ Period</li> <li>✓ No. of People included with official delegation</li> <li>✓ Expenditure incurred on such tours.</li> <li>✓ Report submitted on completion of tours</li> </ul>	Information disclosed is adequate.

<b>Form of Disclosure</b>			
30	<b>Form of accessibility of Information Manual/ Handbook [Section 4(4)]</b>	<ul style="list-style-type: none"> <li>▫ Electronic or printed or both.</li> </ul>	Printed on paper version may also be kept available.
31	<b>Language in which Information Manual/ Handbook available</b>	<ul style="list-style-type: none"> <li>▫ English / Hindi</li> <li>▫ Vernacular/ Local Language regional language.</li> </ul>	Hindi version of the RTI manual may also be included on the website as well as in paper printed form may be made available.
32	<b>When was the information Manual/ Handbook last updated?</b>	<ul style="list-style-type: none"> <li>▫ Annual updating is required and the date of last updated needs to be displayed.</li> </ul>	Some discrepancy in facts and figures may be corrected/ updated. Details of Officers posted and work done may be updated as and when there is change.

