ANNUAL REPORT
2009-2010

**MINISTRY OF PERSONNEL,
PUBLIC GRIEVANCES & PENSIONS**

GOVERNMENT OF INDIA
NEW DELHI
http://www.persmin.gov.in

CONTENTS

ERRATA

Chapter No. 27 to 30 of contents page may be read as under:-

In para 4.1 of the Chapter 4, in the table against the year "2010" the figure given under column "Number of officers in position" may be read "4534" in place of "4535"

CHAPTER - 1

INTRODUCTION

ORGANISATIONAL SET-UP

1.0   The Ministry of Personnel, Public Grievances and Pensions is the coordinating agency of the Central Government in personnel matters, specially in respect of issues concerning recruitment, training, career development, staff welfare and the post retirement dispensation. The Ministry also works towards promotion of responsive, people-oriented and modern administration. This Ministry is under the over all charge of the Prime Minister, assisted by a Minister of State and two Secretaries, who are assisted by three Additional Secretaries, five Joint Secretaries and other supporting officers and staff.

1.1   The Ministry comprises following three Departments :

   (i)   Department of Personnel and Training,

   (ii)   Department of Administrative Reforms and Public Grievances, and

   (iii)   Department of Pensions and Pensioners' Welfare.

DEPARTMENT OF PERSONNEL AND TRAINING

1.2   The role of the Department of Personnel and Training (DARPG)can be conceptually divided into two parts. In its larger nodal role, it acts as the formulator of policies and the watchdog of the Government to ensure that certain accepted standards and norms pertaining to recruitment, regulation of service conditions and deputation of personnel as well as other related issues, as laid down by it, are followed by all ministries / departments. Towards this end, guidelines have been issued by it for the benefit of all ministries / departments. The implementation of these guidelines is also monitored by the Department.

1.3   The Department advises all organisations of the Central Government on issues of Personnel Management. The Department has the direct responsibility of being the cadre controlling authority for the Indian Administrative Service (IAS) and the Central Secretariat Service (CSS), Central Secretariat Stenographer Service (CSSS) and Central Secretariat Clerical Service (CSCS). It also operates

the Central Staffing Scheme under which suitable officers from All India Services and Group 'A' Central Services are selected and then placed in posts at the levels of Deputy Secretary / Director and Joint Secretary, on the basis of tenure deputation. The Department also deals with cases of appointment to the posts of Chairman, Managing Director, full time functional Directors / Members of the Boards of Management of various Public Sector Undertakings/ Enterprises, Corporations, Banks and Financial Institutions. It also looks into the assignment of Indian experts to various developing countries. This Department is headed by Secretary (Personnel) and has six divisions namely (i) Establishment Officer, (ii) Services and Vigilance, (iii) Establishment, (iv) Administrative Tribunal and Administration, (v) Training and (vi) Central Services.

Senior Appointments under the Government of India

1.4   All proposals for senior appointments under the Government of India, which require the approval of the Appointments Committee of the Cabinet (ACC) under the Government of India (Transaction of Business) Rules, 1961, are processed through the Establishment Officer as Secretary of the ACC. These include board level appointments to Central Public Sector Undertakings and appointments of Joint Secretaries, Directors and Deputy Secretaries in the ministries / departments. In addition, all appointments by promotion, which require the approval of the ACC are also processed through the Establishment Officer.

Public Enterprises Selection Board

1.5   The Public Enterprises Selection Board (PESB) is entrusted with the responsibility of making recommendations for appointments to the full-time Board level posts of Chief Executives and functional Directors and part-time Chairman in Central Public Undertakings.

Recruitment Agencies

1.6   The Department through two organisations ensures recruitment of personnel for the Union/Central Government. These are the Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC). The UPSC

has been constituted under a provision of the Constitution and is responsible for conducting examinations for appointments to the higher civil services and civil posts under the Union Government, including recruitment to the All India Services. There is a provision for consulting the Commission on matters relating to methods of recruitment, principles to be followed in making promotions and transfers from one service to another and on disciplinary matters.

1.7 The SSC is responsible for making recruitment of non-Gazetted staff in Group 'B' and 'C' categories as per the Government Resolution constituting the Commission.

Joint Consultative Machinery

1.8 A well structured three-tier machinery is in place for joint consultation between the Central Government and its employees for promoting harmonious relations and securing the greatest measure of cooperation between the Central Government and the general body of employees in matters of common concern. The objective is to increase the efficiency of public services along with the well-being of the employees. The three tiers are :

  (i) National Council- at the apex level, functioning under the Department of Personnel and Training.

  (ii) Department Councils- functioning at Ministries' / Departments' level.

  (iii) Office Councils- functioning at offices / organisations under various Ministries / Departments.

1.9 The Scheme has proved to be an effective forum for amicable settlement of grievances of the Central Government employees relating to their service matters etc.

Central Administrative Tribunal

1.10 In spite of the elaborate system of rules and regulations which govern personnel management, there are employees who feel aggrieved by the Government decisions. In order to provide speedy and inexpensive justice to them, the

Government set up the Central Administrative Tribunal (CAT) in 1985, which now deals with all cases relating to service matters, which were previously dealt with by courts up to and including the High Courts. There are 17 regular Benches of the CAT functioning in various parts of the country, including its Principal Bench in Delhi.

Staff Welfare

1.11 Realising that improvement in the working and living conditions of the employees and their families leads to efficiency and high morale, the Department supports various employee welfare measures in Delhi and other cities. The Department of Personnel and Training is the nodal agency for four registered societies set up for the welfare of the Government employees and their families. These societies are the Central Civil Services Cultural and Sports Board, Grih Kalyan Kendra, Kendriya Bhandar and Civil Services Officers Institute (CSOI). These are located in Delhi. In addition, department lays down policies for departmental canteen and supports Resident Welfare Associations.

Administrative Vigilance

1.12 The Administrative Vigilance Division of the Department of Personnel and Training is the nodal agency responsible for formulation and implementation of policies in the field of vigilance and anti-corruption. Its main task is to oversee the Government's programme of maintenance of discipline and eradication of corruption from the public service. The Division lays down policies in the field of anti-corruption and co-ordinates the efforts of various Ministries/Departments through the Anti-corruption Action Plan.

Central Vigilance Commission

1.13 The Central Vigilance Commission (CVC) was originally set up by a Resolution of the Government dated February 11, 1964. The Government has accorded statutory status to the Commission by enacting the Central Vigilance Commission Act, 2003 (No. 45 of 2003). Under the Act, the CVC has been empowered to inquire or cause an inquiry or investigation on a reference made by the Central Government. It is also empowered to exercise superintendence over

the vigilance administration of the various Central Government Ministries, Departments and organizations. With the enactment of the CVC Act, 2003, the superintendence of the Delhi Special Police Establishment in so far as investigation of offences under the Prevention of Corruption Act, 1988 are concerned, vests with the Central Vigilance Commission. Through the "Public Interest Disclosure and Protection of Informers" Resolution dated April 21, 2004, the Government has designated the Central Vigilance Commission as the agency to act on the complaints from "Whistle Blowers".

Central Bureau of Investigation (CBI)

1.14   The Central Bureau of Investigation (CBI) is the premier investigating agency of the country to investigate complex and important cases. The superintendence over the functioning of the Delhi Special Police Establishment, in so far as it relates to the investigation of offences alleged to have been committed under the Prevention of Corruption Act, 1988, is entrusted to the Central Vigilance Commission.

Training Institutions

1.15   Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie and Institute of Secretariat Training and Management (ISTM), New Delhi are two major training institutions directly under the administrative control of the Department. The former is mainly responsible for providing induction training to the recruits to the Indian Administrative Service, other All India Services and Central Services and professional as well as in-service training to the officers of the IAS. The Institute of Secretariat Training and Management provides induction as well as in-service training to members of the Central Secretariat Service.

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

1.16   The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as for redressal of public grievances relating to the states in general and those pertaining to Central Government agencies in particular. The Department

endeavours to document and disseminate successful good governance practices by way of audio-visual media and publications. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms. The mission of the Department is to act as a facilitator, in consultation with Central Ministries / Departments, states / union territory administrations, organisations and individuals, to improve Government functioning through process reengineering, organization and methods and grievance handling, and by promoting modernization, Citizen's Charters, award schemes, e-governance and best practices in governance. The Department is headed by Secretary (AR&PG) and has eight divisions namely (i) Administrative Reforms (ii) Public Grievances (iii) e-Governance (iv) International Exchange and Cooperation (v) Documentation and Dissemination (vi) Administration and Coordination (vii) Organisation and Methods and (viii) ARC Division.

DEPARTMENT OF PENSION AND PENSIONERS' WELFARE

1.17 The Department of Pension and Pensioners' Welfare was set up in 1985 as a part of the Ministry of Personnel, Public Grievances and Pensions to cater to the Central Civil Pensioners. It is the nodal agency of the Government of India for formulation of general policy on pension and other retirement related benefits, as also the redressal of grievances relating to pension and retirement benefits. The Department has taken a number of steps over the years for streamlining the pension administration system for greater convenience and welfare of the pensioners. A new initiative called the Pensioners' Portal, a Mission Mode Project on Pension under the National e-Governance Plan, has been launched recently with the primary objective of redressal of Pensioner's grievances besides providing them information and guidance concerning pension and retirement related matters.

CHAPTER - 2

IMPORTANT INITIATIVES

2.0   The Ministry continues to take steps to improve the working of Government Machinery. Some of the initiatives that have recently been taken are given in this chapter.

AMENDMENT TO THE ALL INDIA SERVICES (D&A), RULES, 1969

2.1   With a view to ensure that an All India Service Officer is not placed under suspension on whimsical grounds and that the disciplinary proceedings against an All India Service Officer are finalized within stipulated time period, Rule 3 of the All India Services (Discipline and Appeal) Rules, 1969 has been amended vide notification dated September 3, 2009. It would prevent arbitrary suspension of AIS officers and ensure finalization of disciplinary proceedings in time bound manner.

IMPROVEMENT IN THE EXECUTIVE RECORD SHEETS

2.2   The 'Executive Record' Sheet of an IAS officer, available in the public domain, contains complete experience and training profile of the concerned officer. To make the data-base more comprehensive, a new field about publication of books, articles and research papers by the officer and award/citation received by the officer has been added to the executive record sheet. The new addition will complement the existing experience and training data in respect of officers and will fine-tune the process of selection and appointment of officers.

ONLINE VALIDATION OF APPLICATIONS FOR CENTRAL STAFFING SCHEME

2.3   In the Central Staffing Scheme Software, a new application for retention of names on offer was introduced in January, 2009. This has facilitated online validation of names, including providing of cadre clearance and vigilance clearance etc. by the Cadre Authorities and the state Governments.

IMPROVEMENT IN PROCEDURE FOR FOREIGN POSTINGS

2.4   To make the system of appointments of officers to posts in the Indian Missions abroad more transparent and merit based, it has been decided that for filling up of these posts, the vacancy would be circulated among all the Chief Secretaries of the States and the Cadre Controlling Authorities of the Group 'A' officers. Further, "qualifications required" for each of these posts have been laid down which are quantifiable' in terms of the number of months of experience. It adds an element of objectivity in the selection process. These posts are now filled up according to the newly designed mandatory and desirable qualifications, and after wide circulation of the vacancy including putting it up on the Departmental website.

IMPROVEMENT IN PROCEDURE FOR EMPANELMENT AS JOINT SECRETARY

2.5   The system of empanelment of All India Service Officers and Central Service Group 'A' officers at JS level has been revamped. The previous system of circulation of ACRs among the members of Committee of Secretaries has been done away with. In the revised system an Expert panel of retired Secretaries to the Government of India is associated with the empanelment process.

ENHANCEMENT OF CHILD ADOPTION LEAVE AND GRANT OF LEAVE TO ADOPTIVE FATHERS

2.6   Child Adoption Leave admissible to female Government servants has been enhanced from 135 days to 180 days. It has also been decided that a male employee (including an apprentice) with less than two surviving children, on valid adoption of a child below the age of one year, may be sanctioned Paternity Leave for a period of 15 days within a period of six months from the date of valid adoption.

ENCASHMENT OF LEAVE

2.7   Both earned leave and half pay leave shall be considered for encashment of leave subject to overall limit of 300 days. The cash equivalent payable for Earned Leave shall continue unchanged. However, cash equivalent payable

for Half Pay Leave shall be equal to leave salary as admissible for Half Pay Leave plus Dearness Allowance admissible on the leave salary without any reduction being made on account of pension and pension equivalent or other retirement benefits payable.

ENCASHMENT OF EARNED LEAVE ALONGWITH LTC

2.8 Government servants have been permitted to encash earned leave upto 10 days at the time of availing LTC without linkage to the duration and nature of leave availed while proceeding on LTC. Central Government employees governed by CCS (Leave) Rules, 1972 who are entitled to LTC but opt for the facility of LTC provided to their spouses employed in PSUs / Corporation/ Autonomous Bodies etc. and Government Servants who are otherwise not entitled to LTC, on account of their spouse being employed in Indian Railways/ National Airlines (who are entitled to privilege passes/concessional tickets) have been made entitled to leave encashment while availing LTC facility / privilege passes/concessional tickets of their spouse on fulfillment of the conditions stipulated in the Rule.

SECOND CADRE RESTRUCTURING OF CSS

2.9 The Government had set up a Cadre Restructuring Committee on June 16, 2008 to assess the magnitude of stagnation in various grades of CSS, to review the structure of the CSS along with the feeder cadre and suggest remedial measures-both short-term and long-term for career progression of CSS officers at various levels.

The recommendations made by the Committee have been considered by the Committee of Secretaries and a proposal is being taken to the Cabinet.

EXECUTIVE RECORD SHEETS OF CSS OFFICERS

2.10 A database of all CSS Officers on the pattern of ER Sheets maintained for IAS Officers is under process. A process to fine tune the software according

to the requirements of CSS is also under process. An exercise is underway to prepare, maintain and continuously update the ER Sheet data for every individual CSS Officer.

SPECIAL RECRUITMENT DRIVE FOR PERSONS WITH DISABILITIES (PWD)

2.11 A Special Recruitment Drive has been launched in November, 2009 to fill up the backlog reserved vacancies of persons with disabilities in various Central Ministries, Central Public Sector Undertakings and Autonomous Bodies.

COLLABORATION WITH STATE GOVERNMENTS

2.12 It is possible for State Governments to propose initiatives which seek to build capacity at the institutional, organization or individual levels of the public administration. The DARPG would work alongwith the concerned State Governments on any such initiative and provide necessary funding for attendant technical assistance in piloting and developing prototypes. Guidelines for such collaboration have been circulated to all the State Governments and 12 projects undertaken in collaboration with the State Governments.

IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM

2.13 In order to drive individual departments and their delivery systems towards service delivery excellence, the DARP&G seeks to pilot a model of quality service delivery. This effort involves Departments at the State level and service delivery units at the district or local levels. Services of expert agencies are procured who alongwith the State Administrative Training Institutes (ATIs) will help develop a pilot testing methodology for implementing a Quality Management System.

MODELLING BEST PRACTICES

2.14 DAR&PG has identified a set of good practices in the area of administrative reforms for all-round use by State Governments. For this purpose, a replicable model is developed for a few identified best practices. The effort involves identifying and developing the underlying model from the existing best practice

and then testing it in an identified place so that the replicability of the working model is established.

INTERNATIONAL INNOVATION AWARDS

2.15 The Sixth CAPAM Awards Programme, was held at Barbados in conjunction with CAPAM Biennial Conference from October 19-22, 2008. Out of 27 projects submitted by Government of India, the following three projects from India were selected among the top ten finalists, out of over 150 submissions received by CAPAM from various Commonwealth countries.

(a) Jan Seva Kendra(JSK),ICT enabled Public Service Delivery Centre (Government of Gujarat).

(b) Citizen Centric Approach for making Safe Motherhood – A Right for every Women, (Government of Madhya Pradesh)

(c) Bio-Digester- An Innovation for Organic Farming, (Government of Karnataka)

INDIA-BRAZIL-SOUTH AFRICA (IBSA) FORUM

2.16 In the Sixth Meeting of the Working Group of the IBSA held in New Delhi in May, 2009, the following deliverables were identified for immediate implementation :

(i) e-Governance Work-Plan;

(ii) An IBSA Framework on Public Administration, which is a set of guidelines / directive principles agreed upon among the three countries, which their governments feel should govern the functioning of public services to promote the idea of good governance, without being legally enforceable;

(iii) A Virtual Centre of Excellence in Public Administration, which is a web based portal to create a knowledge base for sharing IBSA experiences and best practices in the field of Public Administration and development related issues; and

(iv) An IBSA Seminar on "Capacity Building for Effective Service Delivery", which took place at Hyderabad.

MEETING OF THE CABINET SECRETARIES OF SAARC MEMBER STATES

2.17 The meeting of the SAARC Cabinet Secretaries was held in New Delhi on November 13-14, 2009 to discuss issues of common concern such as administrative reforms, rural development, performance management and e-Governance. The meeting was attended by all the Cabinet Secretaries and other representatives of the Member States.

Department of Personnel and Training

CHAPTER - 3

SENIOR APPOINTMENTS AND FOREIGN TRAINING

3.0 The Department of Personnel and Training deals with appointments at senior level and personnel policies of the Government of India. For this purpose, the Establishment Officer and Additional Secretary in the Department of Personnel and Training acts as the Secretary to the Appointments Committee of Cabinet (ACC). All proposals for senior appointments under the Government of India requiring approval of the ACC, are processed through the Establishment Officer. These include Board level appointments to Public Sector Undertakings and appointments to the posts at the level of Joint Secretary. In addition, all appointments by promotion, which require the approval of the ACC are also processed through the Establishment Officer.

3.1 The Establishment Officer is the ex-officio Member Secretary of the Civil Services Board, which is chaired by the Cabinet Secretary. This Board makes recommendations for appointments in respect of the posts of Deputy Secretary, Director and Joint Secretary under the Central Staffing Scheme. In addition, the Board makes recommendations to the ACC for inclusion of officers in the suitability list for the post of Joint Secretary.

3.2 The Establishment Officer is the Member Secretary of the Central Establishment Board, (CEB), which is chaired by the Secretary (Personnel). This Board makes recommendations for deputing officers on foreign training, assessment of Central Secretariat Service officers for appointments to the posts of Deputy Secretary and Director in the Ministries/Departments as well as premature retirement under the relevant rules in respect of officers below the rank of Joint Secretary.

3.3 A Screening Committee chaired by the Cabinet Secretary comprising Secretary (Personnel) and Finance Secretary has been constituted for approval of cases of Foreign Assignments and assignments under Rule 6 (2)(ii) of the IAS (Cadre) Rules 1954. The approval of the Prime Minister is taken on the recommendations of the Committee for Joint Secretaries and above.

APPOINTMENTS

3.4   A total of 433 officers-92 at Joint Secretary level and 341 at Director and below levels were appointed under the Central Staffing Scheme during the period January 1 to December 31, 2009. Out of these, 214 belong to the IAS and 219 are from the organized Group 'A' Services.

3.5   In addition to the appointments under   the Central Staffing Scheme, a total of 253 appointments of Chairman-cum-Managing Directors (CMDs) /MDs, Executive Directors, Functional Directors, Dy. Governor of Reserve Bank of India, Non-Official Directors, were made on the Boards of Public Sector Undertakings and Banks / Financial Institutions during the period January 1 to December 31, 2009. During the same period, 98 officers were appointed as Chairman, General Manager/Member/Additional Member/ Chief Security Commissioner and promoted/empaneled for appointments to the Higher Administrative Grade to various Group 'A' Services under the Ministry of Railways. During the same period 3 appointments were made at the level of Chairman and Member in the Autonomous Bodies.

3.6   A total of 158 officers were approved during the above period for holding additional/current charge/extension of tenure/non-extension of tenure.

3.7   During this period, 92 Chief Executives were appointed in various autonomous bodies. Likewise, 146 persons were appointed as Member/Chairman/Vice Chairman in various Administrative Tribunals/Labour Courts and as Law Officers of Government of India such as AG, SG and ASGs.

3.8   A total of 1489 officers were approved for appointment (including promotion and deputation) in various organized Central Services which are not included in the Central Staffing Scheme, and for postings in various Indian Embassies/ Missions abroad.

3.9   The estimated projection   for appointments for the period from January 1 to March 31, 2010 is 23 Chief Executives in various autonomous bodies and 37

Member/Chairman in Administrative Tribunals and Labour Courts, etc. About 80 appointments under the Central Staffing Scheme are likely to be made during this period.

3.10 A total of 130 Secretary and equivalent level, 79 Additional Secretary and equivalent level, 361 Joint Secretary and equivalent level, 577 Director and equivalent level and 150 Deputy Secretary and equivalent level officers are working under the Central Staffing Scheme as on December 31, 2009.

FOREIGN TRAINING

3.11 Department of Personnel and Training nominates officers belonging to Indian Administrative Service, Central Secretariat Service, State Civil Services and officers serving under the Central Staffing Scheme, for various training programmes abroad. Nominations are made for programmes sponsored by foreign governments and also for those funded under the Domestic Funding Scheme.

3.12 During the year 2009-10, nominations for 7 long-term foreign training programmes (duration of approximately one year) under the Domestic Funding Scheme, were finalized and 31 officers were deputed to these programmes. These programmes included MA in Public Policy and Management in ISS, Hague, Netherlands (3 officers). MBA course at Birmingham (5 officers), MBA course at Ljubljana Slovenia (4 officers) ; MA in Public Administration at University of Syracuse (5 officers), MA in International Development Policy, University of Duke (8 officers), MA in Governance and Development IDS, Sussex UK (3 officers) and Master of Public Administration at Humphery Institute, University of Minnesota, USA (3 officers).

3.13 A total of 71 Officers were nominated for various short-term programmes under the Domestic Funding Scheme in Institutes in USA, Europe, Asia and Australia.

3.14   3 IAS officers have been selected for attending the National Defence College Course in January, 2010.

3.15   In addition to these, the Foreign Funded Training Programmes for more than 4 week duration and such programmes relating to personnel management topics are processed by the Department. During the year 2009, nominations for about 82 Foreign Funded Programmes were processed.

CHAPTER – 4
CADRE MANAGEMENT

4.0   Department of Personnel and Training is the Cadre Controlling Authority in respect of Indian Administrative Service (IAS), Central Secretariat Service (CSS), Central Secretariat Stenographers' Service (CSSS) and Central Secretariat Clerical Service (CSCS). The details of these services are given below :

CADRE STRENGTH OF IAS

4.1   The authorized cadre strength of the IAS as on January 1, 2009 was 5671 and the number of officers in position was 4572. The corresponding figures are 5689 and 4534 as on January 1, 2010 respectively. The authorized cadre strength and the number of officers in position since 1951 are as given below:

Year (As on 1st January)	Authorized cadre strength	Number of officers in position
1951 (At the time of initial constitution of the service)	1232	957 (Including 336 officers of the Indian Civil Service)
1961	1862	1722 (Including 215 officers of the Indian Civil Service)
1971	3203	2754 (Including 88 officers of the Indian Civil Service)
1981	4599	3883
1991	5334	4881
2001	5159	5118
2002	5159	5051
2003	5159	4871
2004	5159	4791
2005	5261	4788
2006	5337	4790
2007	5422	4731
2008	5460	4761
2009	5671	4572
2010	5689	4534

CADRE REVIEW OF ALL INDIA SERVICES

4.2   There is a provision for quinquennial cadre review in respect of every cadre of the three All India Services under the relevant Cadre Rules.

4.3   In the year 2009, notifications have been issued revising the strength and composition of the following cadres participating in the All India Services :

Indian Administrative Service	Indian Police Service
(i) Haryana (ii) Jammu & Kashmir	(i) Andhra pradesh (ii) Assam - Meggalaya (iii) Madhya Pradesh (iv) Rajasthan (v) West Bengal
Indian Forest Service	
(i) AGMUT (ii) Gujarat (iii) Manipur - Tripura (iv) Andhra Pradesh	(v) Nagaland (vi) Rajasthan (vii) Sikkim (viii) Tamil Nadu (ix) Uttarakhand (X) Uttar Pradesh

RECRUITMENT THROUGH CIVIL SERVICES EXAMINATION, 2008

4.4   The Union Public Service Commission conducted the Civil Services Examination 2008 for recruitment to the following 23 services out of which 18 are Group 'A' services and the remaining 5 are Group 'B' services :

i)   The Indian Administrative Service

ii)   The Indian Foreign Service

iii) The Indian Police Service

iv) The Indian P & T Accounts and Finance Service, Group 'A'

v) The Indian Audit and Accounts Service Group 'A'

vi) The Indian Revenue Service (Customs and Central Excise), Group 'A'

vii) The Indian Defence Accounts Service, Group 'A'

viii) The Indian Revenue Service, (I.T.) Group 'A'

ix) The Indian Ordnance Factories Service, Group 'A'(Asst. Works Manager-Non-technical)

x) The Indian Postal Service, Group 'A'

xi) The Indian Civil Accounts Service, Group 'A'

xii) The Indian Railway Traffic Service, Group 'A'

xiii) The Indian Railway Accounts Service, Group 'A'

xiv) The Indian Railway Personnel Service, Group 'A'

xv) Post of Assistant Security Officer, Group 'A' in Railway Protection Force

xvi) The Indian Defence Estates Service, Group 'A'

xvii) The Indian Information Service Junior Grade, Group 'A'

xviii) The Indian Corporate Law Service, Group 'A'

xix) The Armed Forces Headquarters Civil Service Group 'B' (Section Officer's Grade)

xx) The Delhi Andaman and Nicobar Islands, Ladshadweep, Daman and Diu and Dadra and Nagar Haveli Civil Service Group 'B'

xxi) The Delhi Andaman and Nicobar Islands, Ladshadweep, Daman and Diu and Dadra and Nagar Haveli Police Service Group 'B'

xxii) Pondicherry Civil Service, Group 'B'

xxiii) Pondicherry Police Service, Group 'B'

4.5   On the basis of the results declared in the year 2009 of the Civil Service Exam -2008, the following number of candidates were allocated to the IAS, IFS and IPS, Central Services Group 'A' and Central Services Group 'B'. The figure is based on the information available as on December 8, 2009.

Service	General	OBC	SC	ST	Total
IAS	59	33	17	10	119
IFS	13	8	4	1	26
IPS	65	35	19	9	128
Central Civil Services (Group 'A')	215	120	70	34	439
Central Civil Services (Group 'B')	3	3	1	1	8
Total	**355**	**199**	**111**	**55**	**720**

REVIEW OF POLICIES REGARDING RECRUITMENT

4.6   Second Administrative Reforms Commission in its tenth Report on the subject "Refurbishing of Personnel Administration" has given various recommendations on Civil Services Reforms. The recommendations regarding recruitment include (i) Stage of entry into Civil Services (ii) Age of entry and number of attempts (iii) Structure of Civil Services Examination (iv) Other modes of induction into Civil Services i.e., induction of officers of State Civil Services into IAS to be made by UPSC on the basis of common examination and (v) Allotment of cadres to All India Services.

The various recommendations given by ARC are being considered by a Core Group on Administrative Reforms headed by Cabinet Secretary. Thereafter, decision would be taken at an appropriate level for implementing the accepted recommendations.

CADRE MANAGEMENT OF THREE CENTRAL SECRETARIAT SERVICES

4.7   The Central Secretariat Service Division (CS Division) is the cadre controlling authority in respect of the following three services:

(i) Central Secretariat Service (CSS)

(ii) Central Secretariat Stenographers Service (CSSS)

(iii) Central Secretariat Clerical Service (CSCS)

CENTRAL SECRETARIAT SERVICE (CSS)

4.7.1 The sanctioned strength of CSS is given below:

Grade	Classification	Sanctioned Strength	Pay Scales (Rs.)	Grade (Pay Band)
Senior Selection Grade (Director)	Group 'A' (Gazetted)	110	37400-67000 (PB-IV)	8700
Selection Grade (Deputy Secretary)	Group 'A' (Gazetted)	330	15600-39100 (PB-III)	7600
Grade-I (Under Secretary)	Group 'A' (Gazetted)	1400	15600-39100 (PB-III)	6600
Section Officer's Grade - (After 4 years service)	Group 'B' (Gazetted)	3000	15600-39100 (PB-III)	5400
Section Officer's Grade- (Entry Grade for 4 years)			9300-34800 (PB-II)	4800
Assistant's Grade	Group 'B' (Non-Gazetted)	4904	9300-34800 (PB-II)	4600

In addition to the above, some officers of CSS are also placed in the Senior Administrative Grade (SAG) and the Higher Administrative Grade (HAG) through the Central Staffing Scheme in the Central Government Ministries/Departments and Organisations. During the year under report, about 37 CSS officers were in SAG and above Grades.

Cadre Management of CSS

4.7.2 The first three Grades viz. Director, Deputy Secretary and Under Secretary are centrally administered by the CS Division and all matters relating to the cadre are directly dealt with by the CS-I Division of this Department. All the Ministries / Departments of the Government of India, except the Railways, External Affairs, Space, etc., who are not participating in this Service, are users of the services of these officers. The remaining grades viz., the Section Officers and Assistants are partially decentralised into 38 sub-cadres functioning for the purpose. Day-to-day cadre management of these two grades is done by the respective cadre units. After the restructuring of the CSS in October 2003, it was decided by the Government to administer the grades of Section Officer and Assistant on a centralised basis as such all policy matters, such as fixation of seniority as well as Select Lists etc. are dealt with centrally by this Department in respect of these grades also.

4.7.3 Framing/amendment to the CSS Rules, 2009 has been completed. The revised CSS Rules, 2009 have been notified on February 27, 2009 and the exercise to frame appropriate regulations in pursuance of various provisions of the revised Rules is underway. This Division coordinates the process of filling up of the vacancies in various grades of CSS reported by the 38 sub-cadres. Accordingly, as provided under the Statutory Rules and extant instructions, it issues zones for promotion in respect of vacancies to be filled up through Seniority Quota on the basis of seniority-cum-fitness; whereas, in respect of vacancies to be filled up through direct recruitment as well as limited departmental competitive examination(s) it reports vacancies after collecting the same from the participating Ministries / Departments to the recruiting agencies, namely, the UPSC and the SSC.

Cadre Training Plan and Review Committee Report

4.7.4 Under Cadre Training Plan for CSS, ISTM has been entrusted with the job of conducting training programmes for all levels of the CSS Cadre including foundational training for Direct Recruit Assistants. The training programmes are mandatory in nature and linked with the next promotion of the officers. The objective of in-service training programmes at various levels is to develop

skills and ensure capacity building capabilities of CSS personnel which is necessary for shouldering higher responsibility, besides updating their knowledge about the latest concepts and practices for better governance and administration. The ISTM initiated the first schedule for Cadre Training Plan in the year 2007-08 with training programmes for various levels of CSS officers. In all, 17 in-service training programmes for such officers were organised during the year 2009-10. Approximately 1556 CSS officers were trained in these programmes at various levels.

4.7.5 The ISTM has drawn up its training schedule for CSS officers based on inputs given by the CS Division for various grades for the year 2010-2011 for which nominations are being made. These training programmes have been reviewed for enhancing their effectiveness, for which a Review Committee was set up by this Department in April, 2008. The Committee has submitted its report on the basis of feedback received from user Ministries as well as previous participants. A revised design for cadre training plan has been issued on 24.2.2010. The amendments include introduction of foreign component for Deputy Secretaries and Directors besides mandatory one week refresher course after every two years for CSS officers from Assistant to Director level. Emphasis during the CSS training programmes would now be on modern training methods. A detailed Training Manual as per the Revised Cadre Training Plan is prepared by ISTM.

Select List of DIR/DS/US Grades of CSS

4.7.6 During the year under report, CS Division has issued two Select Lists of Directors of CSS for the years 2008 and 2009. The years 2004 to 2007 were declared as 'no-panel' years for want of vacancies in the Director Grade of CSS.

4.7.7 Selection Grade (DS) Select List for the year 2009 has already been finalized.

4.7.8 The Select Lists of Grade-I (Under Secretary) of the CSS had gone into arrears due to protracted litigation in various Courts in the matter of seniority. Select List for the years 2003 to 2008 have been issued by CS Division. Due to

restructuring in 2003, a large number of new posts of Under Secretary were created and all such posts were included in the cadre of CSS. As a result, 881 Under Secretaries were included in the Select List for the year 2003. Action has also been initiated for preparing the Select List for the Grade for 2009.

Section Officers' Grade:

4.7.9 The following developments occurred in respect of Section Officers' Grade:-

(i) The select list of 2006 (SQ) was issued on 25/02/2010 consisting of 115 officers (General : 62, SCs : 48, STs : 5).

(ii) The final All Secretariat Select List of Section Officers' Grade for the year 2000, 2001 and 2002 has been issued in September 2009, after obtaining all the details from the different Cadres/Sub-cadres. Efforts are underway to bring out all the Select Lists for the remaining years in the Section Officers Grade.

Assistants' Grade

4.7.10 The following developments have taken place in the Assistant Grade:-

(i) A Committee was set up on the directions of the MoS (PP) for reconciliation of vacancies in the grade of Assistant as a result of Cadre Restructuring of CSS in 2003. The Committee recommended vide its Report dated April 24, 2009 to fill up 2818 vacancies of Assistants for the Select List 2003 to 2006 through seniority quota. Department of Personnel and Training accepted the recommendation of the Committee on May 8,2009 and decided to fill up 2818 vacancies of Assistant's Grade through Seniority Quota (for the Select Lists from 2003 to 2006). Consequently, the size of the Select List of Assistants for the years 2003 to 2006 (2151 for S.L.2003, 231 for S.L.2004, 171 for S.L.2005 and 265 for S.L.2006) was issued.

(ii) A proposal for placement of Assistants in the replacement scale of S-13 (GP-Rs.4600) raised by Service Associations and various individual representations was mooted by this Department to the Department of Expenditure for their consideration. Department of Expenditure vide their

O.M. dated November 16, 2009 upgraded the pay scale of Assistants in the CSS to the revised pay structure of Grade Pay of Rs.4600 in the Pay Band-2 from January 1, 2006.

(iii) After completion of Direct Recruit Assistants Foundation Training Programme in ISTM, one batch of 26 Direct Recruit Assistants of Combined Graduate Level Examination (CGLE) – 2005 have been posted in different Cadre Units as per vacancy reported by them. Two batches of 48 Direct Recruit Assistants numbering 107 of CGLE-2005 and 2006 are presently undergoing training in ISTM. These candidates shall be posted in different Ministeries/ Departments in April, 2010. During the course of the year remaining candidates for subsequent batches shall be nominated to ISTM for training.

(iv) Common Seniority Lists (CSL) of Assistants for the year 1999 and 2000 have been issued during the year.

Civil List of CSS

4.7.11 Civil List of Grade-I (Under Secretary) and above of the CSS for the year 2009 has been issued. The same is also available on the website of this Department. The Civil List-2009 contains all the personal information of the officers of and above the rank of Under Secretary.

Hon'ble MOS(PP) releasing the Civil List-2009 of the CSS

New Initiatives

4.7.12 The following initiatives have been taken in respect of CSS cadre :

   (i) **Second Cadre Restructuring of CSS :** The Government had set up a Cadre Restructuring Committee on June 16, 2008 with the following Terms of Reference:-

      (a) To assess the magnitude of stagnation in various grades of CSS. While doing so, the viewpoints of the associations and other stakeholders may be examined.

      (b) To review the structure of the CSS, along with the feeder cadre, keeping in view the findings of (a) above.

      (c) To suggest remedial measures-both short-term and long-term for career progression of CSS officers, at various levels.

   The Committee has since submitted its Report in November 2008. The report was analysed and was later on considered by the Committee of Secretaries on 9.2.2010. Based on the recommendations of Committee of Secretaries, a draft Cabinet Note in the matter is being finalised.

   (ii) **Executive Record Sheet :** A database of all CSS Officers on the pattern of ER Sheets maintained for IAS Officers is under process. Simultaneously, a process to fine tune the software according to the requirements of CSS is under process. An exercise is underway to prepare, maintain and continuously update the ER Sheet data for every individual CSS Officer. Till date, data of 4534 CSS Officers has been entered.

   (iii) **Recruitment Rules of CSS :** Pursuant to notification of CSS Rules, 2009, various regulations under appropriate provisions of CSS Rules, 2009 are to be notified. While one regulation has been notified on 02.03.2010, the others are in an advanced stage of finalization.

   (iv) **Annual Performance Appraisal Report of CSS officers :** The APARs of approx. 2200 CSS officers of the level of Grade-I (Under Secretary) and above are collected and maintained in CS-I Division. Recently new MS Access Software has been developed in-house in this Division to store the APAR data in respect of CSS officers so that data can be managed easily

and quickly. The staff has also been trained on this job. The work of computerisation of all the APARs has been completed. The position regarding availability of APARs of CSS USs, DSs and Directors is being uploaded regularly on the website of DOP&T. The action regarding scanning of APAR Dossiers and storage in PDF format on computer is also under process. The system of present grading is also being modified to numerical grading system to make it more objective, as per the recent guidelines of the Estt. Division of DoPT. It has also been made mandatory to show the APAR to the concerned CSS officers with a view to make the systems transparent. For monitoring of APAR completion by the Cadre Controlling Authority, a new monitoring system is being developed through the NIC, and is expected to go on line shortly.

 (v) **Annual Property Returns of CSS officers :** Work of custody and maintenance of Annual Property Returns of CSS officers has been transferred from EO (PR) Section to CS-I Division from February 11, 2009.

(vi) **Inter-active Sessions with Cadre Controlling Authorities :** As a first time initiative, CS Division held inter-active sessions in different Government office buildings, which house several Ministries / Departments. These inter-active sessions were organised to apprise the Cadres of the issues and problems faced by CS Division in cadre management of the three Central Secretariat Services. Secondly, it was aimed at resolving the problems at the cadre level being faced by individual ministry/department, across the board. Four inter-active sessions were held by CS Division during January, 2008 at Shastri Bhawan, Nirman Bhawan, Shram Shakti Bhawan and North Block. These inter-active sessions helped to disseminate information relating to important policy matters such as reporting of vacancies, maintenance of ACRs, rotational transfer policy, regular promotions, preparation of data base of CSS etc. All user departments appreciated this effort and requested that such inter-active sessions should be held at frequent intervals to enable them to resolve pending matters pertaining to the three Central Secretariat Services and help improve cadre management in the Central Secretariat. Due to administrative exigencies, such inter-active sessions could not be held during the year 2008-2009 and 2009-2010

(vii) CS Division, being the cadre controlling authority for CSS, received a large number of applications under RTI Act, 2005 during the year under report. In some cases, the applicants not satisfied with the replies given by the Central Public Information Officer, appealed to the first Appellate

Authority. The section-wise breakup of original applications and first appeals under RTI Act, 2005 in respect of various sections of CS I Division is as follows:

S.No.	Name of the Section	No. of original application under RTI Act, 2005	No. of appeals to the first Appellate Authority
1.	CS.I(U) Section	95	25
2.	CS.I (D) Section	86	40
3.	CS.I (CR) Section	17	1
4.	CS.I(S &A) Section	152	16
5.	CS.I (P) Section	29	3
6.	CS.I(Trg) Section	13	1
7.	CS.I(PR) Section	1	-
	Total	**346**	**84**

CENTRAL SECRETARIAT CLERICAL SERVICE (CSCS)

4.8.1 The number of candidates recruited/appointed to UDC Grade of the CSCS through the Limited Departmental Examination/Seniority Quota upto 2009-2010 is given below:

SL year	UD Grade (LDCE)	LD Grade Open Examination	LD Grade (LDCE)
2004	115	@	33
2005	99	@	42
2006	114	@	$
2007	124	@	62
2008	137	@	65

@ It has since been decided to discontinue the direct recruitment in the Lower Division Grade of CSCS.

$ Not conducted due to non-availability of vacancies.

4.8.2 **Zones For Promotion in Decentralised Grades :** It may be mentioned here that nominations in the extended Zone of Select List year 2003 and Zone for Select List Year 2004, 2005 and 2006 in Grade of Assistants numbering 2818 for Seniority Quota was issued in July-August, 2009. Zone for UDC (SQ) for the Select List year 2007 has also been issued in February, 2010.

CENTRAL SECRETARIAT STENOGRAPHERS' SERVICE (CSSS)

Introduction of New Grade of Principal Staff Officer

4.8.3 On the recommendation of the Sixth Central Pay Commission and its acceptance by the Government, a new grade of Principal Staff Officer (PSO) was introduced in Pay Band - 4 Rs.37400-67000 + Grade Pay of Rs.8700 of CSSS. 39 posts of Sr.PPS were upgraded and treated as non-functional upgradation.

SELECT LISTS OF THE SR.PRINCIPAL PRIVATE SECRETARY GRADE

4.8.4 Select lists upto 2009 have been issued.

SELECT LISTS OF THE PRINCIPAL PRIVATE SECRETARY GRADE

4.8.5 The Select Lists upto 2007 have been issued. Action to prepare Select Lists of the years 2008 and 2009 has been initiated.

SELECT LIST OF PRIVATE SECRETARY

4.8.6 Nominations through Central Panel for the Select List year 2006 have been made. Fixation of range of seniority for Select List Year 2007 has been issued.

SELECT LIST OF PERSONAL ASSISTANT

4.8.7 Nominations through Central Panel for the Select List Year 2006 have been made. Fixation of range of seniority for Select List Year 2007 and 2008 has been issued.

Recruitment/Appointment in PS, PA and Steno Grade 'D' of CSSS (through examination)

Select List	PRIVATE SECRETARY	PERSONAL ASSISTANT		STENO GRADE 'D'	
	LDCE Quota (50%)	LDCE Quota (25%)	DR Quota (25%)	Bimonthly Exam	DR EXAM
2004	04	27	*	5	X
2005	90	113	*	20	121
2006	^	88	*		
2007	^	34	*	4	X
2008	^	$	*	Δ	$

* Direct recruitment to Steno Grade 'C' discontinued.

X Examination not conducted.

^ Examination not yet held.

$ Result yet to be declared by SSC.

Δ Result declared - not qualified

CHAPTER - 5
CADRE REVIEW

5.0   Cadre review is an important aspect of cadre management. It ensures a healthy balance between the functional requirements of an organisation and legitimate career aspirations of its officers. The thrust of such an exercise is on scientific manpower projection and recruitment planning in order to rationalize the cadre structure as also to enhance efficiency, morale and effectiveness of the service/cadre. In terms of the extant guidelines, ideal periodicity of cadre review is once every five years.

5.1   The Department of Personnel and Training, being the nodal Department for cadre review of all Group 'A' Central Services/Cadres, has issued various guidelines to facilitate the process. Cadre Review as a subject has been allocated to the Cadre Review Division, which also acts as the Secretariat for Cadre Review Committee constituted to review individual services/cadres. The cadre review proposals are scrutinised in this Division keeping in view the broad factors like functional requirements, stagnation at various levels, financial implications, measures for saving, organisational proficiency etc . The proposals are then referred to the Department of Expenditure for financial concurrence and placed before the Cadre Review Committee for its approval. The Division also renders advice to the Cadre Controlling Authorities for better cadre management.

5.2   The status of Group 'A' Services is reviewed regularly. After first such review in April 2008, all the concerned Departments were advised by the Cabinet Secretary to formulate appropriate cadre review proposals. Further, Para 1(ix) of the Government of India, Department of Expenditure Resolution No.1/1/ 2008-IC dated August 29, 2008, whereby its decisions on the recommendations of Sixth Central Pay Commission have been conveyed, enjoins upon all the Cadre Controlling Authorities to review the services/cadres under the administrative control within a year. The matter is being pursued earnestly.

5.3   There are 58 Central Group 'A' Services, out of which 45 services were due for cadre review in 2009. The cadre review proposals of six Group 'A' Services

are already under active consideration. These are Indian Defence Service of Engineers and Military Engineering Service (Surveyor Cadre), Military Engineering Service (Architect Cadre), Indian Inspection Service, Indian Supply Service, Indian Trade Service and Directorate of Aeronautical Quality Assurance Service.

5.4   In an important initiative, a clarification has been issued vide this Department's O.M. No. I-11019/12/2008-CRD dated November 19, 2009 to formalize the attributes and definition of an Organised Group 'A' Service. The clarification has been issued in consultation with the Establishment Division of this Department and the Department of Expenditure. It is expected to put to rest all the doubts with regard to the status of various Central Group 'A' Services/Cadres.

5.5   The Monograph on Cadre Management of Central Group 'A' Services has also been taken up for revision. Some of the portion has been outsourced so as to formulate a modern and unconventional approach towards cadre management.

5.6   The Cadre Review Division also compiles and analyses statistical information of all the Central Group 'A' Services. The inconsistencies, if noted during the analysis, are brought to the notice of the concerned Cadre Controlling Authority. This exercise is undertaken on half yearly basis in January and July every year. The data as on January 1, 2008 is posted on this Department's website. The data collection for subsequent periods is underway.

CHAPTER – 6
PERSONNEL POLICIES

6.0   The Department is responsible for framing and revising rules and regulations regarding service conditions, in consultation with the Ministry of Finance. Some of the important decisions taken during the year include:-

LEAVE

Child Adoption Leave Paternity Leave to Adoptive Fathers

6.1   Child Adoption Leave admissible to female Government servants has been enhanced from 135 days to 180 days. It has also been decided that a male Government servant (including an apprentice) with less than two surviving children, on valid adoption of a child below the age of one year, may be sanctioned Paternity Leave for a period of 15 days within a period of six months from the date of valid adoption.

ENCASHMENT OF LEAVE

6.2   Both earned leave and half pay leave shall be considered for encashment of leave subject to overall limit of 300 days. The cash equivalent payable for Earned Leave shall continue unchanged. However, cash equivalent payable for Half Pay Leave shall be equal to leave salary as admissible for Half Pay Leave plus Dearness Allowance admissible on the leave salary without any reduction being made on account of pension and pension equivalent of other retirement benefits payable. To make up the shortfall in Earned leave, no commutation of Half Pay Leave shall be permissible. These orders are effective from   January 1,2006.

ENCASHMENT OF EARNED LEAVE ALONGWITH LTC

6.3   A Government servant may be permitted to encash earned leave upto 10 days at the time of availing LTC without any linkage to the number of days and the nature of leave availed while proceeding on LTC. Further, Central Government employees governed by CCS (Leave) Rules, 1972 who are entitled to LTC but opt for the facility of LTC provided to their spouses employed in

PSUs/Corporation/Autonomous Bodies, etc., and Government servant who are otherwise not entitled to LTC, on account of their spouse being employed in Indian Railways/National Airlines who are entitled to privilege passes/ concessional tickets are entitled to leave encashment while availing LTC facility of their spouse/privilege passes/concessional tickets of their spouse on fulfillment of all the conditions as stipulated in Rule.

ENGAGEMENT OF CONSULTANTS

6.4   With a view of bringing about uniformity in all cases of engagement of consultants, the consultancy guidelines issued by this Department stand withdrawn and the provision as envisaged in GFR, 2005 in this regard shall apply from April 8,2009.

CHILDREN EDUCATION ALLOWANCE/HOSTEL SUBSIDY

6.5   It was decided that Vidyalaya Vikas Nidhi charged by Kendriya Vidyalaya can also be claimed for reimbursement under the scheme of Children Education Allowance subject to the annual ceiling of Rs.12000 per child for the eldest 2 surviving children. Further, it was decided that 'classes nursery to twelfth' will include classes I to XII+2 classes prior to Class I irrespective of the nomenclature.   It is also clarified that in respect of schools/institutions at nursery, primary and middle level not affiliated to any Board of Education, the reimbursement under the Scheme may be allowed for the children studying in a recognized school/institution. Recognized school/institution in this regard means a Government school or any educational institution whether in receipt of Government aid or not, recognized by the Central or State Government or Union Territory Administration or by University or a recognized educational authority having jurisdiction over the area where the institution is situated.

REVISION IN RATES OF DEPUTATION (DUTY) ALLOWANCE/PAY FIXATION ON APPOINTMENT ON THE PERSONAL STAFF OF MINISTERS

6.6   Subsequent to the implementation of the recommendation of Sixth CPC, the rate of Deputation (Duty) Allowance has been revised from September 1,

2008 to 15 per cent of basic pay subject to a maximum of Rs. 4000/- p.m. in respect of officers of Central Government/autonomous bodies appointed to higher posts on the personal staff of Ministers. The officers from Private Sector may be granted the grade pay corresponding to the post in which they are appointed and their pay in the pay band may normally be fixed at the entry level pay prescribed for their grade pay vide Section II, Part A of First Schedule to the CCS (RP) Rules, 2008

RESTRICTION ON PAY PLUS DEPUTATION (DUTY) ALLOWANCE

6.7   Subsequent to the implementation of the recommendation of Sixth CPC, the basic pay plus Deputation (Duty) Allowance should not exceed the maximum of the pay band PB-4 (Rs. 67000) plus the grade pay of the post held on deputation post subject to the grade pay not exceeding Rs. 10,000 from September 1, 2009.

PAY OF THE MEMBERS OF THE REGULATORY AUTHORITIES/BODIES

6.8   In view of the introduction of new HAG scale by Department of Expenditure's notification dated July 16, 2009, the pay of Members of the Regulatory Authorities has been revised to Rs. 67000-(annual increment @3 per cent)-79000.

CONTRIBUTION TOWARDS PENSION PAYABLE DURING FOREIGN SERVICE

6.9   In view of acceptance of the Sixth CPC recommendations, pension contribution payable in respect of a Government servant during the active period of foreign service shall be based on the existing basic pay (Pay in the Pay Band plus Grade Pay) of the post held by a Government servant at the time of proceeding on foreign service and in case of proforma promotion/financial up-gradation while on foreign service, on the basic pay (Pay in the Pay Band plus Grade Pay) fixed on such promotion/financial up-gradation.

FIXATION OF PAY OF EMPLOYEES SEEKING TRANSFER TO A LOWER POST UNDER FR 15 (A)

6.10   The pay in the pay band of the Government servant will be fixed at a stage equal to the pay in the pay band drawn by him prior to his appointment

against the lower post. However, he will be granted the grade pay of lower post.

EXTENSION OF SERVICE

6.11 By an amendment in FR 56 (bb), the age of superannation of specialists included in the Teaching sub-cadre of Central Health Services who are engaged only in teaching activities and not occupying administrative positions is fixed at sixty-five years with the option to those occupying administrative position to seek appointment to teaching position to continue up to sixty five years. An amendment was made to FR 56 (d) to enable extension in service if considered necessary in public interest to Home Secretary and Defence Secretary for a further period not exceeding three months beyond the terms of two years.

CLASSIFICATION OF POSTS

6.12 Revised classification of posts consequent on the revision of pay scale as a result of implementation of Sixth Central Pay Commission recommendations were notified on April 9, 2009.

LEAVE TRAVEL CONCESSION

6.13 Heads of Departments have been authorized to allow use of own car/hired taxi for reimbursement of LTC journey of those employees who on account of their disability or that of any dependant family member are not able to travel by authorized mode.

MODIFIED ASSURED CAREER PROGRESSION SCHEME

6.14 The Government has considered the recommendations of the Sixth Central Pay Commission contained in para 6.1.15 of the report for introduction of Modified Assured Career Progression Scheme (MACPS) and has accepted the same with further modification to grant three financial upgradations under the Scheme at intervals of 10, 20 and 30 years of continuous regular service

in the immediate next higher grade pay in the hierarchy of recommended revised pay bands as grade pay as given in CCS (Revised Pay) Rules, 2008. The MACPS has come into force from September 1, 2008.

RELAXATION OF UPPER AGE LIMIT IN RESPECT OF RESIDENTS OF JAMMU & KASHMIR

6.15   DoPT vide Notification GSR No.839 (E) dated November 23, 2009 has extended the relaxation in upper age limit in respect of the residents of Jammu and Kashmir for recruitment to Central Civil Services and posts by another two years i.e., up to December 31, 2011.

CHAPTER - 7

TRAINING POLICY AND PROGRAMMES

7.0   The Training Division of the Department of Personnel and Training is the nodal agency for training of government functionaries and is primarily responsible for formulating policies with regard to the training. It also implements certain components of training directly:–

OBJECTIVES OF TRAINING DIVISION

*   Administering Policy matters in training

*   Identification of functional areas of training

*   Designing and implementing training programs for officers involved in the priority development sectors

*   Development of trainers and training capability

7.1   In its various activities the Training Division is guided by the National Training Policy formulated in April 1996. The ultimate goal prescribed in the National Training Policy is to attain "Training for All" which means that training would be imparted to all rungs of the Civil Services starting from the lowest and cutting-edge to the highest in policy making. Accordingly, the Department of Personnel and Training has taken up a number of programmes to address the training needs of different levels of Government employees.

MAJOR ACTIVITIES

1)   In-service Training of IAS Officers

2)   Mid Career Training of IAS Officers

3)   Domestic Funding of Foreign Training

4)   Post Graduate Programmes in Public Policy

5)   Training Support

6)   Intensive Training Programme

7) Augmentation of the Capacity of training institutions

8) Capacity Building related to the Right to Information Act, 2005

9) Capacity Building for Poverty Reduction (Training Component)

IN-SERVICE TRAINING PROGRAMME FOR IAS FOR THE YEAR 2009-2010

7.2 In-service training programmes for IAS officers consist of one-week training programme on a range of subjects. A total of Nineteen one- week training programmes have been conducted at different National as well as the Autonomous Institutions during the year. The following subjects were covered in these programmes.

1. Basic Course on WTO

2. Public Private Partnership

3. Ethical Issues in Administration

4. Community Mobilisation and Participatory Management

5. Infrastructure Development and Financing

6. IT Management and Governance

7. Negotiating Strategies and Public Private Partnership

8. Environmental Impact Assessment of Developmental Projects

9. Ethics in Public Governance

10. Advanced Course on WTO

11. Emerging Trends in Administrative Law

12. Management of Natural Resources

13. WTO and New Trade Regime

14. Ethics in Public Governance

15. e-Governance: Opportunities and Challenges

16. Leadership Development Programme

17. Quantitative Methods and Operational Research for Public Policy and Management

18. Advance Course on WTO and Related Matters

19. Changing Agriculture and Rural Development Policies

7.3 In additional to the above one-week training programmes, two special two-week training programmes have also been conducted on Joint Civil Military Training Programme on National Security, at LBSNAA, Mussoorie. Joint Training for IAS/IPS/ IFoS Officers were also organized by Department of Personnel and Training. The training was conducted by LBSNAA, Mussoorie, SVPNPA, Hyderabad and IGNFA, Dehradun on various themes during the year.

INTENSIVE TRAINING PROGRAMME

7.4 Intensive training programme for frontline Government functionaries have been initiated during 2008-09. This is based on the robust intensive district training models developed through externally aided projects. The focus of this programme is on demand-driven training of frontline personnel in close coordination with line Departments being executed by the State Administrative Training Institute.

AUGMENTATION OF CAPACITY OF TRAINING INSTITUTES

7.5 Support for hardware, software, courseware, training aids/kits, case studies, library, publications, training films and miscellaneous training related expenditure is provided under this component.

OTHER TRAINING PROGRAMMES

7.6 The thirty - fifth Advanced Professional Programme in Public Administration (APPPA) is being conducted by the Indian Institute of Public Administration

(IIPA), New Delhi from July 2009 to March 2010. The nine month post-graduate programme is meant for senior officers with 10 years of service in Group A. It aims at providing an understanding of the socio-economic environment and of the tools and techniques that are useful in meeting the challenges of development administration. It also seeks to develop in the participants interpersonal skills and sensitiveness to the people's needs with a view to making administration more responsive.

7.7 Two one-week orientation programmes were sponsored for Deputy Secretaries/ Directors who joined the Central Government under the Central Staffing Scheme. The programmes, conducted at the Institute of Secretariat Training and Management (ISTM) focus on policy formulation skills, parliamentary procedure, formulation of proposals and budgeting and financial management.

MID CAREER TRAINING PROGRAMME FOR IAS OFFICERS

7.8 The mandatory Mid-Career Training (MCT) programme for IAS officers was started in January 2007 with the objective of improving the next level competencies of the officers at certain identified stages of their career, i.e. at the field level (7-9 years), at the policy formulation level (14-16 years) and at inter-sectoral policy formulation and implementation level (26-28 years). These programmes are termed as Phases-III (8 weeks), IV (8 weeks) and V (4 weeks) respectively. The IAS (Pay) Rules were amended making successful completion of the various phases of the MCT Programme a pre-requisite for obtaining promotions/increments at certain stages in an officer's career. The first three rounds of all the phases of training have been completed and so far 902 IAS officers were trained during the years 2007-09. The various phases of the MCT Programme were conducted by a combination of domestic and foreign institutions, namely IIMA-HKS for Phase-V, IIMB-Syracuse for Phase-IV and Duke-LBSNAA for Phase-III. The LBSNAA, Mussoorie will take a lead role in conducting the future rounds of the MCT Programme.

7.9 In the year 2009, Phase-V was conducted in January 2009 with 99 officers, Phase-IV was conducted during June-July, 2009 with 95 officers and Phase

III was conducted during June-July 2009 with 94 officers. However, the exposure visits connected to the Phases-III and IV were deferred due to the H1N1 influenza and these are proposed to be conducted during the next financial year.

LEADERSHIP AND STRATEGIC THINKING PROGRAMME

7.10 The Government of India has felt the need to institutionalize a high quality training programme on 'Leadership and Strategic Thinking' for officers of the rank of Joint Secretary and above, who join the Government of India. The Government has accordingly, constituted a Committee which has developed the programme and submitted its report. Steps are in progress to commence the first programme during this financial year.

POST GRADUATE PROGRAMMES IN PUBLIC POLICY

7.11 The programmes were envisaged to enhance the competence in public policy of Mid Career Civil Servants by (i) broadening awareness of latest trends in policy approaches, (ii) developing technical, analytical and leadership skills for public policy, (iii) providing opportunity in specialization, (iv) interacting with alternative system of public management in other countries. The first programme was started with the assistance of UNDP in IIM Bangalore in the year 2002-03 and consequent to the discontinuance of UNDP assistance, GoI has started not only to fully fund from the 4th programme onwards but also expanded it to TERI (2005), MDI, Gurgaon(2005) and IIM Ahmedabad(2006).

These programmes are funded under Non Plan for domestic course fee and other expenditure, and for the international component it is funded under the Plan scheme of DFFT. The Institutes' international association is as under.

* IIM-Bangalore –Maxwell School of Citizenship and Public Affairs, Syracuse University, USA

* TERI School—LB Johnson School of Public Affairs, University of Texas, USA Yale University, USA

* MDI, Gurgaon –George Mason University, USA

* IIM-Ahmedabad—Georgetown Public Policy Institute, USA

   The H John Heinz III School of Public Policy and Management, Carnegie Mellon University, USA

   IOMBA Programme, University of Geneva

7.12 The number of officers who participated in these programmes is indicated below:

Year	IIMB	IIMA	MDIG	TERI
2002-03	26	—	—	—
2003-04	30	—	—	—
2004-05	33	—	—	—
2005-06	31	—	—	—
2006-07	28		19	16
2007-08	26	11	15	21
2008-09	28	20	22	12
2009-10	16	18	—	—-

TRAINING SUPPORT

Thematic Training Programmes

7.13 Under the scheme of "Training for All", support is provided to State Administrative Training Institutes (ATIs) by way of sponsoring training programmes conducted by these institutes, which are in the   areas accorded priority by the Central Government. The Training Programmes conducted by the State ATIs are designed to develop management skills and knowledge in different areas for senior and middle level officers of State Government/State Public Sector Undertakings and State autonomous bodies. These training courses are also meant to sensitize the officers to new and important issues facing our society. These

programmes are conducted in the apex Training Institutes of the States. Apart from ATIs they are now also being conducted at District and Sub District Centres. These programmes cover large variety of subjects under broad thematic groups. During the year 2009-10, about 1150 such short-term courses are being sponsored through various State Administrative Training Institutes and other training centers on subjects such as Ethics in Administration, Disaster Management, Right to Information, Gender Issues, Decentralized Planning, Financial Management, e-Governance, etc. At the completion of each programme, a Course Director's report is furnished by the institute which is analysed and appropriate feedback provided by the Training Division to the institute. With a view to ensuring that the quality of the programme is maintained at a high level, with outsourcing of faculty wherever required, and that the institutes do not face a financial constraint on account of increasing costs over the years, the rates of course fee are reviewed periodically and enhanced appropriately.

TRAINER DEVELOPMENT PROGRAMMES

7.14 Recognising the importance of trainers in the training function, the Training Division started the Trainer Development Programme in the early 1990s. Initially faculty members of various training institutions were developed as Master Trainers and Recognized Users of various Training of Trainers (ToT) packages in collaboration with the Thames Valley University of U.K. Over a period of time, indigenous mechanisms were evolved for developing a cadre of professional trainers and resource persons in the country to create a cascading and multiplier effect. The programme has come a long way in embedding the Systematic Approach to Training (SAT) into the process of designing and imparting effective training to government officials. Currently, the following ToT programmes are sponsored under Trainer Development Programme at various training institutions across the country:-

• Training Needs Analysis (TNA)

• Design of Training (DOT)

• Direct Trainer Skills (DTS)

- Evaluation of Training (EoT)

- Management of Training (MoT)

- Experiential Learning Tools

- Mentoring Skills

- Facilitation Skills

Some other courses like Distance Learning Methodology (DLM) and e-Governance Workshop are also being sponsored. During 2009-10, around 200 courses on various packages are to be sponsored.

The Department has developed a pool of around 50 Master Trainers and 200 recognized trainers in different packages who are called upon to conduct these courses.

FACULTY DEVELOPMENT SCHEME

7.15   A Scheme of Faculty Development was introduced in the year 2003, in which the trainer faculty are provided with opportunity to undergo short term training programmes in institutions of excellence within the country to hone and upgrade their knowledge and skills and to keep abreast of the various changes in the field of their specialisation by deputing them at suitable intervals to centres of excellence in such areas. The Scheme covers the trainers developed by this Department under Trainer Development Programme and faculty members working in the State Administrative Training Institutions and Central Training Institutions.

EXTERNALLY AIDED PROJECTS

Capacity Building through Externally Aided Projects under Project on Capacity Building for Access to Information

7.16. The Training Division is executing a UNDP funded project on Capacity Building for Access to Information which ended in December, 2009. Among other activities the project provides capacity building through Training of Trainers

at the national, state and district level and supports research, documentation and the dissemination for effective implementation of Right to Information Act 2005. The scope of this project has been enhanced and the same is being implemented across the country. CBAI Project Closure Workshop' at the Centre for Good Governance (CGG), Hyderabad was organised on December 21, 2009.

As a part of the project, the Department of Personnel and Training, Government of India and the United Nations Development Programme (UNDP) jointly organised the International Consultation on Access to Information at Bangalore on October 8-9, 2009, in which eminent international experts on Freedom of Information interacted with key stakeholders involved in the implementation of RTI in India including State Information Commissioners.

CAPACITY BUILDING FOR POVERTY REDUCTION (TRAINING COMPONENT)

7.17 The DFID project on Capacity Building for Poverty Reduction is being implemented by the Department of Administrative Reforms and Public Grievances. One of the initiatives relating to capacity building through training for improved service delivery is being implemented by the Training Division, Department of Personnel and Training. The project aims at enhancing the capacity of government departments to deliver effective citizen services by ensuring that all those engaged in service delivery in a specific sector and geographical area are suitably trained.

Initially, the project was taken up in a few states and consisted of pilots in select districts and sectors in the first year. Based on the experience of the pilot projects replicable and scaleable models have been developed for imparting large-scale training in an effective manner. The lessons learnt and the achievements made so far have been documented and released in the Phase-II report. Last year the project was extended to all the States and hence all the states started implementing the project activities through their respective State Administrative Training Institutes.

In the current year, the replication of the models developed during the Phase I is being done. Saturation Training of the cutting edge officials of the selected sectors for the chosen district covering all the blocks in one district has been done in Madhya Pradesh. Further, in Maharashtra and Manipur the Saturation Training for the chosen district is going on. The training tool kits for school education sector and WATSAN based on the documentation of the activities under the CBPR-training initiative implemented by RCVPNAA, Bhopal Madhya Pradesh have been published, which are scaleable, cost effective, and transferable with region specific changes. Similar exercise is proposed for rest of the states.

DOMESTIC FUNDING OF FOREIGN TRAINING

7.18   Department of Personnel and Training has been nominating officers for training programmes abroad. In the past, these programmes were funded by bilateral or multilateral assistance. However, over the years, this assistance has come down. Keeping in view the importance and benefits of providing international exposure to the officers, a scheme of Domestic Funding of Foreign Training (DFFT) was started in 2001. This covers both long-term and short-term training in various universities/institutes in several countries. A scheme of "partial funding of foreign study" has also been started in 2002-03 as another component of the scheme of DFFT. Under this scheme, Government of India provides financial assistance of up to US $25,000 to such officers who secure admission on their own in reputed universities and in programmes relevant to their present or future job context.

During the current financial year i.e., 2009-10, 28 officers have been deputed for long term foreign training programmes till November 2009 and 6 more officers will be deputed in January 2010. As regards short-term foreign training programmes, 67 officers have been deputed till November 2009 and 11 more will be deputed during January-March 2010. During the current financial year, the cases of 14 officers have been approved for grant of Partial Funding assistance to pursue foreign studies under the Partial Funding component of the DFFT Scheme.

CHAPTER - 8

ADMINISTRATIVE VIGILANCE DIVISION

8.1   The Administrative Vigilance Division (AVD) of the Department of Personnel & Training is the nodal agency in the field of vigilance and anti-corruption. Its main tasks, inter-alia, are to oversee and provide necessary directions to the Government's commitments of maintenance of discipline and eradication of corruption from the public service. In order to step up efforts in this regard, the three-pronged strategy of prevention, surveillance and detection as well as deterrent and punitive action continued to be followed during the current year also. The implementation of the Anti-corruption Action Plan of each of the Ministry/Department has been monitored through quarterly reports. Emphasis continued to be laid on preventive vigilance that might involve appropriate changes in the existing rules/regulations/procedures in selected areas. The Administrative Vigilance Division also handles all policy and administrative matters pertaining to the Central Vigilance Commission.

8.2   **Chief Vigilance Officer**

The AVD has been responsible for the appointment of Chief Vigilance Officers (CVOs) in Central Public Sector Undertakings. It also deals with the matters relating to extension of tenure of the CVOs, their pre-mature repatriation and debarment of officers who fail to take up their assignments as CVO consequent upon their selection. During the financial year 2009-10, 57 panels were sent to various Ministries/Departments for finalizing selection of appointment of CVO in PSUs under their respective administrative control. Out of these, 43 officers have been appointed as CVO in various PSUs. During the same period, 17 CVOs have been granted extension of tenure after completion of initial tenure, 2 officers have been debarred from central deputation for not joining the post after their selection and 9 cases of premature repatriation were finalized.

8.3   With a view to bringing about greater uniformity in existing disciplinary cases

on behalf of the President, the advice tendered by the Central Vigilance Commission and taking decision thereon, this Department is consulted by the Ministries/Departments, before they finally decided to differ from/not to accept any recommendation of the Central Vigilance Commission in those cases, which relate to Gazetted Officers for whom the appointing authority is the President. Similarly, disciplinary cases where Central Vigilance Commission advises major penalty and the UPSC favours a minor penalty or recommends exoneration, before the Disciplinary Authority takes a final view, the matter is required to be referred to this Department for resolving the disagreement. This Division has disposed of 27 such cases.

8.4   **Central Vigilance Commission**

The Central Vigilance Commission (CVC) was originally set up by a Resolution of the Government dated 11.2.1964. It advises the Central Government on vigilance matters. The Government has accorded statutory status to the Central Vigilance Commission by the Central Vigilance Commission Act, 2003 (No.45 of 2003), notified in the Gazette of India Extraordinary on 12.9.2003.

8.4.1 The jurisdiction of the Commission extends to all the organizations to which the executive powers of the Union of India extend. I terms of Section 8(2)(a) of the Central Vigilance Commission Act, 2003, the Commission's jurisdiction extends to members of All India Services serving in connection with the affairs of the Union and Group 'A of the Central Government. In exercise of the powers conferred by clause (b) of sub-section (2) of Section 8 of the Act, the Government has notified, vide Notification No. 418/2/2004-AVD-IV dated 12th September, 2007, the level of officers of the corporations established by or under any Central Act, the Government companies, societies and other local authorities owned or controlled by the Central Government.

8.4.2 During the year 2009, in pursuant to the advice of the Central Vigilance

Commission, the competent authorities in various organizations, issued sanction for prosecution against 216 public servants, imposed major penalties on 800 public servants and minor penalties on 713 public servants. Amongst the penalties so imposed, major penalties of the higher order, viz. dismissal, removal and compulsory retirement from service were imposed on 93 Public servants by the disciplinary authorities in various organizations.

8.4.3 The Central Vigilance Commission in its endeavor to fulfill its obligations as an agency to ensure transparency and accountability in Public Administration has been emphasizing the use of technology. The Commission has given directions to all government organizations, making it compulsory for them to provide detailed information regarding the rules and procedures governing issue of licenses, permission etc. on their websites. All the application forms and proforma's should be made available on the websites in a downloadable form. The Commission has also reiterated its instructions to all organizations to post a summary of all awarded contracts/purchases on their websites. The Commission has set up a separate confidential cell as the 'Designated Agency' under the Public Interest Disclosure Protection of Informers Resolution known as the Whistle Blowers Resolution for dealing with complaints while duly protecting the identity of the complainant.

8.4.4 Ensuring transparency, equity and competitiveness in public procurement has been a major concern of the Central Vigilance Commission. Leveraging technology specifically wider use of the websites for disseminating information of tenders filing and defining the pre-qualification criteria and other terms and conditions of the tender, are some of the steps recently taken to bring about greater transparency and competition in the procurement/award of tender. The Commission has recommended the Integrity Pact concept for its adoption and implementation in respect of major procurement of the Government Organizations. The Commission will approve the names of independent External Monitors. The Commission has advised that an appropriate provision should be made in the contract so that the Integrity Pact is deemed as part of the

Contract in order to ensure that the parties are bound by the recommendations of the Independent External Monitors, in case any complaint relating to the contract, is found substantiated.

8.4.5 The Annual Report of the Central Vigilance Commission for the year 2008 has been laid on the Table of both the Houses in December 2009.

CHAPTER - 9

RESERVATION IN THE CENTRAL GOVERNMENT SERVICES

9.0   The Government has taken several steps for the upliftment and welfare of the Scheduled Castes, the Scheduled Tribes, the Other Backward Classes and the Persons with Disabilities. One of such steps is to give them reservation in services under the State. The ex-servicemen also get reservation in services.

RESERVATION FOR SCs, STs AND OBCs

9.1   Clause (4) of Article 16 of the Constitution of India enables the State to make provision for the reservation of appointments or posts in favour of any backward class of citizens which, in the opinion of the State, is not adequately represented in the services under the State. Clause (4A) of the same Article enables the State to provide reservation for the members of the Scheduled Castes and Scheduled Tribes in the matter of promotion. Article 335 provides that the claims of the members of the Scheduled Castes and the Scheduled Tribes shall be taken into consideration, consistently with the maintenance of efficiency of administration in the making of appointments to services and posts in connection with the affairs of the Union or of a State. Proviso to the said Article empowers the State to make any provision in favour of the members of the Scheduled Castes and Scheduled Tribes for relaxation in qualifying marks in any examination or lowering the standards of evaluation, for reservation in matters of promotion to any class or classes of services or posts in connection with the affairs of the Union or of a State.

9.2   Armed with powers given by these provisions of the Constitution, the Government has issued various instructions providing for reservation in services for the members of the Scheduled Castes (SCs), the Scheduled Tribes (STs) and the Other Backward Classes (OBCs).

9.3   Reservation to SCs, STs and OBCs, in case of direct recruitment, is available in all groups of posts. When direct recruitment is made on all India basis by open competition, reservation for SCs, STs and OBCs is respectively 15, 7.5

and 27 per cent; and when direct recruitment is made on all India basis otherwise than by open competition it is 16.66, 7.5 and 25.84 per cent respectively. In case of direct recruitment to Groups 'C' and 'D' posts normally attracting candidates from a locality or a region, percentage of reservation for SCs and STs is generally fixed in proportion to the population of SCs and STs in the respective States/UTs and reservation for OBCs in such cases is so fixed that it is not more than 27 per cent and total reservation for SCs, STs and OBCs does not exceed the limit of 50 per cent.

9.4   Reservation in promotion by non-selection method is available to SCs and STs in all groups of services at the rate of 15 per cent and 7.5 per cent respectively.   In case of promotion by selection method, SCs and STs get the benefit of reservation upto the lowest rung of Group 'A' and quantum of reservation for them in such case is the same as in the case of promotion by non-selection.   In case of promotion, there is no provision of reservation for OBCs.

9.5   In promotion by selection to posts within Group 'A' which carry an ultimate salary of Rs.18,300/- or less (in pre-revised pay scale), there is no reservation, but the Scheduled Caste/Scheduled Tribe officers who are senior enough in the zone of consideration for promotion so as to be within the number of vacancies for which the select list is to be drawn up, are included in that list provided they are not considered unfit for promotion.

9.6   Various relaxations and concessions are given to SC and ST candidates so as to improve their representation in Services. For example they get relaxation in the upper age limit, unlimited number of chances within the relaxed age limit prescribed for appearing in the competitive examinations, exemption from payment of examination fee and relaxation in standards of suitability. Likewise, the OBC candidates get concessions like relaxation in the upper age limit upto three years, relaxation in number of chances upto seven within the relaxed age limit for appearing in the Civil Services Examination etc. The SC/ST/OBC candidates appointed on their own merit are adjusted against

unreserved vacancies. To ensure that posts reserved for SCs, STs and OBCs are filled by candidates belonging to these categories of persons only, there is a ban on de-reservation of vacancies in case of direct recruitment.

9.7   Provision of reservation has, over the period, helped in increasing the representation of SCs and STs in Services of the Government of India. As per available information they were only 13.17 and 2.25 per cent respectively in services as on January 1, 1965 while their representation has increased to 16.75 and 6.75 per cent as on January 1, 2006.

9.8   Representation of OBCs in services, as per information received from various Ministries/Departments is still quite low because reservation for them started only in 1993. It is important to note that the information about OBCs does not appear to include such members of Other Backward Communities who were appointed prior to introduction of reservation for them or who fall within the creamy layer. It is expected that as a result of introduction of reservation, their representation in services would increase in due course of time. Representation of SCs, STs and OBCs in the Central Government Services as on January 1, 2006 is given in the statement at Appendix-I.

9.9   Almost all the vacancies reserved for SCs, STs and OBCs in the All India Services and other Central Services to which recruitment is made through the Civil Services Examination have been filled by the candidates of respective categories in the recent years. Vacancies reserved and filled in Indian Administrative Service, Indian Foreign Service and Indian Police Service in the year of Examination 2008 are given in Appendix-II.

9.10   Quantum of reservation for the SCs, STs and OBCs in any grade/cadre is determined on the basis of number of posts in the grade/cadre. However, in small cadres having less than 14 posts, where it is not possible to give reservation to all the three categories on the basis of this principle, reservation is provided by rotation by way of L-Shaped 14-Point rosters prescribed by Department of Personnel and Training Office Memorandum No.36012/2/96-Estt.(Res.) dated July 2, 1997. While determining reservation, it is ensured that total number of reserved posts for SCs, STs and OBCs in any cadre does

not exceed 50 per cent of the total number of posts in the cadre. At the same time, total number of vacancies earmarked reserved in a year in any cadre should not be more than 50 per cent of the total vacancies of the year. However, the backlog reserved vacancies are treated as a separate and distinct group, on which limit of 50 per cent does not apply.

9.11 In each Ministry/Department, the Deputy Secretary in-charge of administration or any other officer at least of the rank of Deputy Secretary is appointed to act as Liaison Officer in respect of matters relating to the representation of Scheduled Castes and Scheduled Tribes in all establishments and Services under the administrative control of the Ministry/Department. He is,inter alia, responsible for ensuring due compliance, by the subordinate appointing authorities, of the orders and instructions pertaining to the reservation of vacancies in favour of SCs and STs and other benefits admissible to them. Each Ministry/ Department is supposed to have a Cell within the Ministry/ Department under the direct control of the Liaison Officer to assist him to discharge his duties effectively. In offices under the control of Head of Department also, a Liaison Officer is nominated for work relating to representation of Scheduled Castes and Scheduled Tribes. The duties of Liaison Officers for offices under Heads of Departments are similar to those of Liaison Officer of the Ministry/Department in respect of offices under their charge.

9.12 On Mrach 6, 1997 orders were issued to appoint separate Liaison Officers in each Ministry/Department for looking into the matters concerning reservation for Other Backward Classes.

9.13 Instructions issued by Government of India about reservation are mutatis mutandis followed by the Public Sector Undertakings, Financial Institutions including the Public Sector Banks. The autonomous bodies such as statutory and semi-government bodies also make reservations on the same lines in their services. Instructions exist to the effect that a clause providing for reservation should be included in terms and conditions while giving grant to the voluntary agencies employing more than 20 persons on regular basis and meeting atleast 50 per cent of their recurring expenditure from grants-in-aid from Central Government.

9.14 In order to protect the interests of SC/ST/OBC communities and to ensure that the posts reserved for them are filled up only by candidates belonging to these categories, it has been decided that where sufficient number of candidates belonging to these categories are not available the vacancies would not be filled. Such vacancies are carried forward to the subsequent recruitment year as backlog reserved vacancies. Some reserved vacancies of SCs and STs in promotion are also not filled and carried forward as backlog vacancies. A Special Recruitment Drive was launched in 2004 to fill up all the backlog reserved vacancies of SCs and STs, both in direct recruitment quota and promotion quota. More than 60,000 backlog vacancies were filled up during the Drive.

9.15 A Special Recruitment Drive to fill up the backlog reserved vacancies of OBCs could not be launched in 2004 because there was no provision of treating their backlog reserved vacancies at that time and a limit of 50 per cent reservation was applied to such vacancies. The Government in July, 2008 took a decision to treat the backlog reserved vacancies of OBCs as a separate and distinct group on which the ceiling of 50 per cent would not apply. After this the Government has launched a fresh Special Recruitment Drive in November, 2008 to fill up the backlog reserved vacancies of SCs, STs and OBCs.

9.16 Instructions exist that the Ministries/Departments, etc., should endeavour to nominate to the maximum extent possible, a Scheduled Caste/Tribe officer on the Selection Boards, Departmental Promotion Committees constituted for various posts/services under them. Particularly, where a Selection Board or Departmental Promotion Committee has to make bulk selection for a large number of vacancies say for 30 or more at a time, no effort should be spared in finding a Scheduled Caste or Scheduled Tribe officer for inclusion in the Selection Board/Departmental Promotion Committee.

9.17 Wherever a Selection Committee/Board exists or has to be constituted for making recruitment to 10 or more vacancies in Group 'C' or Group 'D' posts/

Services, it is mandatory to have one member belonging to SC/ST/OBC and one member belonging to Minority Community in such Committees/Boards. One of the members of the Selection Committee/Boards, whether from the general category or from the minority community or from SC/ST/OBC, should be a lady failing which a lady member should be co-opted on the Committee/ Board. It is also to be ensured that where the number of vacancies against which selection is to be made is less than 10, no effort should be spared in finding a Scheduled Caste/Scheduled Tribe/Other Backward Classes Officer, a Minority Community officer and a lady officer for inclusion in such Committees/ Boards.

RESERVATION FOR PERSONS WITH DISABILITIES

9.18   Section 33 of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 (PWD Act) provides that every appropriate Government shall appoint in every establishment such percentage of vacancies not less than three per cent for persons or class of persons with disability of which one per cent each shall be reserved for persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotor disability or cerebral palsy; in the posts identified for each disability. Section 32 of the Act requires the Government to identify posts in establishments which can be reserved for the persons with disability.

9.19   The PWD Act has come into force only in 1996. However, it was much before in November, 1977 that reservation for persons with disabilities was introduced in case of direct recruitment to Groups 'C' and 'D' posts. It was extended to the cases of promotion to Group 'C' and 'D' posts in 1989. With the enactment of the Act, reservation for persons with disabilities was made applicable in identified Group 'A' and 'B' posts also in case of direct recruitment.

9.20   With a view to streamlining the procedure of reservation for persons with disabilities, the Department of Personnel and Training, Government of India issued consolidated instructions on the subject in December, 2005. As per these instructions, reservation for persons with disability is now available in

all Groups of posts in case of direct recruitment. In case of promotion it is available when promotions are made within Group 'D', from Group 'D' to Group 'C' and within Group 'C' identified posts. As provided in the Act, the benefit of reservation goes to persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotor disability or cerebral palsy, each category being entitled to one per cent reservation. The cases of orthopaedically handicapped persons are covered under the category of locomotor disability or cerebral palsy.

9.21 Various concessions are given to persons with disabilities like upper age limit for persons with disabilities is relaxable (a) by ten year (15 years for SCs/ STs and 13 years for OBCs) in case of direct recruitment to Group 'C' and Group 'D' posts; (b) by 5 years (10 years for SCs/STs and 8 years for OBCs) in case of direct recruitment to Group 'A' and Group 'B' posts where recruitment is made otherwise than through open competitive examination; and (c) by 10 years (15 years for SCs/ STs and 13 years for OBCs) in case of direct recruitment to Group 'A' and Group 'B' posts through open competitive examination. The relaxation in age limit is given to them irrespective of the fact whether the post is reserved or not, provided the post is identified suitable for persons with disabilities.   Apart from age relaxation, they get exemption from payment of application fee and examination fee and relaxation in standards of suitability.

9.22 If any vacancy reserved for any category of disability cannot be filled by a person with disability due to non-availability of a suitable person or for any other sufficient reason such vacancy is not filled it is carried forward as a 'backlog reserved vacancy' to the subsequent recruitment year. In the subsequent recruitment year, the 'backlog reserved vacancy' is treated as reserved for the category of disability for which it was kept reserved in the initial year of recruitment and filled as such. However, if a suitable person with that disability is not available in the subsequent recruitment also, it may be filled by interchange among the three categories of disabilities, failing which by appointment of a person other than a person with disability.   Thus if a vacancy is earmarked

reserved for any category of disability and a suitable person with that disability is not available to fill it up in the initial year of recruitment, it becomes a 'backlog reserved vacancy' for the first subsequent recruitment year. There may be some vacancies which were earmarked reserved for the persons with disability but are still unfilled. A Special Recruitment Drive has been launched to fill up the backlog reserved vacancies for persons with disabilities in November, 2009.

RESERVATION FOR EX-SERVICEMEN

9.23   Reservation for ex-servicemen was initially introduced for a period of two years in 1966. This was extended from time to time and is now available in terms of the Ex-Servicemen (Re-employment in Central Civil Services and Posts) Rules, 1979.   As per these Rules, ten per cent of the vacancies in the posts of the level of Assistant Commandant in para-military forces, ten per cent of the vacancies in Group 'C' services and posts, and 20 per cent of the vacancies in Group 'D' services and posts are reserved for ex-servicemen subject to certain conditions. Ex-servicemen are entitled to get age relaxation for appointment to any vacancy in Central Civil Services/posts, whether reserved or not. Ex-servicemen who have already secured employment   under   the Central Government are entitled to the benefit of age relaxation as prescribed for securing another employment in a higher grade or cadre under the Central Government. There are some provisions regarding relaxation/exemption of educational qualifications for the ex-servicemen. The DG (Resettlement), Ministry of Defence monitors the implementation of these orders in the Central Government agencies.

9.24   Reservation for ex-servicemen and physically handicapped persons is termed as "horizontal" reservation and reservation for SCs, STs and OBCs is termed as "vertical" reservation. Guidelines exist explaining how the "horizontal" reservation is to be adjusted against the "vertical" one.

Appendix-I

Representation of SCs, STs and OBCs in the Central
Government services as on January 1, 2008

GROUP	TOTAL number of employees	SCs	per cent	STs	per cent	OBCs	%
A	91881	11446	12.5	4419	4.8	5031	5.5
B	137272	20481	14.9	7900	5.8	5420	3.9
C	1810141	284925	15.7	127074	7.0	145819	8.1
D (Excluding Sweepers)	696891	134907	19.4	48133	6.9	34528	5.0
Sweepers	75901	39014	51.4	4576	6.0	2430	3.2
Total (Excluding Sweepers)	2736185	451759	16.51	187526	6.85	190798	6.97
Total (Including Sweepers)	2812086	490773	17.45	192102	6.83	193228	6.87

Note : It does not include information in respect of Six Ministries/Departments

APPENDIX-II

Vacancies earmarked reserved and filled in Indian Administrative Service, Indian Foreign Service and Indian Police Service on the basis of Civil Services Examination – 2008

Services	Unreserved		Scheduled Castes		Scheduled Tribes		Other Backward Classes	
	Vacancies earmarked unreserved	Vacancies filled as unreserved	Vacancies earmarked reserved for SCs	Vacancies filled by SCs by reservation	Vacancies earmarked reserved for STs	Vacancies filled by STs by reservation	Vacancies earmarked reserved for OBCs	Vacancies filled by OBCs by resrvation
I.A.S	60	60	17	17	10	10	33	33
I.F.S.	13	13	4	4	1	1	8	8
I.P.S.	65	65	20	20	9	9	36	36

CHAPTER - 10
STAFF WELFARE

10.0 The Central Government is the largest single employer in the country and bears the major responsibility for looking after the welfare of a large number of employees spread all over the country. Realizing that improvement in the working and living conditions of the employees and their families leads to efficiency and high morale, the Department of Personnel and Training (DoPT) supports various staff welfare measures. A brief account of various welfare measures dealt with by Welfare Division is given below.

RESIDENTS' WELFARE ASSOCIATION

10.1 In order to foster a spirit of mutual help and goodwill among residents of Government colonies and to promote social, cultural and recreational activities, the Residents Welfare Associations (RWAs) which have adopted the Model Constitution prescribed by DoPT have been recognized in Delhi/New Delhi and other parts of the country. The members of the Managing Committees of these Associations are elected every two years under the provisions of a Model Constitution framed by the Department of Personnel and Training. This Department sanctions grants-in-aid to recognized associations, subject to a maximum of Rs.4500/-per annum for an association.

AREA WELFARE OFFICERS

10.2 The Area Welfare Officers (AWOs) are nominated in residential colonies having a large number of Central Government employees. The AWOs serve as a link between the Government and residents in matters relating to the welfare of Government employees living in various colonies. They also work as field officers in coordinating and maintaining liaison with various agencies of Government such as CPWD, CGHS, Police, etc. Applications are invited from Gazetted officers working in various Ministries/Departments for being nominated as Area Welfare Officer for a period of two years. Officers desirous

of being nominated as AWOs on voluntary and honorary basis, are required to apply through their respective Ministries/Departments.

CENTRAL GOVERNMENT EMPLOYEES WELFARE COORDINATION COMMITTEES (CGEWCCS)

10.3 The Central Government Employees Welfare Coordination Committees (CGEWCCs) have been formed outside Delhi, at places where there are at least five Central Government offices and the total number of Central Government employees is not less than 1000. These Committees are responsible for coordinating the welfare activities of the Central Government employees serving within their jurisdiction.   The senior most officer at the station functions as the Chairman of the Committee. The quantum of grant based on the staff strength is sanctioned by the DoPT to the CGEWCCs.

CENTRAL CIVIL SERVICES CULTURAL AND SPORTS BOARD (CCSCSB)

10.4 The Central Civil Services Cultural and Sports Board is a registered body under the Societies Registration Act, 1860. It is the central agency for promotion of sports and cultural activities among the Central Government employees in the country. The Board was set up in 1964 as Central Secretariat Club in the Ministry of Home Affairs. Initially, the objective of the Board was to promote cultural and sports activities amongst the Central Government employees located in Delhi only. In course of time, the activities of the Board have increased manifold to cater to the needs of the Central Government employees located outside Delhi as well. Therefore, the Regional Sports Boards were set up where the number of employees was more than one thousand. At present, there are 21 such Regional Boards. The Government provides grant-in-aid to the Board every year to carry out its activities. During the year 2008-09, an amount of Rs. 50 lakh was released as grant-in-aid to the Board. The Board in turn sanctions grants-in-aid to the Regional Boards for carrying out their activities. During the year 2009-10, an amount of Rs. 50 lakhs has been released as grant-in-aid to the CCSCSB. Some of the key activities undertaken by the boards are listed below :

Inter Ministry Tournaments

10.4.1 The Board conducted Inter Ministry Tournament in 19 Sports disciplines during the period from August to March 2010.

All India Civil Service Tournaments

10.4.2 All India Civil Service (AICS) Tournaments in sports and cultural events are jointly organized by the Board and the State/Union Territory Government. The allocation of responsibility for holding these tournaments is coordinated by the Board after ascertaining the convenience and choice of the State/ UTs. A part of the expenditure for conducting the AICS Tournaments is met by the Board in the form of financial assistance to the State/ UTs that come forward to host these tournaments. These tournaments are open to civilian Central/ State Government employees. The uniformed personnel from the Police, Defence and other paramilitary organizations are not eligible for participation in these tournaments.

The Board has conducted All India Services Tournaments in three sports disciplines during the financial year 2009-2010.

Board's Affiliation to National Federation

10.4.3 The Board is affiliated to a number of sports Associations/Federations at the National level. The Board's teams participate in the National Tournaments organized by these Associations/Federations.

Trekking Programmes

10.4.4 The Board sponsors trekking programmes for Central Government employees in collaboration with the Youth Hostels Association of India. The Board also encourages Central Government employees to undertake trekking programmes of their own. A part of expenditure on these programmes is met by the Board. Two Central Government employees have availed of this facility during the financial year 2009-2010.

Playing Facilities maintained by the Board

10.4.5 The Board provides playing facilities in Delhi for the Central Government employees and has sports complex at Vinay Marg, New Delhi which has facilities for football, hockey, cricket, athletics and tennis.

The Board also maintains tennis courts at Bharati Nagar, R.K. Puram, Brassey Avenue and at Vinay Marg. Flood lights have recently been installed at Vinay Marg tennis courts so that the employees can also enjoy tennis during late evening hours. There are cricket practice pitches at Brassey Avenue and Vinay Marg Sports Complex, and volleyball and shooting ball court at Brassey Avenue. Facilities are also available for carom, chess and table tennis at Nirman Bhawan. These facilities are extensively used by the Central Government employees and their dependents.

GRIH KALYAN KENDRA

10.5 The Grih Kalyan Kendra (GKK), a Society registered under the Societies Registration Act, 1860, was set up with the following objectives :

(a) To promote social, economic, cultural and educational activities for the betterment of Central Government employees and their families,

(b) To impart technical and vocational training in home crafts and other household arts for useful utilization of leisure time and for better and efficient housekeeping, and

(c) To organize and promote economic activities that may provide opportunities for gainful employment to families of Central Government employees for supplementing the family income.

The GKK is administered by Grih Kalyan Kendra Board. The Board is responsible for the organization and administration of GKK. Additional Secretary (S & V), DoPT is the President of the GKK Board.

In pursuance of its objectives, GKK has been conducting the following activities :

(i) Training classes in cutting, tailoring and embroidery for the housewives and grown up girls during the leisure hours.

(ii) Nursery education for children in the age group 3 to 5 years.

(iii) Creches or Day Care Centres for children.

(iv) Recreational facilities like health club-cum-fitness centre, multi-gyms and weight lifting, indoor games like badminton, table tennis and classes in karate, yoga, dance, etc.

(v) Hiring out of Samaj Sadans (Community Centres) for the use of Central employees and other for cultural and social functions like marriages, etc.

The GKK is running 28 craft centres, 16 creche / day-care centres and 25 nursery schools in Delhi and a few in other cities. It has been supporting and organizing recreational activities with a view to promoting physical fitness among the Central Government employees and their family members as part of the activities of GKK. The Kendra has accordingly set up one health club and 9 gym/fitness centres in Delhi, Bangalore, Chennai, Mumbai and Nagpur. The GKK administers 44 samaj sadans, out of which 29 are in Delhi and 15 outside Delhi. These samaj sadans are made available on hire for organizing various social and cultural functions to the Central Government employees and, wherever available, to others. Hiring of these sadans is the main source of revenue for the GKK. In these samaj sadans facilities like indoor games, health club, multi gyms, karate, yoga, dance and music classes, brain development classes, beauty training course etc. are provided. One physiotherapy and homoeopathy clinic is also being run by GKK at Nagpur Centre. In addition, the GKK also runs its welfare activities in 14 other premises in Delhi and 10 at outstations. It receives grant-in-aid from the Government. During 2008-09, an amount of Rs.25 lakh was released to GKK. During 2009-2010 an amount of Rs. 25 lakhs has been released.

10.6   KENDRIYA BHANDAR

Objectives of the Organisation

10.6.1 The Central Government Employees Consumer Cooperative Society Ltd., New Delhi, now operating in the name of Kendriya Bhandar, was set up in 1963 in pursuance of Cabinet decision as a Welfare Project for the benefit of the Central Government employees. The society endeavors to serve the Central Government employees and general public at large by (i) providing quality goods of daily needs at reasonable prices and (ii) playing an effective role in the public distribution system through its retail outlets.

Network

10.6.2 The Society operates a network of 119 stores in Delhi, Maharashtra, Tamil Nadu, Andhra Pradesh, Karnataka, Cochin, Daman, Goa, Uttar Pradesh, Uttaranchal, Rajasthan, Madhya Pradesh, Haryana, Punjab and Chandigarh. Stationery and office items are sold to the Central Government offices at East Block and West Block, R.K.Puram, New Delhi.

In line with latest trend in retailing, Kendriya Bhandar has taken up concerted efforts to modernize the existing stores in terms of its ambience, display system, computerization, etc. in a phased manner. In this direction, DIZ Store, CR Park and Krishi Kunj Store, etc have been given facelift with the objective of providing better shopping environment to the customers and action is in hand to modernize other stores as well.

As a new beginning Kendriya Bhandar has also opened its first Medical Store at Mahadev Road followed by second chemist outlet at Delhi University Campus to cater to the need of Delhi University (North Campus) staff and its students. Kendriya Bhandar has also tied up with the Department of Pharmaceuticals under the Central Government and has opened Jan Aushadhi Stores at Shastri Bhawan and GTB Hospital, Delhi.

Kendriya Bhandar has also opened new retail stores at Shastri Park (Delhi Metro Rail Colony), Kalyanvas (a resident colony of Delhi Government), and a new branch at Ranchi for the benefit of the employees as well as for the Government Departments there.

Activities such as billing to customers, purchase, inventory etc. of stationery division of Kendriya Bhandar, located at R.K. Puram (East) and (West) Blocks are computerized through Local Area Network. Further, in Head Office, purchases and stocks of consumer items, pulses and spices are computerised.

All the stores of Kendriya Bhandar in Delhi retailing into grocery and consumer items have been provided with Alpha Numeric Cash Register Machines for the purpose of billing to customers. Electronic weighing machines have been provided in godowns.

Largest Consumer Cooperative Society

10.6.3 Kendriya Bhandar has also the distinction of being the largest consumer cooperative society in the country in terms of membership. It has more than 80,000 members.

Benefits to Customers

10.6.4 The Society has been able to maintain competitive prices for various products sold by it as compared to those prevailing in the market and also in its sister organisations.   In fact, selling prices prevailing in Kendriya Bhandar now constitute the bench mark in the market. The Society is closely controlling its sales prices. Margins on some grocery and stationery items have been further reduced passing on greater benefits to the customers.

10.6.5 For better quality control, pre-testing of grocery items before distribution to stores has been introduced and testing of random samples picked from shelves of stores is also being continued. These steps will ensure that the quality of goods sold is maintained for better consumer satisfaction. Another step in this direction is the introduction of Alpha Numeric Cash Register Machines.

Multi State Cooperative Society

10.6.6 Kendriya Bhandar is registered as a Multi State Cooperative Society from September 8, 2000. With this change in its status Kendriya Bhandar has been able to expand its operation in other states of the country.

Sales Performance

10.6.7 Kendriya Bhandar has registered a significant growth in the recent past. Total sales and net profit during the year 2008-09 was Rs. 306.86 crores and Rs. 201.23 lakhs respectively. Kendriya Bhandar has a paid up capital of Rs. 88.06 lakhs of which Rs. 68.18 lakhs have been subscribed to by the Government and Rs. 19.88 lakhs by individual members as on March 31, 2009. It has declared a dividend of 10 per cent for the year 2008-09 and has contributed to the national exchequer by way of taxes and dividend to the extent of Rs. 129.79 lakhs in the same period.

Cooperative Excellence Award

10.6.8 Kendriya Bhandar has been honoured with the prestigious Welfare Award for Best Cooperative in the field of consumer welfare by the Government of NCT of Delhi for the year 2007-08. It has completed 46 years of its existence on July 1, 2009.

SANSKRITI SCHOOL

10.7 In pursuance of a Government decision, The Civil Services Society set up a school in Delhi with the objective of providing quality education to the wards of the Government servants particularly those coming on transfer to Delhi. It has been provided grants-in-aid assistance for capital expenditure in the past.

CIVIL SERVICES OFFICERS INSTITUTE (CSOI)

10.8 The Civil Services Officers Institute (CSOI), a Society registered under the Societies Registration Act, 1860 was set up in 1998. The main objective of the Institute is to promote welfare of the officers of the Civil Services and to

bring them together in order to secure complete integration of the services and to build a corps of officers imbibed with the spirit of cooperation in all aspects of civil services.

The Institute has been functioning from the premises situated at Kasturba Gandhi Marg, New Delhi. Grant-in-aid assistance is also provided by the government for capital investments.

Departmental Canteens

10.9 As a measure of Staff Welfare, Departmental canteens / tiffin rooms have been set up in Central Government Offices/Establishments to make available beverages, snacks and meals prepared in hygienic conditions, to the employees during the working hours at reasonable rates. At present, about 1350 recognized canteens/tiffin rooms are functioning in various offices of the Central Government. With a view to bringing about uniformity in the accounting procedure and improvement in cleanliness, quality of services etc., detailed instructions are issued from time to time.

A scholarship scheme for meritorious children of Canteen Staff was introduced in 1998. The scholarship was first awarded in March, 2000 and subsequently it is being awarded every year.

The Staff Inspection Unit (SIU) of the Ministry of Finance, Department of Expenditure had undertaken a norms study of the non-statutory Departmental canteens for revision of the existing norms for staffing in these canteens. The report submitted by SIU has been processed and accepted in this Department. Accordingly, all the Ministries/Departments have been requested to implement the recommendations of the SIU.

As per recommendations of the Sixth Central Pay Commission, it has been recommended that Group 'D' canteen employees who do not possess the minimum essential qualifications are required to be deputed for training before they are placed in the revised PB-I. For this purpose it has been

decided that all the Group 'D' employees be imparted training to make them multi-skilled at the institutions. In view of the slow progress in organizing the training programmes, instructions have been issued to all Ministries/Departments/ offices to use the expertise available with Hotel Management Institute in this regard.

CHAPTER – 11

REDEPLOYMENT OF SURPLUS STAFF

11.0 In the context of a modern, development-oriented welfare state and with a view to containing expenditure on establishment and improving efficiency of public services, a scheme for redeployment of surplus staff has been in operation since 1966. The concerted efforts of the Department have resulted into redeployment of 10,370 persons out of a total 11816 persons accepted in the Central (Surplus Staff) Cell, (re-designated as Retraining and Redeployment Division) till November 30, 2009.

11.1 In order to make the Scheme of redeployment of surplus staff more effective, pro-active measures have been adopted to ensure that the prior claim of surplus staff is considered before any action for fresh recruitment is initiated by the Ministries/ Departments/ offices of the Government of India covered under the scheme.

11.2 As on April 1,2009, there were 536 surplus staff belonging to Group 'A', 'B', 'C' and 'D' (Group 'A'-17, Group 'B'-07, Group 'C'-207 and Group 'D'-305). At the beginning of December, 2009, 362 (Group 'A'-15, Group 'B'-03, Group 'C'-103 and Group 'D'-241) staff are on the Surplus Rolls. The Department shall be redeploying the remaining surplus staff against suitable vacancies. Furthermore, in line with the instructions of the Establishment Division dated February 28, 2002 regarding Special VRS for permanent employees declared surplus, 620 staff have availed of the facility of Special VRS till November 30, 2009. Out of 1500 surplus employees of 09 Units of the Government of India Mints/Presses/Paper Mill from the Department of Economic Affairs, 1368 have been accepted on the Surplus Rolls on February 24, 2010.

The overall position, as on November 30, 2009 of surplus staff and their redeployment since inception of the Scheme of Redeployment of Surplus Staff in 1966 is given below :

Category of Surplus Staff	No. of Employees awaiting redeployment as on 1.4.2009	No. of Employees added from 1.4.2009 to 30.01.2009	Total No. of persons accepted in the surplus Cell since inception till 31.03.2009	No. of persons redeployed since inception of the Scheme till 30.11.2009	No. of persons retren-ched or who have resigned till 30.11.2009	No. of persons retired on superann-uation/ expired or those who have opted for VRS/ Spl.VRS/terminal benefits till 30.11.2009	No. of persons awaiting redeployment as on 30.11.2009
Group 'A'	17	01	116	67	04	30	15
Group 'B'	07	-	597	436	03	155	03
Group 'C'	207	18	10383	9507	65	708	103
Group 'D'	305	21	720	360	---	119	241
Total	**536**	**40**	**11816**	**10370**	**72**	**1012**	**362**

CHAPTER – 12

PROGRESSIVE USE OF HINDI IN OFFICIAL WORK

12.0   The Ministry continued to make concerted efforts to promote the use of Hindi in official work and to ensure compliance with the provisions of the Official Languages Act, 1963 as amended in 1967, and Rules framed thereunder as also the various orders/instructions issued by the Department of Official Language from time to time with a view to ensuring proper implementation of the Official Language Policy of the Government.

IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY AND THE ANNUAL PROGRAMME

MACHINERY FOR IMPLEMENTATION

12.1   The Ministry has a full-fledged Hindi Section headed by a Deputy Director(OL) with two Assistant Directors and other supporting staff. This Section caters to the need of the Department of Personnel and Training as also of the Department of Pensions and Pensioners' Welfare. There is a separate Hindi Unit under a Deputy Director (OL) with necessary supporting staff in the Department of Administrative Reforms and Public Grievances. Besides monitoring the implementation of the Official Language Policy and the Annual Programme, Hindi Section arranges for in-service training of the staff in Hindi Language, Hindi Typewriting and Hindi Stenography. It also undertakes translation of the material received from various Sections/ Desks of the Ministry from English into Hindi and vice-versa.

HINDI SALAHAKAR SAMITI

12.2   The tenure of the Hindi Salahakar Samiti of this Ministry expired on June 28, 2008. The reconstitution of the Samiti is in process. The meeting of the Samiti will be organized as soon as the re-constitution process is completed.

OFFICIAL LANGUAGE IMPLEMENTATION COMMITTEE (OLIC)

12.3   Three meetings of the Official Language Implementation Committee of the Department of Personnel and Training and the Department of Pensions and

Pensioners' Welfare were held on July 31,2009, September 30, 2009 and December 24, 2009. One meeting of the committee will be organised in the end of March, 2010.

12.4   SPECIFIC MEASURES TAKEN FOR PROMOTING THE USE OF HINDI

Quarterly progress report (QPR)

12.4.1 With a view to assessing the work done by the employees in Hindi in their official work more effectively, a new proforma for QPR introduced by the Department of Official Language (MHA), is being strictly implemented.

Training in Hindi Teaching, Typewriting and Stenography

12.4.2 During the year, 6 personnel were nominated for Hindi Stenography and Hindi Typing training respectively.

Cash Awards and Incentive Schemes

12.4.3 An incentive scheme to encourage officers and employees to do their work in Hindi is in vogue in the Ministry. Under this scheme cash awards are given for doing noting and drafting in the language. Every year ten officials are selected in this scheme and awarded cash prizes.

Celebration of Hindi Divas and Hindi Pakhwara

12.4.4 On the occasion of Hindi Divas on September 14, 2009, MoS (PP) issued an appeal to all the officers and staff of the Ministry to increase the use of Hindi in their official work. During Hindi Pakhwara (from September 14, 2009 to September 28, 2009), Hindi stenography, Hindi typewriting, Hindi essay writing, Hindi dictation, Hindi noting and drafting, Hindi speech competition, translation, and Hindi poetry recitation competitions have been organized and the participants who stood first, second and third positions as also those who gave commendable performance were given cash prizes and certificates. A total amount of Rs.30000/- was distributed in the form of cash prizes to 52 successful contestants.

Hindi Workshops

12.4.5 One Hindi workshop was organized on September 24, 2009 to impart practical training to the officials to enable them to use DMIS which is vogue in the Ministry. Another workshop was organized on December 24, 2009 to inspire personnel to do more and more official work in Hindi.

PROPAGATION OF INFORMATION TECHNOLOGY IN HINDI SECTION

12.5 The Hindi Section of the Ministry has been provided with four computers. Hindi typing work of the Hindi Division as well as of the different Divisions/ Sections/Desks of the Ministry is done through these computers. Hindi software programmes have also been installed in most of the computers of the Ministry with the help of National Informatics Centre (NIC). E-mail addresses of Deputy Director (OL) and Assistant Directors (OL) have been created and correspondence in Hindi can be done through them.

USE OF HINDI IN THE ATTACHED AND OTHER OFFICES

12.6 Steps taken to promote use of Hindi in the Attached and Subordinate offices are listed below:-

(i) Official Language Implementation Committees : The Attached and Subordinate Offices of the Ministry have their own Hindi Units and Official Language Implementation Committees. The meetings of OLIC are being organized regularly in these offices.

(ii) Training Institutions : The two Training Institutions under the Ministry viz., Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie and the Institute of Secretariat Training and Management (ISTM), New Delhi have made considerable progress in providing the training material in Hindi too. Both the Institutions have adequate arrangements for urgent translation/updating the Hindi version of the training material.

(iii) Monitoring and Inspection : With a view to assessing the progress made in promoting the use of Hindi in official work while complying with the Official Language Policy and implementing the Annual Programme, a team of officers from the Official Language Unit of the Department of Personnel and Training and the Department of Pensions and Pensioners' Welfare, inspects the Attached and the Subordinate Offices of the Ministry in a phased manner and also suggests ways and means from time to time to overcome the practical difficulties experienced in the course of implementing the Official Language Policy. With a view to monitoring the progressive use of Hindi in official work, Hindi Section of the Ministry inspected 12 sections during the year. Offices of the CBI, SSC and ISTM were inspected in December, 2009 for monitoring the progressive use of Hindi. Quarterly reports received from various quarters are reviewed in Hindi Section and the progress made in the progressive use of the official language is discussed at length in the quarterly meetings of the Official Language Implementation Committee of the Ministry and remedial measures taken to remove the shortcomings.

CHAPTER - 13

INFORMATION TECHNOLOGY (IT) AND INFORMATICS DEVELOPMENT

13.0 Personnel, Public Grievances and Pensions Infotech (PersInfotech) Division of NIC, has been providing informatics and computer networking (LAN and WAN) support to the Ministry of Personnel, Public Grievances and Pensions and also assisting the Ministry in development and implementation of various e-Governance applications, website development and training for effective functioning of its various offices at different levels since 1985.

13.1 This division comprises the following NIC Computer Centres in the Ministry

NIC-Deptt. of Personnel and Training (DoPT) Computer Centre, North Block

NIC-Training Division Computer Centre, Old JNU Campus,

NIC-Deptt. of Pension Computer Centre, Lok Nayak Bhawan

NIC-Deptt. of Administrative Reforms and Public Grievances Computer Centre, S.P Bhawan,

The details of the Application software developed/implemented for different Departments and other offices of the Ministry are indicated in the following paragraphs. Beside above, the necessary technical support including training are also being provided to the users to help sustain the continued use of major e-Governance application systems/modules already implemented in the Department.

SOFTWARE DEVELOPMENT/UNDER DEVELOPMENT FOR DOPT

Central Staffing Scheme Processing System

13.2 The Central Staffing Scheme Processing System (http://centralstaffing.gov.in) comprising of (a) Module for submission of applications online for Central Deputation and (b) Online validation, verification and entry of details related

to Vigilance/Disciplinary cases and ACRs against the online application (CCA module) by the nodal officers from Cadre Controlling Authorities (CCA) has been implemented.   The system has been made security compliant and is being used by the officers of 36 participating services for online forwarding of their applications for Central Deputation.

A separate module has also been developed to meet certain local needs in DoPT. This module facilitates data entry and retention of eligible officers who wish to shift from non central staffing scheme posts to central staffing scheme posts. Further, provision has been made in the system for generation of several additional reports.

ACC VACANCY MONITORING SYSTEM (AVMS)

13.3   The Web Enabled Application, AVMS, has been further modified based on the feedback received from Cabinet Secretariat, office of the Establishment officer and various Ministries/ Departments. The following new features/reports have been incorporated in the system:

- Auto generation of email.

- Report for All Board Level Posts in PSUs.

- Report for anticipated Vacancies.

- Reports for DPC Cases.

Necessary modifications have also been carried out to make AVMS software compliant with the security guidelines.

IAS ER SHEET

11.4   The existing IAS Personnel Information System has been further modified to include a provision to capture and display the details of awards/ publications by the officers. As this web-page is frequently visited, the module has been made security compliant by incorporating the methodologies suggested by Open Web Application Security Project (OWASP) .

ACR-BASIS (ACR-BINARIZATION AND AVAILABILITY STATUS INFORMATION SYSTEM)

13.5 ACR-BASIS is a system that facilitates storage and indexing of the scanned ACRs of IAS Officers in a secure environment and retrieval of the same in a hassle-free manner. Its salient features include Flexible Dual Mode (off-line and online) Operation, Integration with the extant databank of IAS Officers, minimalist and fast retrieval, integration with availability status system amongst others. It allows for secured multi-tier access. The centralized repository holds image files in compressed form.

MEDICAL EXAMINATION SCHEDULE FOR CSE CANDIDATES

13.6 The CSE candidates have to undergo Medical Examination at five Government Hospitals in Delhi. The scheduling software has been redesigned and developed to make it more accommodative and responsive to cater to various needs of Services Division, DoPT.

RTI PORTAL

13.7 The RTI Portal has been enriched with the addition/modification of the following modules:

- Query Module for CPIO Details. CPIO Query Module has been modified to facilitate the dissemination of the CPIO details of Public Authority along with the corresponding Appellate Authority details.

- Thanks to RTI Module. This feature allows/facilitates the public to publish and share their successful experiences related to RTI. These experiences will be published only after moderation by the concerned officer.

e-SERVICE BOOK

13.8 e-Service Book has been introduced with the support of eHRAdm Project Group of NIC during the year under report to facilitate electronic maintenance of service books (based on new service book formats prescribed by DoPT) under the 100-day Programme of the Government for Central Ministries/

Departments based in Delhi. Subordinate /attached offices, Ministry of Railways and Ministry of Defence are not covered in this phase.

A Sensitization Meeting of identified Nodal Officers (Director/Deputy Secretary (Administration) of the Ministries/Departments for implementation of e-Service Book was held at Department of Personnel and Training (DoPT) on June 30 and July 1, 2009.

The initialization of e-Service Books for employees has been completed for over twenty five thousand employees from 78 Ministries / Departments, whose basic employee data was made available by respective Ministries/Departments to DoPT. Two officials from each Ministry / Department have been provided access privilege to enable them enter the service book data of employees.

Two workshops for the two identified administration officials along with one NIC Official from respective NIC Cells in the Ministries/Departments have been organized to help implement the e-Service Book. The first workshop on August 25 & 26, 2009 was held to expose the participants to e-service Book software , while the second follow-up workshop on September 17 & 18, 2009 was used to discuss user feedback & related issues.

Name based e-mail ids have been created for over 14230 employees of Ministries and Departments including DoPT, in the NICNET Mail server, to enable them access their respective e-Service Books.

A web page http://persmin.gov.in/esb123.html has also been created on the website (http://persmin.gov.in) to publish day to day communications related to the e-Service Book project for the benefit of all Ministries / Departments, which are implementing the project..

RECRUITMENT RULES FORMULATION AND AMENDMENT MONITORING SYSTEM

13.9 The required modifications/customization in the existing computer based system for processing of online submission of Proposals of Recruitment Rules (RR)

formulation or amendments or relaxation and online forwarding of observations/ views/responses by DoPT and Ministries/ Departments have been completed. A single login has been created for each Ministry / Department to enable them forward their respective proposals to DoPT and to manage the subsequent communication online. Similarly, the proposals from each Ministry / Department will be handled by the respective designated officers in DoPT.

The system will facilitate an efficient finalization of the Recruitment Rules (RR) by eliminating the need for intermediate movement of files between Ministries/ Departments and DoPT before approval. Once it is finalized, the final version of Recruitment Rules in physical files can be submitted to DoPT for necessary approval. Recently, the security auditing of the system has been completed successfully. The application can be accessed at http:// rrfams.nic.in.

INTRAMOP PORTAL

11.10 IntraMOP portal has been enriched with the addition of the following:

- Knowledge Management Centre containing various studies, analysis reports for sharing among MOP officials

- Fillable PDF forms for various applications related to administration, cash sections

- Health corner containing Information and alerts for health related topics

- Court Cases Pendency Status (division wise) in MIS / DIS module

- DMIS files/ receipts pendency status

MINISTRY'S WEBSITE (http://persmin.gov.in)

11.11 The Website of the Ministry of Personnel, PG and Pensions has been redesigned as per the Guidelines for Indian Government Websites prepared by NIC/DIT and adopted by DARPG. The email IDs of Secretaries to GOI and Chief Secretaries of State Governments are now published/included in the Secretary List /Chief Secretary List as the case may be.

Based on the feed back received from various users of the Ministry, a new module has been added in Website Management System (WMS) to facilitate multiple selections of categories in uploading the circulars and notifications in the website so that there is no redundancy/duplication in the uploaded circulars/notifications, falling under different categories.

Bi-Lingual version of the Website of Ministry of Personnel. The Hindi version of the Ministry's Website has also been developed and hosted. The website is thus presently available in bilingual form.

ONLINE FEEDBACK SYSTEM FOR LONG TERM TRAINING PROGRAMMES

13.12 Web-based software has been designed, developed and implemented to facilitate obtaining of on-line feedback from the officers pursuing foreign training. Two types of feed back forms for participants are made available in the online Feedback System, namely, the initial feedback which is to be submitted on-line by the participants immediately after joining the training programme, and the second and final feedback to be submitted on-line by the participants just after the completion of the training programme.

MASTER TRAINER (MT)/ RECOGNISED TRAINER (RT) PORTAL

13.13 The portal under reference is a Closed User Group Portal for Master Trainers (MT) and Recognized Trainers (RT) enabling them to post their view and share their knowledge. This portal also helps in maintaining an up-to-date directory of National Resource Persons (MTs/RTs) across the country and it can be used by all State Administrative Training Institutes (ATIs) for identifying the Resource persons for various training courses held by them. The following are some of the important features of this portal.

- Authentication based access (Login based)

- National Resource Person Directory

- Online discussion forum for MTs/RTs

- Calendar of Training Programmes

- Online submission of Deployment Preference by MTs/RTs

OFFICE MODULE FOR STATE CATEGORY/TRAINER DEVELOPMENT/ MASTER TRAINER-RECOGNISED TRAINER/ FEEDBACK

13.14 The Office Module has been developed and implemented to cater to the requirements/information needs of the Officers and Staff of DoPT and to enhance the efficiency of their functioning. The module encompasses State Category Training Programme/ Trainer Development Programme / Master Trainer/ Recognised Trainer/ Feedback System. The module facilitates the following.

- Approval / Updation / Generation of various MIS Reports with respect to State Category Training Programme / Trainer Development Programme.

- Updation of Master Trainer / Recognized Trainer Details.

- Deployment of Trainers for various TDP Courses, Updation of Course Conducted details, Viewing of Slotting Details.

- Generation of Deployment Letter.

- Addition / Updation of Training Institute Details.

- Viewing of Feedback details.

SYSTEM STUDY

The system study for the following proposed applications has been carried out:

Quarterly Cadre Returns of IAS Officers

13.15.1 A system study has been carried out on Quarterly Cadre Returns of IAS Officers and submitted to DoPT. A Post Bank will be created for the IAS Officers comprising of Cadre Posts, Temporary Posts, and Central Deputation

Posts etc. The existing system of collecting data from Cadres for the purpose of IAS Civil List can be done away with. This system can also be used to monitor the frequency of transfers of IAS officers in Cadre Posts for which tenure is fixed. This system can also be used to generate the various reports.

Vacant Board Level Posts Processing System for Public Enterprises Selection Board

13.15.2 A system study has been carried out for Public Enterprises Selection Board (PESB) on Vacant Board Level Posts Processing System. Subsequently, as desired by PESB, a proposal restricted to e-filing of application for vacant board level posts has been prepared and submitted. Key processes involved in the proposal are: (a) creation of Post Inventory for all Board level posts including eligibility criteria; (b) capturing of vacancy details; (c) e-filing of application for vacant board level posts; (d) security auditing and (e) hosting in the NIC Internet Data Centre.

TRAINING

13.16 Training Programmes have been conducted during the year under report for various levels of participants towards effective usage and implementation of the Application Software. These include the following:

- Two-day workshop on e-Service Book on two occasions for Nodal officers and NIC officers of Ministries / Departments in NIC HQ, Delhi

- Lecture-cum-Demo on RTI-MIS/ RMIS in ISTM, D/o Food and Public Distribution and M/o Environment and Forest

- Training of the designated officials of Ministries and Departments on ACC Vacancy Monitoring System (AVMS)

- Training of officers and staff of DOPT on DMIS software

- Training of the designated officials and staff of DOPT on CompDDO package

SOFTWARE DEVELOPED FOR DEPTT. OF PENSION & PENSIONERS' WELFARE

13.17   PENSIONERS' PORTAL—A MISSION MODE PROJECT UNDER NEGP

The portal has been enriched with the following:

• Links to various websites offering useful information/facilities/service etc. on Health sector, topics related to senior citizens e.g., CGHS(Home Page, Empanelled Hospitals, General Circulars), Aids and Appliances and General Information on mobility Aids and Old Age Homes in various States/UTs

• Dearness Relief Calculator   for pensioners

• Revamping and redesign of the Pensioners' Portal in compliance with the guidelines for Indian Government websites.

• Development and uploading of Fillable Pension related Forms i.e., Nomination Forms, Declaration / Certificate Forms, 'Application/ Claim Forms'

WEB-BASED CENTRALISED PENSION GRIEVANCES REDRESS AND MONITORING SYSTEM (CPENGRAMS).

13.18 Efforts continued to enrich CPENGRAMS further, based on the feedback from the concerned stakeholders. Accordingly, suitable software has been developed for generating various statistical reports. Also, additional   functionality has been added in the administrative module to enable the handling of the pension grievances with a greater efficiency and effectiveness.

WEB BASED COURT CASES MONITORING SYSTEM

13.19 This system is used for maintaining and monitoring details about court cases for providing MIS and DSS information for effective handling of the court cases by various divisions/departments of Ministry.

The Court Cases Monitoring System was modified as per the DoPT user requirements to include new features such as Administrator Module, Advocate Fee Details Module, Alert Reports, Division wise Summary Report for Secretary and court cases Logs. The modified software has been released as a new upgrade (version 4.7).

SOFTWARE DEVELOPED FOR THE DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

CENTRALIZED PUBLIC GRIEVANCES REDRESS AND MONITORING SYSTEM (CPGRAMS)

13.20 The Centralized Public Grievances Redress And Monitoring System (CPGRAMS) has been strengthened by additional monitoring reports both at the DARPG level as well as the Ministry/Department level. Refresher training programmes were organized by Department of Administrative Reforms and Public Grievances in association with NIC. Participants representing the second level offices of various Ministries/Departments along with the NIC officers of the respective Ministries/Departments have attended the training sessions. Presently, more than 860 organisations are using CPGRAMS.

Apart from these, on-site training has been given to twenty other organizations based on their demand. These organizations fall under the banking, insurance and telecom sectors which have huge client bases.

HELPLINE PORTAL FOR RASHTRAPATI BHAWAN

13.21 Helpline Portal for Rashtrapati Bhavan (http://helpline.rb.nic.in) has been developed by customizing the existing CPGRAMS and implemented to make the process of sending grievances / requests to the President of India easier. The portal is also integrated with CPGRAMS so that the Public Grievance Officers can take redress action on the grievances forwarded by President Secretariat and monitor the same. **This was launched by the Hon'ble President of India on July 24,2009.**

EXTENSION OF CPGRAMS FOR PILOT STATES (HARYANA AND RAJASTHAN)

13.22 Customized version of CPGRAMS for pilot states (Haryana and Rajasthan) have been developed and the same is presently under testing.

OTHER NICNET SERVICES

13.23 These include :

* The LAN of Department of Pension and Pensioners' Welfare and DoPT Offices located at Lok Nayak Bhavan and Training Division connected to NICNET/ Internet using high speed Fibre Optics cable of 34 Mbps / 10 Mbps with Leased Line as backup connectivity

* Executive Video Conferencing System (EVCS) was installed, tested and commissioned in the chamber of Secretary, Department of Personnel and Training, North Block and Secretary, DARPG, Sardar Patel Bhavan

* Upgradation of LAN in the four buildings of DoPT at North Block, Lok Nayak Bhawan, Training Division and PESB is under process

CHAPTER - 14

THE RIGHT TO INFORMATION ACT, 2005

14.0 Right to Information is implicitly guaranteed by the Constitution. Nevertheless, recognizing a need for setting out a practical regime for securing information by citizens from the public authorities and to promote transparency and accountability in the working of all public authorities, the Parliament enacted the Right to Information Act in 2005.

RAI ACT

14.1 The law is comprehensive and covers disclosure of information on almost all matters of governance. It is applicable to Government at all levels- Union, State and Local and also to the bodies owned, controlled or substantially financed directly or indirectly by the government. It covers all legislative bodies, the judiciary, the executive and all Constitutional bodies.

HOW INFORMATION IS SUPPLIED ?

14.2 The Act applies a two pronged strategy for dissemination of information. It casts an obligation on public authorities for suo-motu disclosure/publication of large amount of information. It also requires the public authorities to supply information called for by any citizen and to permit him to inspect the documents and collect samples of various works. The procedure for seeking information is very simple. A person seeking information has to make a request to the concerned Public Information Officer indicating the information required and the address at which the information is required. The request may be received either by post or collected in person. The reply can be in Hindi or English or in the official language of the area in which the application is made and can also be sent through e-mail.

MACHINERY

14.3 The Act creates an elaborate machinery to ensure supply of information which consists of Public Information Officers, Assistant Public Information Officers,

Departmental Appellate Authorities, independent Central Information Commission (CIC) and State Information Commissions, etc.

TIME LIMITS

14.4   The Act requires supply of information on time bound basis. A Public Information Officer is required to send information called for at the specified address within 30 days. In case of information concerning the life or liberty of a person, the information is to be provided within forty eight hours. If the information is not provided within the prescribed period, the Act makes provision for imposition of stringent penalty on the Public Information Officer. The Public Information Officer may have to pay a penalty of Rs.250 per day of delay subject to a maximum penalty of Rs. 25,000/-.

APPEALS

14.5   The information Act has created a system of two appeals. If an applicant does not get information within the prescribed period or the applicant is not satisfied with the reply given to him, he can make first appeal within 30 days to the departmental appellate authority who is generally the next superior officer to the Public Information Officer. If the applicant is not satisfied with the decision of the first appellate authority, he can file a second appeal to the Central Information Commission or the State Information Commission, as the case may be, within 90 days.

EXEMPTIONS TO CERTAIN AUTHORITIES

14.6   The provisions of the Act have been made over-riding in character, so that the scheme is not subverted through the operation of other minor Acts. However, certain types of information pertaining to security of the country, scientific or economic interest of the country and information on trade secrets, etc. are exempted from disclosure. Certain security or intelligence organizations have been exempted from disclosing any information except pertaining to corruption or violation of human rights. Such organizations are required to designate Public Information Officers and first Appellate Authorities to deal with applications

and appeals relating to information pertaining to corruption or violation of human rights.

INFORMATION COMMISSION

14.7 The Government of India has constituted the Central Information Commission and all the 27 States to which the Act applies have constituted State Information Commissions. These Commissions are high powered independent bodies which interalia can look into the complaints made to them and decide the appeals. The Commissions have power to impose penalty on the defaulting Public Information Officers. CIC entertains complaints and appeals in case of offices, financial institutions, public sector undertakings, etc., under the Central Government and the Union Territories while the State Information Commissions entertain appeals pertaining to offices, financial institutions, public sector undertakings, etc., under the control of concerned State Government.

14.8 The Central Information Commission, when constituted initially, had five Commissioners including the Chief Information Commissioner. The Government has subsequently strengthened the Commission and it now has nine Commissioners including the Chief Information Commissioner.

14.9 The Act enables the respective Governments to make rules to carry out its provisions. The Central Government has notified two sets of rules namely; the Right to Information (Regulation of Fee and Cost) Rules, 2005 and the Central Information Commission (Appeal Procedure) Rules, 2005.

CENTRAL FEE FULES

14.10 The Central Fee Rules provide that a request for obtaining information shall be accompanied by an application fee of rupees ten by way of cash against proper receipt or by demand draft or bankers' cheque or Indian Postal Order payable to the Account Officer of the public authority. The applicant may have to pay additional fee for obtaining documents or for inspecting the documents as follows:

(i) Rs.2 for each page in A-4 or A-3 size of paper,

(ii) Actual charge or cost price of a copy in larger size paper,

(iii) Rs.50 per floppy or diskette,

(iv) for inspection of records, no fee for the first hour; and a fee or rupees five (Rs.5/-) for each subsequent hour (or fraction thereof), and

(v) for information provided in printed form at the price fixed for such publication or rupees two per page of photocopy for extracts from the publication.

14.11 The persons below poverty line are not required to pay any fee for seeking information.

APPEALS

14.12 The Appeal Rules notified by the Government of India prescribe the procedure for deciding appeals by the Central Information Commission. Similar Rules have been notified by the States. The Central Rules, in particular, provide for the following aspects of the appeal:

(i) Contents of the appeal

(ii) Documents to be enclosed with the appeal

(iii) Procedure for deciding appeal

(iv) Procedure for service of notice by the Commission

(v) Personal presence of the appellant

(vi) Order of the Commission

DISSEMINATION

14.13 In order to ensure effective implementation of the provisions of the Act, the Government has issued instructions requiring all public authorities to update records, improve infrastructure and bring out necessary manuals as provided

in the Act; designate the first appellate authorities alongwith the Public Information Officers and publish their particulars; comply with the provisions regarding suo-motu disclosure; create a central point within the public authority to receive applications for information and appeals etc. Government in the previous years, had published Guides for the Information Seekers, the Central Public Information Officers, First Appellate Authorities and the Public Authorities. A consolidated Guide for the use of all the stake-holders was released by the Minister of State for Personnel, Public Grievances and Pensions in October, 2009.   There is a dedicated website on RTI www.rti.gov.in, which contains valuable information including circulars, notifications and Guides on RTI, search facility for locating CPIOs and Appellate Authorities in Central Government etc. It has a linkage with other RTI related sites as well.

CAPACITY BUILDING

14.14 Government has launched a Centrally Sponsored Plan Scheme for "Strengthening, Capacity Building and Awareness Generation for Effective Implementation of the RTI Act". The scheme aims at strengthening the State Information Commissions, train various stakeholders, create awareness about RTI through media and intervention in educational medium. Publicity campaigns under the scheme were conducted on television and radio thrice during the year 2009. Post offices in rural areas were used to display as many as 35,000 posters containing messages on the RTI. The funds of the scheme are also being used to engage an organization, namely, the Centre for Good Governance to act as 'Knowledge Partners and National Resources Centre' in the field and to undertake a study on proactive disclosure under section 4 of the Act by some Selected public authorities.

CHAPTER – 15

REORGANISATION OF STATES ALLOCATION OF STAFF

15.0 The States Reorganization Act, 1956, and subsequent Acts regarding Reorganisation of States and Union Territories bestow powers with the Union Government Ministry of Personnel, Public Grievances and Pensions for allocation of service of State Government employees between the successor States/ Union Territories. However the allocation of All India Services is looked after by the concerned administrative ministries and that of PSUs/Corporation Board etc by the Ministry of Home Affairs.

15.1 Three states viz., Chhattisgarh, Uttrakhand and Jharkhand were created out of the erstwhile States of Madhya Pradesh, Uttar Pradesh, and Bihar respectively with the notification of following Acts on August 25, 2000 :

- The Madhya Pradesh Reorganisation Act, 28/2000

- The Uttar Pradesh Reorganisation Act, 29/2000

- The Bihar Reorganisation Act, 30/2000

15.2 The Central Government had issued guidelines of State Reorganisation Scheme and constituted State Advisory Committees (SAC) in accordance with the guidelines, to advise the Central Government in the matter of allocation of the services of employees between the successor States. Allocation of state government employees between the successor States is being done in accordance with these guidelines. The guidelines are revised from time to time to meet the changing circumstances. During this year guidelines on allocation of employees between UP and Uttarakhand under Spouse Policy and Medical Hardship were revised. As per the revised guidelines the Hill Cadre/District Cadre personnel are now covered under spouse policy and medical hardship policy. The progress of allocation of employees in respect of the above mentioned three reorganized States is given below :

MADHYA PRADESH AND CHHATTISGARH

15.3 Based on the recommendation of SAC, the allocation of all the 1,68,000 State Government employees between the successor States was completed in September, 2004. The representations of some of the aggrieved employees were considered by another Committee headed by Shri K.S. Sharma. Decisions of the Committee on the representations were communicated to the MP State Government for implementation. During 2007, in compliance of the direction of High Court of Chhattisgarh at Bilaspur, another Committee was constituted under the Chairmanship of Joint Secretary, DoPT to consider the representations of the State Government employees. The representations covered by the order of High Court of Chhattisgarh at Bilaspur dated 17 April, 2007 were considered by the Committee. This Committee has held 12 meetings so far and considered 285 representations. Based on the recommendation of the Committee final decision was conveyed to the State Governments. As on date about 345 writ petitions filed by the aggrieved employees are pending in different High Courts of Madhya Pradesh and Chhattisgarh and in 36 cases directions/decisions of the Courts are to be complied with.

UTTAR PRADESH AND UTTRAKHAND

15.4 Allocation of 10, 98,000 State Government employees of State Cadre between UP and Uttrakhand is going on. Allocation of employees, except deferred/ pending cases has been completed. Employees belonging to the hill sub-cadre/district cadres – regional levels were allocated to Uttrakhand by a general order dated 11 September, 2001. So far SAC has held 73 meetings. The SAC reconstituted under the Chairmanship of Shri S.A.T. Rizvi, IAS (Retd.), is considering allocation in respect of pending/deferred cases and compliance with the directions of High Court of Judicature at Allahabad, Lucknow Bench, and High Court of Uttarakhand, Nainital. Another Committee under the chairmanship of Joint Secretary, DoPT, has been constituted to consider the grievances of the aggrieved employees of departments where the allocation process has already been completed. A total of 1149 court cases are pending in different High Courts of the two states. Constant efforts are being made

to get the cases disposed of as expeditiously as possible. About 250 court cases were disposed off by bunching of cases in the High Court.

BIHAR AND JHARKHAND

15.5 The allocation of 1,08,000 state government employees of the state cadre, between Bihar and Jharkhand is almost complete except allocation of about 750 deferred/left over cases and is expected to be completed towards the end of March 2010. The SAC in Bihar was discontinued from July 1, 2008. To consider the pending deferred/left over cases, a Committee under the Chairmanship of Joint Secretary, DoPT has been constituted. In order to expedite nearly 260 pending cases in the High Courts, information has been called for from the States and constant efforts are being made to get these cases finalized.

GUIDELINES OF STATE REORGANIZATION SCHEME

15.6 Guidelines for allocation of posts and personnel are given below :

Allocation of posts

15.6.1 According to the guidelines of the scheme of State Reorganization, posts relatable to a territory which includes areas like village, tehsil, district, division/ or region, including projects and undertakings, where such territories have been transferred in their entirety to the successor State of Uttrakhand shall be deemed to be the posts of the State where such territory is included on and from the appointed day.

All other state level posts which are not exclusively relatable to areas in any one State like posts in the secretariat, State legislature, State Public Service Commission, State Judiciary, State Police Service, Medical Service etc. may be provisionally allocated on the basis of the ratio of the districts between the successor states.

Allocation of Personnel

15.6.2 The broad principle of allocation of State Cadre employees has been allocation first by 'option', followed by 'Domicile' (Home District) and lastly by inclusion

of junior most personnel in the reverse order of seniority. If the number of posts allocated to the successor State are more than the total number of 'optees' and 'domiciles' (Home District), then the employees lower down in the seniority position in the cadre are considered for allocation even against their options, in order to fill up the balance posts.

The final allocation of all employees should be such that it is evenly distributed in respect of age and seniority so as to make composite and balanced cadre in the successor States. However, the following are exceptions to the above mentioned policy :

(a)   Women employees – allocated based on option only.

(b)   Class IV employees – allocated based on option only.

(c)   Handicapped persons – allocated based on option only.

(d)   Employees covered under the Spouse policy – as far as possible, both the spouses to be allocated to a single successor State based on their option.

(e)   Medical Hardships cases   Allocated based on options

   • Cancer patient   -   Self or family*

   • Blindness   -   Self only

   • Heart Bye-pass surgery   -   Self only if done within two years

     from the date of representation to the Committee.

   • Kidney Transplantation/   -   Self or family*

     Kidney failure and Continuing on dialysis

   • Mental illness   -   Self or family*, restricted to indoor treatment for at least three months.

Process of Allocation

15.6.3 The process of allocation includes :

(i) Posts are allocated in accordance with the guidelines mentioned above.

(ii) State Advisory Committee (SAC) draws the tentative final allocation list (TFAL) in respect of all employees.

(iii) TFAL would be circulated by SAC to the successor States for the information of their employees and for submission of representations, if any.

(iv) SAC would consider the representations made by the employees against the TFAL and forward recommendations to the Central Government for taking a final view, and

(v) Based on the recommendations of SAC, keeping the guidelines of the scheme, the TFAL would be finalised and passed on to the State Governments for issue of final allocation orders.

OTHER ISSUES

15.7 All the court cases pending in different High Courts were computerized and placed in the computerised monitoring system. The Central Government Counsels in High Courts of Bilaspur, Allahabad,Lucknow, Nainital, Patna, Ranchi and Jabalpur were apprised of the latest guidelines of reorganization and also various landmark judgements of High Courts and the Apex Court for early disposal of Writ Petitions.

CHAPTER 16

RECRUITMENT TO GOVERNMENT SERVICE

16.0 The Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC) are the two designated recruitment agencies administered by the Department of Personnel and Training. While the UPSC is a Constitutional body set up under Article 315 of the Constitution, the Staff Selection Commission has been set up by a Resolution of the Government and has the status of an attached office of the Department of Personnel and Training.

UNION PUBLIC SERVICE COMMISSION (UPSC)

16.1 Functions, Constitutions and activities of UPSC are detailed below :

CONSTITUTIONS

16.1.1 The Union Public Service Commission comprise a Chairman and ten Members. As on December 13, 2009, one vacancy of Member which had arisen in October, 2009 remains to be filled up.

FUNCTIONS

16.1.2 The functions of the Commission are as specified in Article 320 of the Constitution.

The UPSC makes recruitment for All India Service, Group 'A' Central Civil Services/posts, and Group 'B' Gazetted posts in Ministries/Departments of the Central Government. The Commission also conducts the examination for recruitment of Commissioned officers in the Defence forces. Some Union Terrorties also avail the services of the Union Public Service Commission for recruitment.

ANNUAL REPORT OF UPSC

16.1.3 Article 323 of the Constitution provides for submission of an Annual Report on the working by the Commission and its laying before the Parliament. The latest (59th) Annual Report of the Commission for the period covering April 01, 2008 to March 31, 2009, with the explanatory memorandum on the cases in which the Government did not accept the recommendation of the Commission, has been laid on the Table of Lok Sabha and Rajya Sabha on December 16 and 17, 2009 respectively.

The Parliamentary Standing Committee for Personnel, Public Grievances, Law and Justice had taken up the subject of 'Working of UPSC' and the Committee took oral evidence of Senior Officers from the Department of Personnel and Training and the UPSC. The report of the Committee is yet to be received.

16.1.4 PROGRESS DURING APRIL 1, 2008 TO MARCH 31, 2009

• Under recruitment through examination method, the Union Public Service Commission conducted 12 examination, eight for recruitment to Civil Services/ posts and four for defence services. A total of 9,41,517 applications were received and processed; 6,845 candidates interviewed for Civil Services/ posts (interviews for defence services were conducted by SSB of Ministry of Defence) and 4,104 candidates recommended for appointment to various posts-2,567 for Civil Services/posts and 1,537 for defence services/posts.

• The Commission received 385 requisitions involving 1,743 posts for direct recruitment by interview from various Ministries/Departments. Taking into account the carried over requisitions, the Commission, in all, processed 587 requisitions involving 3007 posts. Of these, 88 requisitions involving 393 posts were treated as closed for want of clarifications from the Ministries/Departments. In all, 293 requisitions involving 1,247 posts were advertised during the year 2008-09.

• A total of 46,648 applications were received against the direct recruitment cases; 6,419 candidates were called for interview, 4,492 candidates were interviewed. The number of candidates recommended during the period under report was 865.

• 247 cases involving 1.016 posts for which 46,478 applications had been received, could be finalized culminating in recommendation of 865 candidates, thus registering Applicants to Post Ratio of 46 and Recommendation to Post Ratio of 0.85.

• The Commission made 6,478 recommendations regarding suitability of

candidates/officials for promotion, deputation, absorption, etc., The Commission considered the service record of 18,858 officers and recommended (a) 6,056 officials for promotion in Central Services and (b) 422 officials for appointment on deputation/absorption.

- The Commission recommended 1215 SC, ST and OBC candidates to fill up the posts reserved for them in recruitment by examination. In addition to this 59 SC/ST/OBC candidates were recommended against unreserved posts.

- The Commission recommended 112 candidates belonging to Schedules Castes, 44 to the Scheduled Tribes and 198 to the Other Backward Classes to fill 77 percent of the posts reserved for them thought direct recruitment by interview. This figure does not include 23 candidates belonging to the Scheduled Castes, four candidates to the Scheduled Tribes and 58 candidates to the Other Backward Classes who were recommended against unreserved posts.

- The Commission recommended 18 candidates with disabilities out of the 34 posts reserved for them though direct recruitment by interview.

EXEMPTIONS

16.1.6 During the year 2009-10, orders were issued to exempt from the purview of UPSC, the following posts by including them in the UPSC (Exemption from Consultation) Regulations :

Posts	Department in which located
(i) Posts of Director Generals of: (a) Archaeologicl Survey of India, New Delhi (b) National Archives of India, New Delhi (c) National Museum, New Delhi (d) National Gallery of Modern Art, New Delhi. (e) Anthropological Survey of India, Kolkata. (f) National Library, Kolkata (g) National Research Laboratory for conservation of Cultural Property, Lucknow(h) Central Reference Library, Kolkata	(a) to (h): Ministry of Culture Department of Economic Affairs
(ii) Chief Economic Adviser	

16.2   STAFF SELECTION COMMISSION

CONSTITUTION

16.2.1   The set up of the Staff Selection Commission (SSC) comprises its Headquarters located in New Delhi and 09 Regional/sub Regional offices located at different parts of the country. The SSC (Hqrs) comprises one Chairperson, two Members, one Secretary-cum Controller of Examinations and other supporting officers and staff. The Regional offices are headed by Regional Directors and Sub-Regional Offices by Deputy Directors.

FUNCTIONS

16.2.2   The jurisdiction of the various Regional Offices is as under:-

S.No.	REGION	JURISDICTION
1.	Northern Regional Office at New Delhi	NCT of Delhi, Rajasthan and Uttrakhand
2.	Central Regional Office at Allahabad	Uttar Pradesh and Bihar
3.	Western Regional Office at Mumbai	Gujarat, Maharashtra, Goa and Union Territories of Dadar & Nagar Haveli and Daman and Diu
4.	Eastern Regional Office at Kolkatta	West Bengal, Orissa, Sikkim, Jharkhand and Union Territory of Andaman & Nicobar Islands
5.	North-Eastern Regional Office at Guwahati	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland and Tripura
6.	Southern Regional Office at Chennai	Andhra Pradesh, Tamil Nadu and Union Territory of Pondicherry
7.	Kerala-Karnataka Regional Office at Bangalore	Karnataka, Kerala and Union Territory of Lakshadweep
8.	Madhya Pradesh Sub-Regional Office at Raipur	Madhya Pradesh and Chhattisgarh
9.	North-Western Sub-Regional Office at Chandigarh	Jammu & Kashmir, Himachal Pradesh, Haryana, Punjab and Union Territory of Chandigarh

16.2.3 The role of the Staff Selection Commission is to make recruitment to Group 'C' (non-technical) and Group 'B' (non-gazetted) posts in Ministries/Departments

of Government of India and its attached and subordinate offices except those for which recruitment is made by the Railway Recruitment Boards and those exempted from its purview.

RECRUITMENT DURING 2009-10

16.2.4 The Commission has conducted/scheduled 08 All India Open Competitive Examinations in the financial year 2009-2010, as given below :

S. No.	Name of Examination	Date of Exam.	No. of candidates registered	No.of candidates appeared
1.	Junior Engineer (Civil & Electrical) Examination, 2009	5.4.2009	31747	20307
2.	Junior Translator Examination, 2009	24.5.2009	614	427
3.	Section Officer (Commercial Audit), Exam., 2009	14.6.2009	61821	36956
4.	Statistical Investigator Gr.IV Examination, 2008	28.6.2009	25659	8440
5.	Data Entry Operator Examination, 2009	2.8.2009	336317	250832
6.	Sub-Inspector in Central Police Organizations (CPOs) Examination, 2009	6.9.2009	116688	72937
7.	Special Recruitment Examination, 2009 for Auditors and Accountants in NER.	15.11.2009	30043	14090
8.	Tax Assistant Examination, 2009 on 13.12.2009		To be held	

16.2.6 The details of final results declared for open examinations conducted during the year 2009-2010 are given below :

S. No	Name of Exam	Date of Exam	Date of final Result	No. of Candidates applied	No. of candidates Interviewed	No. of recommended Candidates (category-wise)							Total
						SC	ST	OBC	PH	OH/ HH	ExS	UR	
1.	Junior Engineer (Civil & Electrical) Exam., 2008	24.7.2008	15.6.2009	9441	578-Civil 278-Elec.	85 47	37 8	83 24	2 -	1 -	3 1	338 158	543 237
2.	Sub-Inspector in CPO Exam., 2007	16.12.2007	20.7.2009	40799	3408 (qualified for Interview)	242	17 1	615	-	-	41	1168	2196
3.	SO (Audit) Exam., 2008	30.11.2008	13.8.2009	224420	1678	74	35	126	-	8/1	-	248	483
4.	Junior Translator Exam., 2009	24.5.2009	3.11.2009	614	213	11	6	15	-	-	-	35	67
5.	Date Entry Operator Exam., 2008	31.8.2008	2.7.2009		2858 (skill test)	88	45	159	6@	7#	59*	302^	594
6.	Tax Assistant Exam., 2008	29.3.2009	2.9.2009 (written part)		4689 (skill test)	432	30 7	1276	-	230	470	1974	4689

*   includes 50 UR and 9 OBC

@   includes 4 UR and 2 OBC

includes 5 UR and 2 OBC

^   includes 03 SC, 72 OBC, 01 ExS and 1 PH qualifying at UR standard

16.2.5 Apart from the above, the Staff Selection Commission has conducted two Departmental examinations for Steno Grade 'C' and Upper Division Clerk Grade during the period under report and the Clerks Grade Departmental examination was held in January 10, 2010.

16.2.7 As regards, recruitment to Group 'C' and "B' selection posts, recruitment by all regional offices of SSC for the period from 01.04.2009 to 15.11.2009, is given below :

Category	Number of candidates called for interview/skill test	Number of candidates recommended
Group 'C'	1690	51
Group 'B'	696	58

REMISSION OF FEES FOR WOMEN CANDIDATES

16.3 During the year, orders were issued to the effect that women candidates appearing in the examinations conducted by the Union Public Service Commission and the Staff Selection Commission would be exempt from the examination fees while submitting the application forms.

SETTING UP OF EXPERT GROUP

16.4 An Expert Group has been constituted in the SSC to analyse and review the present scheme of SSC examinations in the backdrop of recommendations of the Second ARC and the Sixth CPC.

MODEL RECRUITMENT RULES FOR THE POST OF LOWER DIVISION CLERKS

16.5 The Second Administrative Reforms Commission in their 10th Report have recommended that the minimum qualification for recruitment to the post of LDC should be 12th Pass or equivalent. These recommendations have been

considered in this Department and accepted. Accordingly, revised Model Recruitment Rules (RRs) for the post of LDC have been circulated to all Ministries/Departments for taking necessary action to amend the existing RRs in their Ministries and their attached and subordinate offices. The Ministries/ Departments have also been requested to forward the Model RRs to all autonomous/statutory bodies for adoption.

CHAPTER - 17

PUBLIC ENTERPRISES SELECTION BOARD

17.0 The Public Enterprises Selection Board (PESB) is a high powered body constituted by Government of India Resolution dated 3 March, 1987 which was subsequently amended from time-to-time, the latest being on 4.4.2008. The PESB was set up with the objective of evolving a sound managerial policy for the Central Public Sector Enterprises and, in particular, to advise government on appointment to their top management posts. The PESB is headed by a full- time chairman with three members.

17.1 The specific functions assigned to the PESB include the following:-

- to be responsible for the selection of personnel for the posts of Chairman, Managing Director or Chairman-cum-Managing Director and Functional Director in PSEs as well as in posts at any other level as may be specified by the government;

- to advise the government on matters relating to appointments, confirmation or extension of tenure and termination of services of the personnel of the above mentioned levels;

- to advise government on the desired structures at the Board level, and, for senior management personnel, for each PSE or group of PSEs;

- to advise the government on a suitable performance appraisal system for both the PSEs and the managerial personnel in such enterprises;

- to advise government on formulation and enforcement of a code of conduct and ethics for managerial personnel in PSEs;

- to advise the government on evolving suitable training and development programmes for managerial personnel in PSEs; and

- to build data bank containing data relating to the performance of PSEs and their officers.

17.2 During the year 2009-2010 (up to 28.02.2010), the PESB has made 81 recommendations for approval of Board level executives. They also recommended extensions/non-extension in 21 cases and confirmation in 9 cases.

17.3 Keeping in view the specific role assigned to the PESB vide Government of India Resolution dated March 3, 1987, the administrative Ministries/Departments have been advised to invariably consult the PESB in all cases where appointments have been made on the recommendations of the PESB, before issuing confirmation orders and extension of tenures of Board level incumbents.

CHAPTER-18

TRAINING INSTITUTES

18.0 Lal Bahadur Shastri National Academy of Administration

INTRODUCTION

18.1 The Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie is the premier training institution for the higher civil services in India. The Academy imparts induction level and in-service training. A common Foundation Course is held for entrants to All India Services and all Group 'A' services of the Union. The professional training to regular recruits of the Indian Administrative Service (IAS) and members of the Royal Bhutan Service is conducted after the Foundation Course. The Academy also conducts in-service training courses for members of the IAS and officers promoted to the IAS from the State Civil Services, as well as workshops and seminars on policy issues.

18.2 The Academy has developed a vision statement through a process of intensive discussions with all stakeholders which is as follows:

> "We seek to promote good governance, by providing quality training towards building a professional and responsive civil service in a caring, ethical and transparent framework."

COURSES

18.3 The Foundation Course is essentially knowledge-centred; the Professional Courses are fundamentally skill oriented and the in-service courses are mainly directed towards enhancement of policy formulation capabilities for assuming senior positions in Government.

FOUNDATION COURSE (15 WEEKS)

18.4 This course is intended for members of the All India Services, the Indian Administrative Service, the Indian Police Service, the Indian Forest Service and the various Central Services (Group 'A') of the Union. It is a fifteen-week course conducted from September to December every year. The course aims at imparting a basic understanding of the constitutional, political, socio-economic and legal framework of the country; and also fostering greater co-ordination among the members of the different public services by building esprit-de-corps and cultivating an attitude of co-operation and inter-dependence.

18.5 The course endeavours to make the officer trainees professional in their approach and aware of the challenges and opportunities within the Civil Service. It is structured to familiarize the new entrants in the Government with the environment of political, economics and administrative issues, through a well-defined syllabus. A revised syllabus was introduced from the 74th Foundation Course. The objectives of the course were also extensively revised and emphasis was laid on right values, ethical standards, norms of behaviour and personal conduct expected of civil servants; developing qualities such as sensitivity to social problems and to the poor, responsiveness to changing democratic needs and expectations of citizens; accountability to ensure high job performance; commitment to democratic values and the concepts of partnership and participative decision making. Concurrent evaluation based on tests, quizzes, assignments and reports was also introduced.

18.6 The Academy is now increasingly moving toward a modular format of training. Some of the modules conducted are: Administrative Accountability underpinning the need to be more accessible, accountable and transparent; Self-awareness-

covering areas of personal ethics and behaviours; Principles and Issues in Ethics; Ethics and Administration; Leadership Qualities and Motivation; Disabilities- including a field visit to the National Institute for Visually Handicapped, Social Sector, Poverty and its Manifestation, the Government programmes, Issues in Gender, etc. There is, however, a constant and underlying emphasis in all academic and co-curricular inputs to drive home the message of being humble, more accessible and humane in their approach to the citizens.

18.7 The main activities organized during the Foundation Course are:

1. Village Visit Programme: This is organized for a period of one week in order to sensitize the Officer Trainees to the reality of rural India, through a structured study of a village. The objective of the visit is to assess the dynamics of the socio-economic-political situation existing in the villages, understand the problems faced by villagers especially the deprived sections of the women and poor, and recognize the importance of the need to learn from the people in evolving solutions. A module on Participatory Rural Appraisal is also conducted prior to the village visit in order to enable better interaction with the villagers. Individual and group reports are also presented by the Officer Trainees after they return. This visit has been consistently found very useful as a sensitization methodology by the Officer Trainees.

2. Trek in the Himalayas: The objective of trek is to inculcate the spirit of adventure and to strengthen Esprit de corps in the Officer Trainees. The trek is also a significant learning experience in group dynamics, interpersonal relations, courage, endurance and love and respect for nature. The nine-day trek in tough conditions increases solidarity among the trainees and is considered an important component of the Foundational Course.

3. Extra Curricular Activities are conducted in the afternoons in order to impart skills other than purely academic to the trainees in recognition of the need for an officer to have diverse interests and a well-rounded personality.

4. To provide a forum for, the talents of the Officer Trainees, various cultural programmes are organized. The A.K. Sinha One Act Play Competition displays the acting skills of the trainees. Apart from that, cultural programmes and Zonal Days are organized to instill in the trainees a sense of the diversity and oneness of the country. The trainees themselves highlight

the cultural traditions of various parts of the country through exhibitions, cuisine and folk dances, etc. A Fete is organized in order to inculcate the spirit of entrepreneurship among the trainees. The proceeds go to the Social Services Society which organizes outdoor clinics for the poor TB patients of Mussoorie and surrounding area, including rickshaw pullers; and runs a school "Balwadi" for education of the poor children. Blood donation camps are organized twice a year where enthusiastic participation from the probationers is seen.

5. In 2009, one Foundation Course viz., 83rd Foundation Course was organized from August 31-December 11, 2009. Two Parallel Foundation Courses for the allied services were organized at the Dr. MCR Institute of Human Resource Development, Hyderabad, Andhra Pradesh and R.C.V.P. Noronha Academy of Administration, Bhopal, Madhya Pradesh.

IAS PROFESSIONAL COURSE, PHASE–I [26 WEEKS]

18.8 After completion of the Foundation course, the IAS Officer Trainees and trainees of Royal Bhutan Civil Service undergo the Professional Course Phase-I for 26 weeks. This course aims to develop and hone the professional skills in handling a large range of responsibilities that an officer shoulders within the first ten years of service. Emphasis is laid on understanding public systems and their management, together with a grounding in Public Administration, Law, Economics and Computer Applications. During the first part of Phase-I, the Officer Trainees are sent on a 9 weeks Winter Study Tour [Bharat Darshan] comprising of attachments with the three Armed Forces, Public Sector, Private Sector Units, Municipal Bodies, Voluntary Agencies, specially those working in difficult conditions, and civil administration in insurgency affected areas etc. The Officer Trainees are required to maintain a detailed account of their activities and visits by means of a daily diary, which is used for assessment. They are also required to make presentations on their experience and learning upon their return.

18.9 These attachments give the officers an opportunity to experience the diverse mosaic of our country. They also get an opportunity to see and understand closely the functioning of various organizations. The stay at villages as part

of the Winter Study Tour and exposure to grass-root realities of our country sensitizes the Officer Trainees to the plight of the citizenry. Interaction with grass-root level political executive also aids their understanding of democratic institutions. Stress is laid on local self-government institutions being respected and helped as facilitators in the process of development.

DISTRICT TRAINING (52 WEEKS)

18.10 During the District Training the officer trainees learn about the various facets of administration at the district level. During this period they are under the direct control of the District Collector and the State Government. They get an opportunity to get first hand knowledge of the work of the Collector / District Magistrate and various other institutions in the State Government. They may also get an opportunity of holding independent charge as Tehsildar/ Mamlatdar, Sub Divisional Magistrate, Block Development Officer, District Development Officer or Chief Executive Officer of Municipality.

18.11 The officer trainees are required to do assignments for the Academy, based on field studies in the district. The assignments required of them are a monthly report on training which could be either in the form of a DO letter and Analytical note on an issue or a Daily Diary, one assignment on District Administration where they study one area in detail and write a report, court work assignment comprising of case records of 9 cases and 2 enquiry, and language assignments incorporating lessons and tests in the language of the allotted cadre. A major assignment expected of them is the village study assignment comprising of two parts, the land reforms study and the socio economic study of a village. The Officer Trainees are required to stay in the village and complete the assignment, as well as make frequent visits to other villages in their districts. Through this the officer trainees learn to study the problems of the poor in depth in an objective manner. They also learn to appreciate better how Govt. schemes translate into reality. These assignments are presented in the Phase-II and evaluated by the Centre for Rural Studies. The counsellors nominated by the Academy for the various cadres remain in touch with the officer trainees throughout this period via correspondence, field visits to their districts and contact with their Collectors.

IAS PROFESSIONAL COURSE PHASE-II (8 WEEKS)

18.12 While theoretical concepts are sought to be imparted in the Foundation and Phase-I courses, the ground level realities are studied during the District Training. Phase-II is a time to share the experience gathered, as all the officer trainees return to the Academy from different Districts in India. The course content of Phase-II is designed to consolidate the learning and assimilation of the District experiences gained over one year in the field with the theoretical constructs taught earlier.

In 2009, Phase II training of 2007 batch was done from June 15-August 7, 2009.

MID-CAREER TRAINING PROGRAM FOR IAS OFFICERS

18.13 The Phase-IV programme was conducted at the Academy in collaboration Maxwell University and IIM Bangalore for the 1993 batch.

18.14 The Phase III programme conducted at the Academy in collaboration with Duke University for batches 1998 to 2001.

JOINT CIVIL-MILITARY TRAINING PROGRAMME ON NATIONAL SECURITY FOR IAS, IFS, IPS, IRS, ARMED FORCES AND CPMF

18.15 The first Joint Civil-Military Training Programme on National Security was conducted by the Lal Bahadur Shastri National Academy of Administration (LBSNAA) from February 2-14, 2003 at Mussoorie. The participants of the training program were drawn from the Civil Services, the Armed Forces and the Para-Military Forces in a manner outlined in the agreed curriculum document. Various issues including - National Security, Police, Challenges of the North East, Intelligence, Military, External Security, Economic Security, Left Wing Extremism, Governance Issues, Technology and Security, Open Source Analysis, Our Strategic Culture, Insurgency and Terrorism are discussed and deliberated at length. This program is held every year.

18.16 12th Joint Civil-Military Training Programme on National Security for IAS, IFS, IPS, IRS, Armed Forces and CPMF was conducted from September 7-

18,2009 and the 13th Joint Civil-Military Training Program on National Security for IAS, IFS, IPS, IRS, Armed Forces and CPMF was conducted from November 16-27, 2009.

18.17 Another Joint Civil-Military Training Program on National Security for IAS, IFS, IPS, IRS, Armed Forces and CPMF was conducted from 11th to 21st August, 2009 at ING, Trivendrum Kerala. The programme was conducted for the southern States of India.

JOINT TRAINING PROGRAMMES FOR OFFICERS FROM IAS, IPS AND IFS

18.18 The Academy conducts one to three courses of one-week duration each, every year on three themes. These courses are open to officers of various levels of seniority. 14th Programme on "Ethical Issues in Today's Administration" was conducted from   August 24-28, 2009 and 24 Officers attended it. Ethics in government is a nascent area in the country, and so far the Academy has conducted thirteen courses. Each course had gained incrementally in terms of the methodology and the content.

18.19 The objective of the programme is thus to expose the participants to the basic principles of Ethics/Moral Philosophy; tease them into thinking about the values that underpin the framing and implementation of public policy; and expose them to the ethical framework that policy makers use to resolve sticky public policy issues. The aim is to create an atmosphere in which participatory learning takes place.

18.20 14th Programme on "Ethical Issues in Today's Administration" was conducted from   August 24-28, 2009. Shri Tejveer Singh, IAS Deputy Director (Sr.), was the Course Coordinator.   24 Officers attended course.

18.21 Joint Training Programme for the Officers of IAS, IPS and IFS on Law and Order was conducted by the Academy from November 2-6, 2009.

18.22 Joint Training Programme for the Officers of IAS, IPS and IFS on Disaster Management was conducted by the Academy from November 23 – 27, 2009.

INDUCTION COURSES FOR OFFICERS PROMOTED TO THE IAS OR IN THE SELECT LIST FOR PROMOTION

18.23 Courses are also conducted for officers on the select list promoted to the IAS from the state services. The aim of these courses is to update levels of knowledge, skills and information and to provide opportunities for exchange of ideas, views and experiences with people who have developed expertise in different sectors of national development. Considerable focus is given to new managerial thoughts, techniques, and skills as well as to frontier areas of technology and its management. There is an emphasis on giving the Induction Course participants an all India perspective. The courses are of duration of eight weeks with about two weeks of Bharat Darshan.

18.24 During 2009, the 106th Induction Training Programme for officers promoted from SCS/select list to IAS was conducted from September 22 - November 13, 2009.

CURRICULUM

18.25 To ensure that the academic curriculum is relevant, it is constantly reviewed and updated. This is done on the basis of extensive consultations with the state governments through the state counsellors. The representatives of the state governments and the central government are also consulted from time to time. As the conventional classroom lecture methodology is not often the most effective route to create an impact on attitudes and values, several new methodologies have been introduced with significant success. Most courses operate on a modular structure whereby relevant themes are chosen and dealt with, in a consolidated fashion, to ensure that all aspects relating to them are covered comprehensively.

18.26 In order to promote an all round development of the personality, a great deal of emphasis is placed on outdoor events. Physical training, cross-country running, yoga, horse riding, river rafting, para gliding and pistol shooting are some of the activities that the officer trainees are involved in. Exposure to public speaking, theatre workshops, motor mechanics, gardening, photography

and music appreciation are some of the co-curricular activities offered to the young administrators. An opportunity to learn games from coaches of the Sports Authority of India is another option available.

18.27 To nurture the values of integrity, moral courage, empathy with and respect for the underprivileged, and freedom from any sectarian prejudices based on religion, region, caste, class or gender, the officer trainees are encouraged to participate in diverse social activities. Various Clubs and Societies have been formed, in which the Officer Trainees are elected as Officer Bearers. They organize and take part in quizzes, debates, poetry competitions and numerous other activities after class hours. This lends a spirit of bonhomie and also encourages esprit de corps.

TRAINING IN COMPUTERS AND THE STATUS OF INFORMATION TECHNOLOGY INFRASTRUCTURE

18.28 During the year, 2009-2010 the Computer centre did the following activities

- Providing laptops to the Officer Trainees and Participants of Phase III and IV: Computer centre has upgraded all the P IV Desktop computers to Laptops. All the Officer Trainees and Participants of Phase III & P IV participants were provided laptops in the hostel rooms.

- Up gradation of Printers: The existing printers of all the ACM members have been upgraded to high speed duplex printers and the printers of all the PA have also been upgraded to high speed printers.

- Providing P IV computers to the sectional heads/staff members: The sectional heads of all the sections have been given P IV computers and in the near future we are going to upgrade the computer of other staff members to P IV computers.

- Implementation of work Flow Automation Software from NISG: Computer centre is implementing the work flow automation software; the file movement

will be through this automation software. The software will help in starting the less paper office concept in LBSNAA.

18.29 Networking of Training Institute project: A new project has been initiated by DOPT in which 31 training institutes from all over India will be connected through MPLS VPN. Out of these institutes, 13 Institutes, are already connected to this network. The preparation of course repository and online examination modules have already implemented and tested by LBSNAA.

18.30 Implementation of Wi-Fi network in the campus: Most of the class rooms, conference halls and indoor areas have been provided the Wi-Fi internet connectivity. In the near future, we are planning to implement the same concept to the outdoor areas of the campus.

18.31 Setting up the Video Conferencing facility: The setup for the Video Conferencing facility has been done in the campus. The equipment for this facility has been installed and tested. In the Phase III and IV programmes many VC sessions were done with DUKE and MAXWELL Universities.

18.32 Alumni Portal: LBSNAA has started a new portal for all the alumni members of LBSNAA, the URL of this portal is www.lbsalumni.gov.in

18.33 The Academy has been continually upgrading its Information Technology infrastructure to ensure that the trainees are exposed to the latest technology. The Academy has redesigned the Website this year and now the Website of LBSNAA is hosted by the name of http://www.lbsnaa.ernet.in with the following features:

• An e-mail facility to all IAS Officers

• Bulletin board

• Discussion Groups

• e-Groups.

SEMINARS AND WORKSHOPS

18.34 A number of seminars and workshops of 2-5 days are held throughout the year. Some regular workshops are:

RETREAT OF IAS OFFICERS

18.35 The Academy organizes a retreat every year for Officers who joined the service 50 years back. The first was held in 1997, the Golden Jubilee Year of the new nation, where the ICS and IAS Officers, who were in service at the time of independence, participated. Since then, the retired officers are called every year for a period of three days to share their rich experience with the faculty and Officer Trainees. The seniors are extremely contemporary in their approach and provide valuable insights into the changing environment of the administration. The recommendations made by them on various issues confronting the country are sent to DoPT and all ATIs.

18.36 This year the Officers of 1959 Batch were invited to share their views on September 24– 25, 2009. In all forty Officers attended the Retreat including an allied service officer. A large number of them were accompanied by their spouses. The recommendations given by the groups have been found to be very useful.

18.37 The participants also interacted with the officer-trainees of 83rd Foundation Course in groups and officer-trainees have been benefited with their rich and varied experiences.

CONFERENCE OF HEADS OF ATI AND STATE TRAINING COORDINATORS

18.38 A conference of all States ATIs is held every year to discuss the issues related to Coordination of the 52 weeks district training of IAS officer trainees with the ATIs; Delineating clear responsibilities of the Collectors imparting training and recommending a mechanism to ensure the sustained interest of Collectors in the district training and other areas of networking between LBSNAA and the ATIs, including coordination of in-service courses. The Academy has collated

the district training plans of all states and on that basis has suggested some points for incorporation in the state training plans. The conference also provides an opportunity to obtain feedback on district training from the Officer Trainees attending Phase II.

18.39 The 8th Conference of Head of Administrative Training Institutes and State Training Coordinator was organized from May 28–29, 2009.

18.40 The 10th Conference of Heads of Central Training Institutes was conducted from October 8–9, 2009.

DIRECT TRAINER SKILLS & DESIGN OF TRAINING

18.41 Direct Trainer Skills (DTS) course was designed for amateur trainers with an aim to provide opportunities for the development of basic instructional skills. It was conducted under the auspices of Department of Personnel and Training, Government of India.

18.42 Although the course is for those who are new entrants in training environment but was attended by experienced trainers/faculty of Central Training Institutes and LBSNAA who were familiar with nuances of training. Activities and micro practice sessions made the course quite participative and enjoyable. Participants were encouraged to share their learning experience with others. Giving and receiving feedback to and from fellow participants underlined the basic principles of adult learning process during the course. The changing role of the trainer – from a provider to a facilitator was also emphasized during the course. The course was conducted from May 4-8, 2009, May 18-22, 2009 and August 17-21, 2009 and November 30-December 4, 2009. 114 participants participated in these four courses.

18.43 Design of Training Programme was conducted by the Academy from May 11-15, 2009, May 25-29, 2009, August 24-28, 2009 and December 7-11, 2009. In these courses 30 officers participated.

RESEARCH UNITS

18.44 LBSNAA is in a unique position of being able to provide support to the Government for policy formulation through its research activities. It is with this objective that a number of research units have been set up.

CENTRE FOR CO-OPERATIVES AND RURAL DEVELOPMENT, LBSNAA

18.45 Centre for Co-operatives and Rural Development (CCRD) has been functioning in the Academy since September, 1995. CCRD is engaged in conducting research in co-operative sector, studying the difficulties faced by the rural poor in organizing themselves into co-ops and successful interventions by Co-operatives and Rural Development Institutions in poverty reduction, to impart training in the areas of co-operatives and rural development to officers of the IAS and other Class-I Services, organizing Training Programmes on capacity building of Self Help Groups and providing support to the National Institute of Administrative Research (NIAR) and other research units of the Academy.

CENTRE FOR RURAL STUDIES (CRS)

18.46 The activities of the Centre for Rural Studies for the year 2009 are as under:

The Centre for Rural Studies, Lal Bahadur Shastri National Academy of Administration (LBS NAA) was set up by the Ministry of Rural Development, Government of India for the concurrent evaluation of land reform policies implemented by the states on the basis of inputs provided by the Officer Trainees who are undergoing district training programme. In addition to this, the task of concurrent evaluation of poverty alleviation schemes was also entrusted to the Centre. Over the years, the Centre has widened its activities involving conducting research studies, training programmes and policy suggestions.

The CRS conducted a two days National Symposium on "Agrarian Occupational Transformation in India and Issues of Rural Livelihood" on August 12-13, 2009 in which 30 participants across the India participated.

CENTRE FOR DISASTER MANAGEMENT

18.47 Ministry of Home Affairs, Government of India has set up Centre for Disaster Management in LBS National Academy of Administration, Mussoorie for acting as a nodal institution for imparting training on various aspects of Disaster Management with a special focus on Incident Command System. The Centre has been conducting a number of training programmes and has also been formulating the national strategy for adaptation of the global best practices to suit Indian conditions. The Centre for Disaster Management has collaborations with United States Department of Agriculture-Forest Services under GOI-USAID Disaster Management Support Programme. It has also taken up the task of setting up and initiating training at regional training centers in the country. The Centre is involved in training IAS officers at induction as well as in-service level in the field of disaster management, use of ICT, HAM radio, action research projects, documentation of best practices, development of films, conducting seminars, case studies, teaching materials, etc.

18.48 As per the consultations between Government of India and Government of United States represented by their lead department for ICS i.e., United States Forest Services (USFS), a detailed calendar for the project has been finalised covering the process of transfer of knowledge regarding new management system, adaptation, TOT and other related areas. The calendar of events so prepared is also part of the official document of the Government of India. The LBSNAA has already started the process of training of core group and resource persons from different states. The activities are continuing as per the calendar developed after mutual consultations.

18.49 The Centre has conducted three courses, namely 'Science for Rural Societies Programme' from April 20 – May 1, 2009 where 15 participants attended the course. Second programme was on "A Primer in Administration and Management for Scientists and Technologists" from May 25-29, 2009 which had 21 participants. The third programme was on "Joint Training Programme on disaster Management for IAS / IPS and IFS" from November 23-27, 2009 where 21 participants took part.

NATIONAL INSTITUTE OF ADMINISTRATIVE RESEARCH (NIAR)

18.50 National Institute of Administrative Research (NIAR) is a Society established in 1995 (Registration No. 758 dated 14.10.1996) and promoted by Lal Bahadur Shastri National Academy of Administration (LBSNAA). The Society is conducting research and training programmes on governance issues. The areas of competence of the Institute are primary and elementary education, decentralized participatory planning at district and block level, capacity building of panchayati raj institutions, geographical information systems, poverty and rural development, participatory learning and action, rural livelihoods, literacy, health, agrarian issues, cooperatives and public sector management.

18.51 The activities of the Society include research studies, consultancy services, organization of theme oriented training programmes and workshops, and preparation of case studies.

1. Benchmarking States Performance by Measuring Outcomes (Development of Indicators of Governance for States and UTs in India)

2. Monitoring and Supervision of SSA in Uttrakhand

3. Study of the Role of VEC/PTAs/SMDCs/Urban Local Bodies in School Management and Supervision in the Context of SSA for the State of Uttrakhand

4. Project Capacity Building, Impact Assessment and Documentation of Various dimensions of NREGA Implementation

    a. NREGA Case Studies

    b. Documentation of Good Practices of NREGA

    c. Socio Economic Impact Evaluation of NREGA in 6 states

    d. Development of Audio-visual and printed material of NREGA

    e. NREGA State Peer Learning Workshops and Issue Based Workshop:

S.N.	Dates	Name of the Training Programme	Duration	Venue
1.	9-10 October, 2009	State Peer Learning Workshop for State and District Level NREGA Functionaries	2 days	Mysore, Karnataka
2.	21-22 October, 2009	State Peer Learning Workshop for State and District Level NREGA Functionaries	2 days	Vadodara, Gujarat
3.	3-4 November, 2009	State Peer Learning Workshop for State and District Level NREGA Functionaries	2 days	Purulia, West Bengal
4.	19-20 November, 2009	State Peer Learning Workshop for State and District Level NREGA Functionaries	2 days	Mandi, Himachal Pradesh
5.	1-2 December, 09	State Peer Learning Workshop for State and District Level NREGA Functionaries	2 days	Indore, Madhya Pradesh

5. Social Accountability Mechanism for Sarva Shiksha Abhiyan (SSA) and National Rural Health Mission (NRHM)

6. Baseline Social Assessment Study (BSAS) of Elementary Education in Jammu & Kashmir

So far the Society has conducted the following training programmes for the year

Sl. No.	Name of the Course	Date	Duration	Total Participants
1.	Management Development Programme for Sr. Officers of Rajya Sabha Secretariat	25-29 May, 09	5 days	20
2.	Workshop on Unique Identification and Governance Implementation Challenges	9th October, 09	1 day	27
3.	Strategic Management Programme for the Trainees of Indian Institute of Coal management	17-20 Nov. 09	4 days	20

PUBLICATION CELL

18.52 The main functions of the publication cell are creation, collection and dissemination of appropriate training software and to publish Academy's prestigious biannual Journal "The Administrator". It also develops background teaching materials in various areas of public administration, economics, law, management, computers, etc. There is an Editorial Board and a Core Group exists to monitor its activities, which are headed by the Director of the Academy. The work relating to development of training software and to publish "The Administrator" are the core functions of the Cell.

CASE STUDIES

18.53 Among the training methodologies currently in use, perhaps the most effective for mid-career professionals is the methodology of case studies. Further, the feedback received from participants and programme coordinators of in-service courses suggests that this is the most preferred training and learning methodology.

TRAINING MATERIAL

18.54 The Publication Cell has helped in developing the following:-

1. Reading material for participants of in-service courses of Indira Bhawan.

ACADEMY BIANNUAL JOURNAL "THE ADMINISTRATOR"

18.55 The Administrator is to serve as a platform for research and documentation in the areas of public administration, public management and public policy for practitioners and students of these fields. "The Administrator" Vol. 49 Issue Nos. 1 was printed and Issue Nos. 2 is under process.

NATIONAL CENTRE FOR GENDER TRAINING, PLANNING AND RESEARCH (NCGTPR)

18.56 The National Centre for Gender Training, Planning and Research was established in 1998. This year NCGTPR conducted following courses:

- Conference on Integrated District Approach from June 8-11, 2009. The number of participants was 62. The Programme was Inaugurated and Valedictory was given by Shri Dushyant Nariala, Deputy Director (Sr. & Shri Tejinder Sandhu).

- Training of Trainers Programme on "Gender Budgeting" was held from June 12-13, 2009 and the total number of participants was 23.

18.57 Besides the above mentioned conference, the Centre is giving inputs on Gender issues, sexual harassment at work place for all the courses being run in as well as outside the Academy.

TOTAL QUALITY MANAGEMENT IN TRAINING INSTITUTIONS (TQM)

18.58 To bring the concept of Total Quality Management in the Academy activities, the Academy undertakes a number of activities. These involve a number of staff oriented activities and upgrading facilities and utilities within the Academy. In addition, the Academy has brought in TQM concepts as essential inputs in almost all courses conducted in the Academy. TQM have in fact become an integral part of the courses run in the Academy. Some of the significant TQM topics are being covered in the various training courses like Foundation Courses, IAS Phase-I and In-service Courses.

18.59 These inputs have been extremely useful and of practical value to the participants and are being used to make changes in the functioning of some offices leading to better service and better quality. This year the TQM conducted training programme on "Improvement of district hospitals" from October 27-30, 2009 at Himanchal Pradesh Institute of Public Administration, Shimla. In all, 31 participants took part in this programme from four states viz., Rajasthan, Haryana, Punjab and Himanchal Pradesh.

NATIONAL CENTRE FOR URBAN MANAGEMENT (NCUM)

18.60 The Lal Bahadur Shastri National Academy of Administration, Mussoorie, is the apex training institution in the country for senior members of the Civil Services in India. The vision of the Academy is to promote good governance, by providing quality training for building a professional and responsive civil service in a caring, ethical and transparent framework. Being a premier institution for administration and human resource development, it is poised to play a catalytic role in resolving urban problems and meeting the challenges of urban governance and management especially through capacity building initiatives. The Academy looks at capacity building beyond institutional development. It looks at the total environment within which individual organizations and societies operate and interact and resolves competing interests.

18.61 The focus of training provided by the LBSNAA in Foundation, Professional, Induction and the Mid-career training to IAS officers has been, over past decades, overwhelmingly rural. The exclusive rural emphasis made eminent sense earlier. But now India is emerging as one of the fastest urbanizing countries in the world. This means a very large number of officers would now be required to grapple with the urban problems even early on in their careers and increasingly so with larger and complex cities later, which needs streamlined service delivery on the "Rights Based Approach" through reformed municipal governance. The lacunae in the existing institutional arrangement which

could orient and influence the highest echelons of civil service with regard to urban areas in integrated manner necessitated the need for establishing National Centre for Urban Management in the Academy tasked with-

• Providing opportunity to learn from alternative systems of public management based on comparative studies of various cities (India and abroad)

• Need for continuous advocacy amongst political executives and civil servants on decentralization and good governance issues.

• Promoting Hands on Practical Training and Experience (HOPE).

• Strengthening urban inputs in various courses organized at LBSNAA.

• Helping States and ULBs in implementing 1st Generation Reforms (MPC, DPC, benchmarking of urban services, PDL, community participation (Area Sabha) etc.

FACILITIES AT LBSNAA

GANDHI SMRITI LIBRARY

18.62 Gandhi Smriti Library of the Academy is one of the most modern and well equipped libraries in the country for catering to the needs of the Indian administrators.

18.63 The records of the Gandhi Smrity Library are fully computerized using library software LIBSYS/LS PREMIA DATABASE. The library maintains two databases- one for information on books, reports, audio cassettes, video cassettes, CDs and the another for newspapers and journals, articles. The library databases are now available on LAN. The library OPAC can be accessed from the URL www.lbsnaa.ernet.in

18.64 The library has more than 1.65 lakh documents, including bound volumes of journals, audio cassettes - 2194, and CDs- 3943 which are accessed and used in training activities. More then 3500 books are likely to be included during the year 2009.

18.65 In addition, the library acquires around 360 periodicals, published by various National and International Organizations / Institutions, by way of subscription, exchange and gift.

18.66 A separate collection of documents on and by Mahatma Gandhi is maintained in a section called "Gandhiana". At present, there are more than 1000 publications in this collection.

FACULTY OF HINDI AND REGIONAL LANGUAGES

18.67 The faculty of languages provides intensive training in Hindi and Regional languages to equip the Officer Trainees of their respective cadres during the Foundation Course, IAS Professional Course Phase-I and Phase-II. The Academy provides facilities for imparting training in fourteen modern Indian languages which are Hindi, Malayalam, Kannada, Marathi, Gujarati, Tamil, Telugu, Urdu, Punjabi, Assamese, Manipuri, Nagamese, Oriya and Bengali. The Faculty also offered training in Nepali by the Nepali Instructor. French is also taught in the Academy to the Officer Trainees. This has been done under a joint collaboration with the Ecole National Administration of France.

THE ACADEMY SPIRIT

18.68 LBSNAA seeks to impart in civil servants exemplary attitudes and values expected in public services. The skills and knowledge required by a professional civil servant are relatively easier to impart, and these have traditionally been the

strength of the Academy. However, to positively influence in the brief period available to us, the attitudes and values of intelligent young persons in their mid-twenties, coming from a wide variety of backgrounds, is a daunting task.

18.69 It is generally argued that for public service one needs integrity, moral courage, empathy with and respect for the underprivileged, and freedom from any sectarian prejudices based on religion, region, caste, class or gender. But today, it is precisely these very values that are under siege because of turbulent conflicts and upheavals in the recent past.

To nurture these values, the officer trainees are encouraged to participate in diverse social activities. They are given responsibilities for improving the Lalita Shastri Balwadi School, where LKG/UKG and Class-I are conducted at a concessional rate for the children of the employees and the public. In the school nearly 100 children are enrolled. The problem of solid waste management has also been addressed by them in close coordination with NGOs working in Mussoorie. The officer trainees also do shramdaan to maintain the environment. Emphasis on caring for the poor, listening to the people, providing safety nets for the vulnerable, and being open and transparent runs like a thread in all the courses and all the interactions.

18.70 The Officer Trainees are divided onto counsellor groups where they are able to discuss their beliefs in a frank atmosphere. This forum serves as a great means of eliciting their views and conveying the right messages to them.

THE ACADEMY AS ALMA MATER

18.71 All officer trainees in the All India Service and Central Services begin their careers from the Lal Bahadur Shastri National Academy of Administration at Mussoorie. As a result, this institution provides a bonding between young officers from different civil services. The Academy furthers the creation of oneness among the officers who look back to this institution with nostalgia.

INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT

18.72 The Institute of Secretariat Training and Management (ISTM) was established

in 1948 for the purpose of imparting training to the officers of the Central Secretariat. Originally set up with the objective of conducting foundational and in-service training programmes for Assistants and Section Officers of the Central Secretariat, the range of the activities of the Institute has increased exponentially over the last six decades. In addition to the in-house training programmes, the Peripatetic Training provided by the Institute to the state governments and Union Territories, and training in Behavioural Skills, Management Techniques, Financial Management and Office Management are of particular significance. On specific request from Central Government Departments, Autonomous Bodies, Public Sector Organisations, the Institute organizes special programmes addressed to the specific customer needs in different areas.

18.73 From the year 2007-08, ISTM is also involved in implementation of the CSS Cadre Training Plan which envisages Organisation of mid-career mandatory training programmes having linkages with career progression upto Director Level Officers.

18.74 During the period from April 1 – November 30, 2009, ISTM conducted a total of 102 training programmes (including Organisation Specific Programmes and Peripatetic Programmes) covering a trainee population of 2643. Further, 63 courses are likely to be conducted during the period from December, 2009 to March, 2010 (including Organisation Specific Programmes and Peripatetic Programmes). The details of these courses being organised are explained in the subsequent paras.

FOUNDATIONAL AND REFRESHER COURSES

18.75 One Orientation Course for Deputy Secretaries/Directors, two courses on Professional Development Workshop for Private Secretaries and one course of Personal Assistant (Refresher) for newly promoted Personal Assistants of CSSS was conducted. One Orientation Course for Deputy Secretaries/Directors, three courses on Professional Development Workshop for Sr. PPS and PPS, one course of Personal Assistant (Refresher) for newly promoted Personal

Assistants of CSSS and one course of Personal Assistant (Direct Recruits) of CSSS is scheduled to be conducted by March, 2010.

FOUNDATIONAL AND REFRESHER COURSES CONDUCTED AS PER NEW CSS CADRE PLAN

18.76 Three courses for CSS Level 'A' (for UDCs with 5 years of service), four courses for CSS Level 'B' (for Assistants with 8 years of Service), two courses of CSS Level 'D' (for Section Officers with 8 years of Service) and four courses of CSS Level 'E' (for Under Secretaries with 5 years of service) have been conducted.

18.77 In addition to that one courses for Assistant Direct Recruit (Foundational) Course is being held from October 26, 2009 to April 9, 2010.

18.78 Two courses for CSS Level 'A' (for UDCs with 5 years of service), one course for CSS Level 'B' (for Assistants with 8 years of Service), one course of CSS Level 'D' (for Section Officers with 8 years of Service) and one course of CSS Level 'F' (for Deputy Secretaries/Directors of CSS) have been scheduled during the current year.

SPECIALISED PROGRAMMES

18.79   The Institute has also conducted a number of specialized programmes on various subjects. Details of the number of programmes already conducted and proposed to be conducted are given below:

Subject	No. of programmes conducted upto 30th November, 2009	Remaining programme which would be conducted by March, 2010
Personnel Administration and Office Management	14	5
Financial Management	7	6
Management Services	10	8
Behavior Training & Secretarial Skills	9	4
Training of Trainers	4	6

MODERNIZATION OF ISTM

18.80 A Plan scheme for Modernization of ISTM is being implemented in the Institute to continuously upgrade its infrastructure facilities. In the year 2009-2010 (up to November, 2009) the following have been completed-

- Modernization 4 class rooms in the Library Building.

- Renovation of Hall in the Library Building for Computer Lab.

- Procurement of New Mini Bus for ISTM.

- Renovation of 3 class rooms in Seminar Hall complex.

18.81 The following works have been initiated during the year 2009-10:-

- Renovation of 2 class rooms in the Seminar Hall complex.

- Renovation of faculty rooms in the Admn. Block.

- C/o of Ladies Toilets in the Admn. Block of ISTM

- Renovation of old Dining Hall of Hostel Block.

- Creation of Reception and Lounge in Admn. Block

- Renovation of Canteen in Admn. Block.

FACULTY DEVELOPMENT

18.82 During the year, ISTM had taken up faculty development in a planned way:-

- One faculty member qualified as RT (DTS) at LBSNAA, Mussoorie during May   4-22, 2009

- Two faculty members qualified as RT (DTS) at the RCVP Noronha Academy of Administration and Management, Bhopal during August 3-21, 2009

- One faculty member attended Training Programme on "Enhancing Leadership Capacities and Potential among Professional Women" at IIM Ahmedabad during November 3-6, 2009

• One faculty member attended "Workshop on Master Practitioner of NLP" under the Faculty Development Scheme of DoPT during August 3-8, 2009

TRAINING INITIATIVES

18.83 The Institute of Secretariat Training and Management (ISTM) is involved in capacity building in the area of Right to Information. ISTM faculty members have developed a very strong knowledge base in the area of Right to Information.

As of now we have been conducting the following workshops:-

(a) Workshop on disposal on appeal for appellate authorities

(b) Workshop for CPIOs/APIOs

(c) Trainers Development Programme on RTI

(d) Sensitization of Govt. Officials (Seminar for Awareness Generation)

(e) Records Management for RTI

(f) Organisational Specific Courses including NGOs

(g) RTI – ROP (Re-Engineering Office Processes)

(h) Workshop on Right to Information for Under Secretaries

(i) Workshop on Records Management for RTI

18.84 In the year 2009-10 up to November, 2009) 9 courses have been conducted covering 303 participants.

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION NEW DELHI

18l.85 The Indian Institute of Public Administration is an autonomous organization registered under the Societies Registration Act XXI of 1860.   The objectives of the Institute are:

(i) To promote and provide for the study of Public Administration and economic and political science with reference to public administration and the machinery of government and for educational purposes incidental thereto.

(ii) To undertake, organize and facilitate study courses, conferences and lectures and research in matters relating to public administration.

(iii) To undertake provide for the publication of journals and of research papers and books to impart training in and promote study of public administration.

(iv) To establish and maintain libraries and information services to facilitate the study of public administration and spreading information in regard thereto.

(v) To cooperate with approved institutions and bodies for the purposes of helping the cause of public administration.

18.86 During the financial year 2009-10, the Institute will receive a Non-Plan grant-in-aid to the extent of Rs.157.50 lakhs and Plan grant of Rs 100 lakhs from the Department of Personnel and Training (DoPT).*

*These are BE figures RE figures not yet decided.

CHAPTER - 19

THE MACHINERY FOR JOINT CONSULTATIVE AND COMPULSORY ARBITRATION

19.0   The Scheme for Joint Consultative and Compulsory Arbitration for the Central Government Employees was introduced in the year 1966 on the lines of the Whitely Councils in the U.K. This is a declaration of joint intent regarding the common approach of the Government of India on the one hand and the employees' organisations on the other for joint consultation and smooth working.

19.1   The basic objectives of the Joint Consultative Machinery (JCM) are as under:-

- To promote harmonious relations between the Government and its employees

- To secure the greatest measure of cooperation between the Government in its capacity as employer and the general body of its employees in matters of common concern, and

- To increase the efficiency of the public services, through a collaborative endeavour, to narrow the area of "unresolved differences" and widen the ambit of agreement on substantive issues of common concern

19.2   The JCM Scheme provides for a three-tier machinery:-

(i)   the National Council as the apex body; (chaired by the Cabinet Secretary);

(ii)   Departmental Councils at the level of individual Ministries / Departments including their attached and subordinate offices and (chaired by respective Secretaries); and

(iii)   Regional / Office Councils to deal with mainly the local problems at the level of each individual office, depending on its structure. (chaired by Head of office of respective organizations).

19.3   The scope of the JCM Scheme includes all matters relating to:

- conditions of service and work;

- welfare of the employees; and

- improvement of efficiency and standards of work, provided, however, that

  (i) In regard to recruitment, promotion and discipline, consultation is limited to matters of general principles; and

  (ii) Individual cases are not considered.

19.4 Under the JCM Scheme, there have been continuous interactions with staff unions at the National level as well as at the Departmental level and a number of important issues have been resolved amicably through mutual discussions. Forty-five meetings of the Council (JCM) have been held since the inception of the Scheme in 1966.

19.5 National Anomaly Committee - In order to resolve the anomalies arising out of the implementation of the recommendations of the Sixth Central Pay Commission, a National Anomaly Committee has been constituted under the Chairmanship of Secretary (P). The first meeting of the National Anomaly Committee is to be held on December 12, 2009.

19.6 Arbitration - An important feature of the JCM Scheme is the provision for Arbitration in cases where there is no agreement on an issue between the Official Side and the Staff Side on matters relating to:-

- pay and allowances;
- weekly hours of work; and
- leave of a class or grade of employees.

19.7 Board of Arbitration (BOA) - A Board of Arbitration (BOA) comprising a Chairman (who is an independent person) and two members,(nominated one each by staff side and official side) is functioning under the administrative control of the Ministry of Labour. Awards of the Board of Arbitration are binding on both the sides, subject to the over-riding authority of Parliament to reject or modify the awards. Under JCM Scheme, 259 references have been made to Board of Arbitration, so far, for settlement of disagreement cases. Out of these 259 references, 257 have been decided by BOA. Most of the awards which were in favour of the employees, have been implemented, except a few which could not be accepted due to adverse affect on National Economy / Social Justice.

CHAPTER - 20

CENTRAL BUREAU OF INVESTIGATION

AN OVERVIEW

20.1 Central Bureau of Investigation (CBI) draws powers to investigate from Delhi Special Police Establishment Act, 1946. Section 2 of the Act vests DSPE with jurisdiction to investigate offences in the Union Territories only. However, the jurisdiction can be extended by the Central Government to other areas including Railway areas and States under Section 5(1) of the Act, provided a State Government accords consent under Section 6 of the Act. The executive officers of CBI of the rank of Sub Inspector and above exercise all powers of a station officer in-charge of the police station for the concerned area for the purpose of investigation. Section 3 of the Act authorises DSPE to investigate only those offences which are notified by the Central Government from time to time.

20.2 The Central Bureau of Investigation was established by a resolution dated April 1, 1963 with the following divisions.

(i) Investigation and Anti Corruption Division (Delhi Special Police Establishment)

(ii) Technical Division

(iii) Crime Records and Statistics Division

(iv) Research Division

(v) Legal and General Division

(vi) Administration Division

20.3 The Investigation and Anti-Corruption Division (Delhi Special Police Establishment) was entrusted with the following mandate in the resolution although it continued to derive its jurisdiction and powers from DSPE Act, 1946.

- Cases in which public servants under the control of the Central Government are involved either by themselves or along with State Government servants and/or other persons

- Cases in which the interests of the Central Government or of any public sector project or undertaking, or any statutory corporation or body set up and financed by the Government of India are involved

- Cases relating to breaches of Central Laws with the enforcement of which the Government of India is particularly concerned, e.g.,

  (a) Breaches of Import and Export Control Orders

  (b) Serious breaches of Foreign Exchange Regulation Act,

  (c) Passport frauds

  (d) Cases under the Official Secrets Act pertaining to the affairs of the Central Government

  (e) Cases of certain specified categories under the Defence of India Act or Rules with which the Central Government is particularly concerned

- Serious cases of cheating or fraud relating to the Railways, or Posts & Telegraphs Department, particularly those involving professional criminals operating in several States

- Crimes committed on High Seas and on Airlines

- Important and serious cases in Union Territories particularly those by professional criminals

- Serious cases of fraud, cheating and embezzlement relating to Public Joint Stock Companies

- Other cases of a serious nature, when committed by organised gangs or professional criminals, or cases having ramifications in several States including Union Territories, serious cases of spurious drugs, important cases of kidnapping of children by professional inter State gangs, etc.

These cases will be taken up only at the request of or with the concurrence of the State Governments/Union Territories Administrations concerned

• Prosecution of cases investigated by this Division

20.4 CBI was further strengthened by addition of an Economic Offences Wing by a Government of India Resolution dated February 2, 1964. Over a period of time, some of the work originally allotted to the CBI was transferred to other organisations. Part of the work relating to Crime Records and Statistics Division was transferred to NCRB and that relating to Research Division was transferred to BPR&D.

20.5 A separate Economic Offences Wing was established in 1994 consequent to the approval of reorganisation plan of the CBI. Accordingly, three investigation Divisions were created in the CBI:

(a) Anti Corruption Division – To deal with cases of corruption and fraud committed by public servants of all Central Government Departments, Central Public Sector Undertakings and Central Financial Institutions.

(b) Economic Crimes Division - To deal with bank frauds, financial frauds, Import Export and Foreign Exchange Violations, large-scale smuggling of narcotics, antiques, cultural property and smuggling of other contraband items, etc.

(c) Special Crimes Division – To deal with cases of terrorism, bomb blasts, sensational homicides, kidnapping for ransom and crimes committed by the mafia/underworld.

20.6 Pursuant to the direction of Supreme Court in Vineet Narian and Others vs. Union of India, the existing Legal Division was reconstituted as the Directorate of Prosecution in July 2001 which performs the major function of tendering legal advice in all cases, conduct monitoring of CBI cases and appeals, etc.

20.7 At present CBI comprises the following Divisions:

1. Anti Corruption Division

2. Economic Offences Division

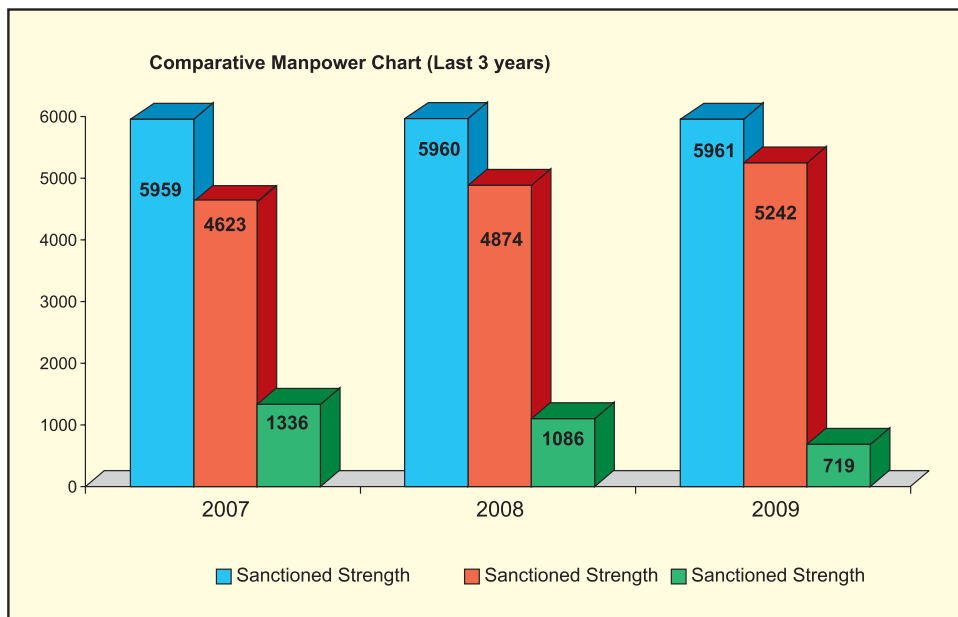3. Special Crimes Division

4. Policy & International Police Cooperation Division

5. Administration Division

6. Directorate of Prosecution

7. Central Forensic Science Laboratory

20.8   Over the years, offences under 73 existing Central and 20 State Acts, 239 offences under the Indian Penal Code have been notified by the Central Government under Section 3 of the DSPE Act. Director, CBI as Inspector General of Police, Delhi Special Police Establishment, is responsible for the administration of the organisation. With the enactment of CVC Act, 2003 the Superintendence of Delhi Special Police Establishment in so far as investigations of offences under the Prevention of Corruption Act, 1988 are concerned vests with the Central Vigilance Commission. Director, CBI has been provided security of two year tenure in CBI by the CVC Act, 2003. The CVC Act also provides mechanism for selection of Director, CBI and other officers of the rank of SP and above in CBI.

HUMAN RESOURCE

20.9 The total sanctioned strength of CBI as on December 31, 2009 was 5961 against which 5242 officers were in position with 719 posts lying vacant. The vacancies existed in the ranks of Special/ Additional Director (01), Joint Director(06), Deputy Inspector General of Police (13), Senior Superintendent of Police (05), Superintendent of Police (23), Additional Superintendent of Police (21), Deputy Superintendent of Police (137), Inspector (104), Sub-Inspector (91), Assistant Sub-Inspector (17), Head Constable (19). The posts of 84 Law Officers and 91 Technical Officers' posts, at various levels, were also lying vacant. A comparative manpower chart for last three years is appended below:

20.10 During the year 2009, 26 Departmental Promotion Committee meetings were held promoting 212 CBI personnel at various levels. 03 Departmental Promotion

Comparative Manpower Chart (Last 3 years)

	2007	2008	2009
Sanctioned Strength (blue)	5959	5960	5961
Sanctioned Strength (red)	4623	4874	5242
Sanctioned Strength (green)	1336	1086	719

Committee meetings confirmed 31 CBI personnel. 115 officers, working on deputation in different ranks, were absorbed in CBI.

CRIME INVESTIGATION WORK

20.11 The CBI registered 1119 cases/ enquiries in 2009. 36 of these were taken up on the request of States Governments/ Union Territories and 57 registered on the directions of the Constitutional Courts. Investigation/ enquiry was finalised in 1127 cases with 988 cases/ enquiries remaining under investigation/ enquiry by end of the year. During the year charge-sheets were filed in 806 cases and judgments were received in 719 cases. There were as many as 9636 cases under trial in various courts at the end of the year.

REGISTRATION

20.12 1119 cases registered include 985 Regular Cases (RCs) and 134 Preliminary Enquiries (PEs). 273 cases were registered for demand of bribe by public servants for showing official favours and 84 cases were registered for possession of assets disproportionate to known sources of income. The comparative figures of registration of cases/ enquiries during the last three years is depicted in the bar chart below.

DISPOSAL FROM INVESTIGATION DURING LAST 3 YEARS

1200 —

1216   1127   1127

650 —

100 —

2007   2008   2009
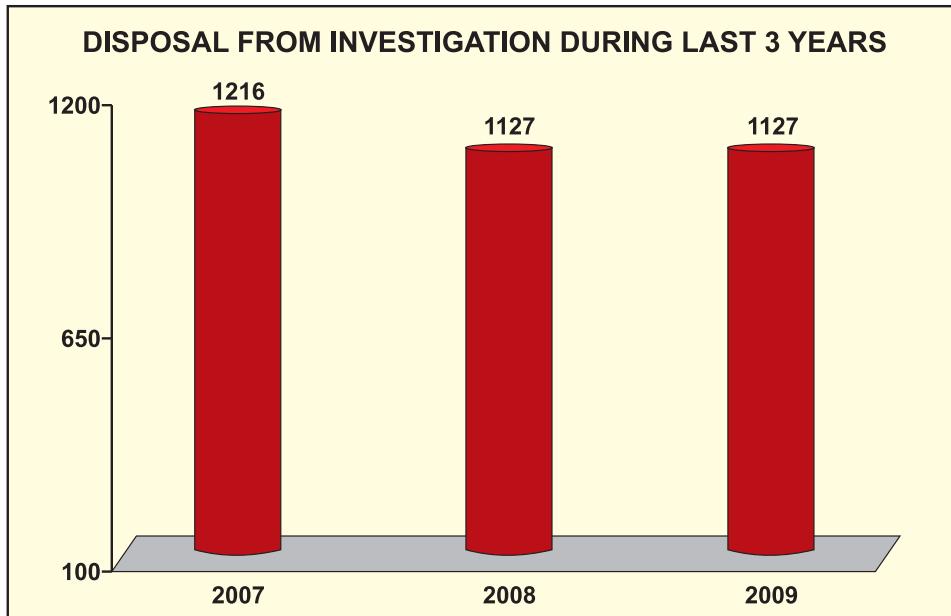
INVESTIGATION

20.13 1127 cases/ enquiries was investigated/ enquired into during 2009. Out of 1018 Regular Cases in as many as 806 cases charge sheets were filed in the competent courts, after taking prosecution sanctions wherever necessary. The following bar charts indicate the disposal of cases from investigation during the last three years.

1200 —

**REGISTRATION OF CASES
DURING LAST 3 YEARS**

1119

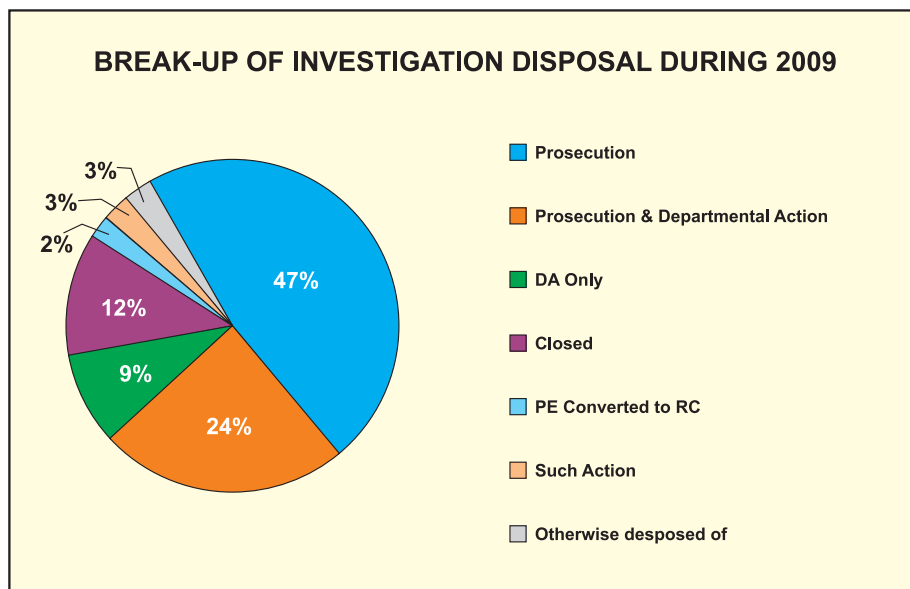991

1000 —

940

800 —

2007   2008   2009
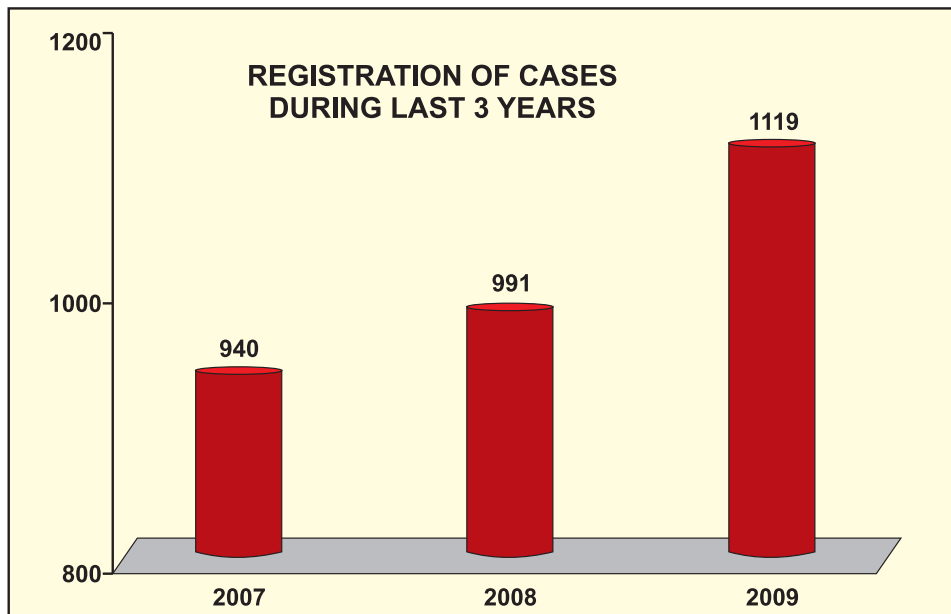
20.14 There were 988 cases under investigation at the end of 2009 as against 1005 cases at the end of 2008. The following bar charts show the comparative figures for the last three years.

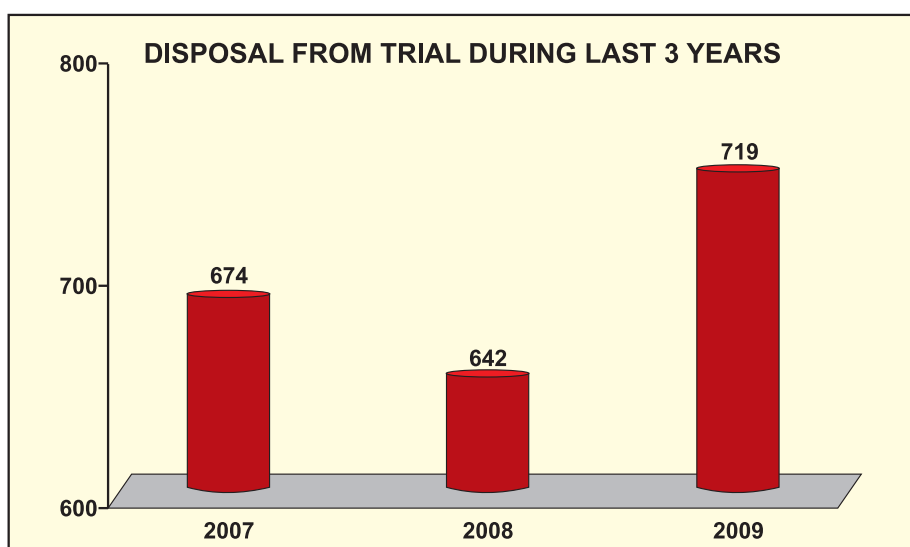**CASES UNDER INVESTIGATION AT THE END OF YEAR**
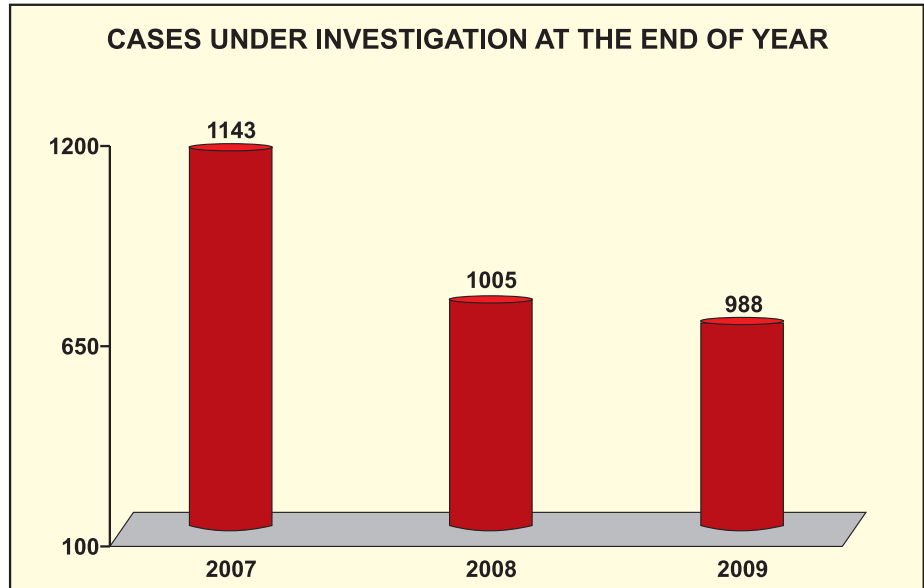
20.15 There were 89 cases under investigation for more than two years as on 31.12.2009. The following bar charts show the cases under investigation for more than 2 years at the end of 2007, 2008 and 2009.

**TWO YEAR OLD UNDER INVESTIGATION
CASES AT THE END OF YEAR**
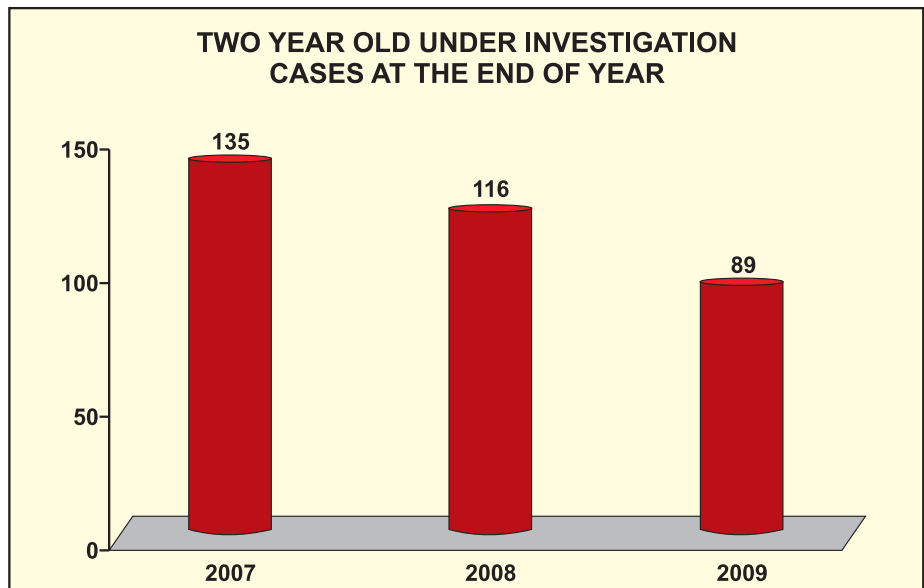
20.16 The following pie chart gives the detailed breakup of the disposal of cases from investigation during 2009.

BREAK-UP OF INVESTIGATION DISPOSAL DURING 2009

- Prosecution
- Prosecution & Departmental Action
- DA Only
- Closed
- PE Converted to RC
- Such Action
- Otherwise desposed of

3%
3%
2%
12%
9%
24%
47%

20.17 During the year, 719 cases were disposed from trial and out of which 435 resulted in conviction, 212 in acquittal, 28 in discharge and 44 disposed of for other reasons. The conviction rate was 64.4 percent during the year 2009. The bar charts below show the disposal from trial during the last three years.

DISPOSAL FROM TRIAL DURING LAST 3 YEARS

800

700

600

674 (2007)
642 (2008)
719 (2009)

20.18 The following bar chart shows break-up of cases decided by the courts during the year 2009:

DISPOSAL FROM TRIAL DURING 2009

Category	Value
Conviction	435
Acquittal	212
Discharge	28
Otherwise disposed of	44
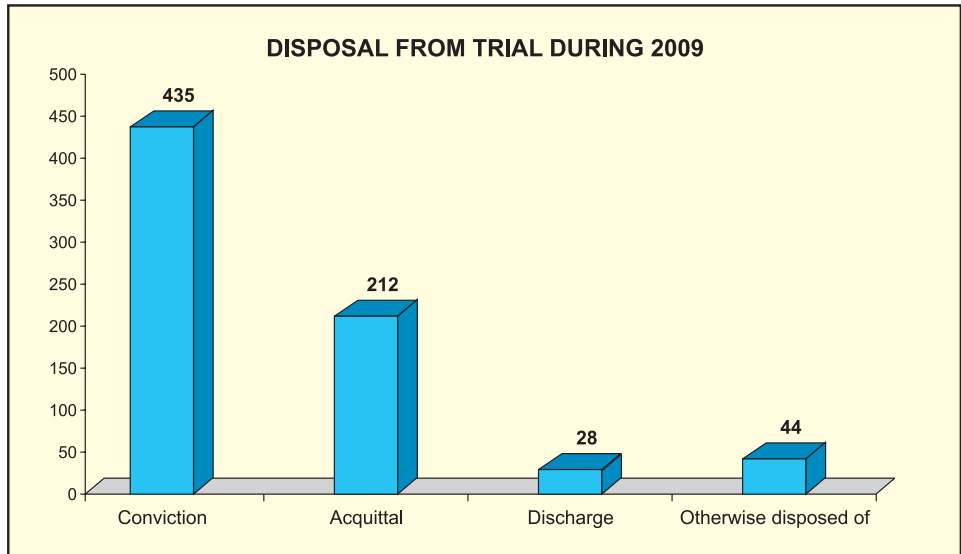
20.19 There were 9636 cases under trial as on December 31, 2009. The following bar chart show the under trial cases during the last three years:

CASES UNDER TRIAL AT THE END OF THE YEAR

Year	Value
2007	674
2008	642
2009	719
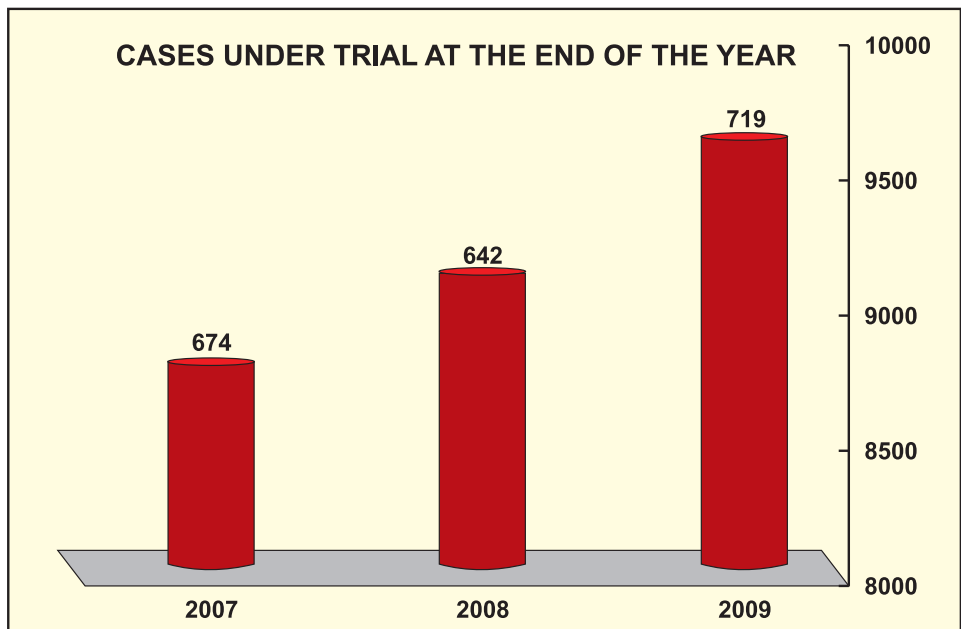
POLICY AND INTERNATIONAL POLICE COOPERATION DIVISION

20.20 India is one of the oldest members of Interpol, having joined the organisation way back in 1949. The National Central Bureau of India (NCB) functions as an integral part of CBI, with Director CBI being its ex-officio Head. In order to provide more active support to Ministry of Home Affairs, Ministry of External Affairs, State Police Forces and other Law Enforcement Agencies the existing Co-ordination Wing has been re-constituted as International Police Cooperation Unit in 2007 comprising NCB and an International Police Cooperation Cell (IPCC). While NCB looks after all Interpol related work, IPCC handles letters rogatory, extradition requests on behalf of State Police Forces.

CONFERENCES/ SEMINARS/TRAININGS/ MEETINGS ORGANISED BY INTERPOL IN COOPERATION WITH NCB INDIA

20.21 During the year 2009, 36 Conferences/ Seminars/ Meetings/ etc., including 14 organized by ICPO- Interpol held abroad were attended by officials as against 34 in 2008 and 27 in 2007. In addition, the following training and conferences were held in India:

- The third Interpol Liaison Officers Meeting held on March 20, 2009 at Vigyan Bhavan, New Delhi was a significant achievement. The conference underlined the role of CBI in providing leadership and direction to police officers for enhancing interstate and international co- operation in law enforcement.

- The Forty-Six Anniversary raising day of CBI and Tenth D.P. Kohli Memorial Lecture was organized by CBI on April 2, 2009 at Vigyan Bhavan, New Delhi. Shri K. G. Balakrishnan, Chief Justice of India, Supreme Court was distinguished Chief Guest on this occasion and MoS(PP), Shri Prithiviraj Chavan, presided over the function

- The Nineteenth Interpol DNA Monitoring Expert Group Meeting was held at CBI, HO, New Delhi on April 6 – 7, 2009 followed by first National DNA Conference at CBI Academy, Ghaziabad on April 8 – 9, 2009. Law Enforcement Officers from State Police and Scientific Officers from State Forensic Science Laboratories participated in this conference

- Mr. Milos Mijomanovic, I-24/7 Expansion Officer, IPSG, Lyon visited India on June 10 – 11, 2009 for meeting with technical experts/ stake holders from India for implementation of the SLTD Project in India. This meeting was attended by officials of Bureau of Immigration, National Information Centre, Ministry of External Affairs, Ministry of Home Affairs and Central Bureau of Investigation

- The XVIIth Biennial Conference of the Heads of State ACBx/ Vigilance Bureaus and CBI officers was held on August 26 – 27, 2009 at Vigyan Bhavan, New Delhi. Prime Minister Dr. Manmohan Singh inaugurated the conference and MoS(PP) Shri Prithviraj Chavan presided over the valedictory session on August 27, 2009. Delegates from 26 States and 7 UTs (out of 28 States and 7 UTs) of Anti- Corruption Bureaus had participated in the conference.

- The National Seminar on Fighting Crimes related to Corruption was jointly organized by National Institute of Criminology & Forensic Science and CBI on September 12 – 13, 2009 at Vigyan Bhavan, New Delhi. Shri K. G. Balakrishnan, Chief Justice of India, Supreme Court had inaugurated the Seminar on September 12, 2009 and MoS(PP) Shri Prithiviraj Chavan presided over the function. Law Minister Shri Veerappa Moily presided over the valedictory session on September 13, 2009.

- The forthy-forth DsGP/ IsGP Conference was organized by the Intelligence Bureau from September 14 – 16, 2009 at Vigyan Bhavan, New Delhi. Shri Ashwani Kumar, Director, CBI along with Shri S. C. Sinha, Special Director(S), CBI and Shri Balwinder Singh, Additional Director(B), CBI had participated in the Conference

20.22 Director, CBI as the Interpol Executive Committee delegate attended the various meetings of Interpol during 2009. Various foreign delegations also visited India and had interaction with the CBI officers.

INVESTIGATION ABROAD

20.23 During the period under review, 246 requests for part investigation were received from CBI branches and State Police Forces of which 51 were received from CBI and 195 from State Police Forces. Similarly, 211 requests were received

from foreign NCBs. All the requests were duly processed and follow/up action initiated.

LETTERS ROGATORY

20.24 50 LRs were sent to other National Central Bureaus for conducting investigation on the pointers indicated by the investigation agencies. Of these, 46 requests had been received from CBI and 04 from State Police. Similarly, 54 letters rogatory received from other NCBs were processed and sent for necessary action to concerned agencies. IPCU regularly guides law enforcement agencies as and when approached on LRs and other issues of bilateral/ multilateral cooperation in investigation.

EXTRADITION/ DEPORTATION

20.25 During the period under review, 03 wanted fugitives (subjects of Red Corner Notice) were extradited from abroad and 02 fugitives (subjects of Red Corner Notice) were deported from abroad. 04 wanted fugitives (of which three subjects of Red Corner notices and one Diffusion) were located/ arrested abroad. The concerned Law Enforcement Agencies were requested to prepare extradition documents.   08 wanted Indian fugitives (subjects of Red Corner Notices) were located/ arrested in India on the basis of LOC got opened in furtherance to Red Corner Notice against the subjects.

10TH D.P. KOHLI MEMORIAL LECTURE - 2009

20.26 Central Bureau of Investigation has been organising Annual Memorial Lecture in the honour of Padma Vibhushan Late D.P. Kohli, the founder Director of Central Bureau of Investigation since 2000. The tenth D.P. Kohli, Memorial Lecture on the occasion of 46th Raising day of Central Bureau of Investigation was held by CBI on April 2, 2009 at Vigyan Bhawan, New Delhi. Shri K. G. Balakrishnan, Chief Justice of India, Supreme Court delivered the lecture on the topic, "Criminal Justice System – Growing responsibilities in the face of challenges in modern society". In his thought provoking lecture, The Chief Justice of India, Shri K. G. Balakrishnan, emphasized that the larger agenda of criminal justice reforms touches on many more issues – such as better training for police personnel, a clear separation between the investigation

and prosecution functions and continuous education for lawyers and judges. It is a big task and can only be performed if the necessary political will exists for the same. If the failures of our criminal justice system are allowed to continue they will only encourage offenders to commit more crimes and correspondingly prompt acts of vigilante justice. The emerging crime scenario seriously threatens national security and economic development, warranting joint strategy between union and states on the basis of clear principles, priorities and objectives. An efficient yet fair criminal justice system is an essential requirement for a liberal democracy and these issues should be at the forefront of the agenda of all political parties.

20.27 During this lecture, the D. P. Kohli Award for the Best Detective Constable/ Head Constable of the CBI for the year 2008 was presented to Shri L. C. G. Naidu, Constable, CBI, ACB Hyderabad by MoS(PP) Shri Privthiviraj Chavan with a commendation certificate and cash reward of Rs.10,000/-.

CBI ACADEMY

20.28 CBI Academy started functioning from January 10, 1996 in its Campus at Ghaziabad. During the year 2009 the Academy has conducted 135 courses as compared to 93 in 2008.

20.29 During the year 2009, the XIIIth Batch comprising of 33 Sub-Inspectors reported to the Academy on September 29, 2009 for Basic Training.

CHAPTER - 21

ADMINISTRATIVE TRIBUNALS

21.1 The enactment of Administrative Tribunals Act, 1985 opened a new chapter in the sphere of administering justice to the aggrieved Government servants in their service matters. The Administrative Tribunals Act owes its origin to Article 323-A of the Constitution of India which empowers Central Government to set up by an Act of Parliament, Administrative Tribunals for adjudication of disputes and complaints with respect to recruitment and conditions of service of persons appointed to the public services and posts in connection with the affairs of the Union and the States. In pursuance of the provisions contained in the Administrative Tribunals Act, 1985, the Administrative Tribunals, set up under it exercise original jurisdiction in respect of service matters of employees covered by the Act. As a result of the judgment dated 18th March, 1997 of the Supreme Court in the case of L. Chandra Kumar & Others. Vs. UOI, the appeals against the orders of an Administrative Tribunal shall lie before the Division Bench of the concerned High Court.

21.2 The Administrative Tribunals are distinguishable from the ordinary courts with regard to their jurisdiction and procedure. They exercise jurisdiction only in relation to the service matters of the litigants covered by the Act. They are also free from the shackles of many of the technicalities of the ordinary courts. The procedural simplicity of the Act can be appreciated from the fact that the aggrieved person can also appear before it personally. Government can also present its cases through its departmental officers or legal practitioners. Further, only a nominal fee of Rs.50/- is to be paid by the litigants for filing the application before the Tribunal. Thus, the objective of the Tribunal is to provide speedy and inexpensive justice to the litigants.

21.3 The Act provides for establishment of Central Administrative Tribunal and the State Administrative Tribunals. The Central Administrative Tribunal was set up on November 1, 1985. Today, it has 17 regular Benches, 15 of which operate at the principal seats of High Courts and the remaining two at Jaipur and Lucknow. These Benches also hold circuit sittings at other seats of High

Courts. A statement showing the location of Central Administrative Tribunal Benches, the dates of their establishment and the number of courts in each of these Benches along with a list of places where they hold circuit sittings is given in Appendix-I.

21.4 The CAT consists of a Chairman, Vice Chairmen and Members. The Vice-Chairmen and Members are drawn from judicial as well as administrative streams so as to give the Tribunal the benefit of expertise both in legal and administrative spheres. As per AT (Amedment) Act 2006, the posts of Members have been equated with the Vice Chairmen and the posts of Vice Chairmen will not be filled after the expiry of terms of the present incumbents. The sanctioned strength of the Chairman, Vice Chairmen and Members of Central Administrative Tribunal at present is as below:-

Chairman	:	1
Vice-Chairmen	:	16
Members	:	49
		—
		66

21.5 It has also been the constant endeavour of this Ministry that the posts of Chairman and Members are filled well in time and no post remain vacant for long time. The appointment of Chairman, CAT, as per practice, is made by the Chief Justice of India on a reference made to this effect by the Central Government. The appointment of Members are made on the basis of recommendations of a Selection Committee Chaired by a nominee of the Chief Justice of India who is a sitting judge of the Supreme Court. The appointment of Vice Chairmen in CAT have been discontinued after the expiry of terms of the present incumbents since the posts of Members have been upgraded to the level of Vice Chairmen in the CAT as per the AT (Amendment) Act 2006. The appointments are made with the approval of Appointments Committee of the Cabinet after obtaining the concurrence of the Chief Justice

of India. All selections of Members have been made against the vacancies of Vice-Chairmen and Members in CAT arising upto 31 December, 2009.

21.6 Under the Administrative Tribunal Act, State Administrative Tribunals were also set up in the following States -

1. Andhra Pradesh

2. Himachal Pradesh

3. Orissa

4. Karnataka

5. Madhya Pradesh

6. Maharashtra

7. Tamil Nadu and

8. West Bengal

However, the Madhya Pradesh, Tamil Nadu and Himachal Pradesh Administrative Tribunals have since been abolished   The appointments to the vacancies in State Administrative Tribunals are made on the basis of proposals sent by the State Governments with the approval of the Governor.   Thereafter, their appointments undergo the same process as the one in respect of Central Administrative Tribunal.   Recently, proposals have been received from the State Governments of Bihar and Kerala for establishing State Administrative Tribunals.   These cases are being processed.

21.7 Since its inception in 1985 upto September, 2009   the Central Administrative Tribunal received for adjudication 5,39,959 cases (including those transferred from High Courts), out of which 5,17,587 cases have been disposed of leaving a pendency of 22,372 cases. A statement indicating the institution, disposal and pendency of cases since inception of CAT is at Appendix-II. As regards implementation of the judgements of the CAT is concerned, all the Ministries and Departments were requested to monitor their implementation. According

to the information for the period 2008-2009 and 2009-2010 (upto September 30, 2009) forwarded by various Ministries/Departments, out of 537 judgments given, 291 have been implemented and appeals against 207 judgments are in process of being filed in the various High Courts.

21.8   With a view to making it more attractive for serving officers from All India Services and Group 'A' Central Civil Services to opt for appointment as Administrative Members and to attract the best talent from the judicial stream for appointment as Judicial Members and also to provide for greater stability in the office of the Chairman CAT, the Administrative Tribunal Act, 1985 has been amended and the same has been made effective with effect February 19, 2007.

21.9   Section 14(2) of the Administrative Tribunals Act, 1985 empowers the Central Government to extend the provisions of the Act to local or other authorities within the territory of India or under the control of Government of India and to corporations or Societies owned or controlled by Government of India. In exercise of these powers, the Central Government had extended the provisions of the Act to 191 organizations so far.

21.10 With a view to improving the quality of judgements being delivered by the Central Administrative Tribunal, an initiative has been taken to send the newly appointed Members to the National Judicial Academy at Bhopal, for an orientation programme.   The first of the training programmes was held this year from April 20 – 23, 2009, and action is being taken to repeat it.

21.11 All India Conferences of all the Members of the CAT to deliberate on in house issues was held on November 1, 2009. The conference was inaugurated by the Chief Justice of India.

NAME, DATE OF SETTING, NO. OF COURTS AND ADDRESS ES OF VARIOUS BENCHES OF CENTRAL ADMINISTRATIVE TRIBUNAL

S.No.	Name of the Bench	Date of setting	No. of courts	Address
1.	PRINCIPAL	01.11.1985	5	New Delhi
2.	AHMEDABAD	30.06.1986	2	AHMEDABAD
3.	ALLAHABAD	01.11.1985	3	ALLAHABAD
4.	BANGALORE	03.03.1986	2	BANGALORE
5.	CHANDIGARH	03.03.1986	2	CHANDIGARH
6.	MADRAS	01.11.1985	2	CHENNAI
7.	CUTTACK	30.06.1986	1	CUTTACK
8.	ERNAKULAM	01.09.1988	2	ERNAKULAM
9.	GUWAHATI	03.03.1986	1	GUWAHATI
10.	HYDERABAD	3-.06.1986	2	HYDERABAD
11.	JABALPUR	30.06.1986	1	JABALPUR
12.	JAIPUR	15.10.1991	1	JAIPUR
13.	JODHPUR	30.06.1986	2	JODHPUR
14.	CALCUTTA	01.11.1985	2	KOLKATA
15.	LUCKNOW	15.10.1991	1	LUCKNOW
16.	MUMBAI	01.11.1985	2	MUMBAI
17.	PATNA	30.06.1986	2	PATNA

STATEMENT SHOWING THE NAME OF BENCH AND PLACES WHERE CIRCUIT SITTINGS ARE HELD

1. ALLAHABAD BENCH - Nainital

2. CALCUTTA BENCH - Port Blair, Gangtok

3. CHNDIGARH BENCH - Shimla, Jammu

4.	MADRAS BENCH	-	Pondicherry
5.	GUWAHATI BENCH	-	Shillong, Itanagar, Kohima, Agartala, Imphal
6.	JABALPUR BENCH	-	Indore, Gwalior, Bilaspur
7.	BOMBAY BENCH	-	Nagpur, Aurangabad, Panaji
8.	PATNA BENCH	-	Ranchi

STATEMENT SHOWING THE POSITION OF INSTITUTION,DISPOSAL AND PENDENCY OF CASES IN THE CENTRAL ADMINISTRATIVE TRIBUNAL SINCE INCEPTION UPTO 30.9.2009.

S.NO.	PERIOD	INSTITUTION	DISPOSAL	PENDENCY AT THE END OF THE PERIOD
1.	1985	2963	30	2933
2.	1986	23177	8934	17176
3.	1987	19410	15084	21502
4.	1988	19425	13769	27158
5.	1989	18602	13986	31774
6.	1990	19283	15495	35562
7.	1991	21623	17552	39633
8.	1992	25184	23782	41035
9.	1993	27067	28074	40028
10.	1994	26230	26409	39849
11.	1995	25789	23668	41970
12.	1996	23584	20667	44887
13	1997	23098	21981	46004
14.	1998	21911	18394	49521
15.	1999	22944	24566	47899
16.	2000	25146	31398	41647
17.	2001	25977	31953	35671
18.	2002	25398	29514	31555
19.	2003	25089	28076	28568
20.	2004	23825	27735	24658
21.	2005	21528	22408	23778
22.	2006	18722	17774	24726
23.	2007	17725	18674	23777
24.	2008	18287	20352	21712
25.	2009(Up to September,09	18075	17415	222372
	Total	**5,39,959**	**5,17,587**	**22,372**

CHAPTER – 22

AUDIT OBJECTIONS

22. The Accounts of the Ministry of Personnel, Public Grievances and Pensions and its various Subordinate / Attached Offices are being audited by the inspection teams of the Director General of Audit, Central Revenues / Accountant Generals of the States at an interval of two years or more. As per the available information, the total number of outstanding audit objections as on 31.12.2009 was 210 as per Office-wise breakup given below:-

Sl.No.	Name of the Department/Division/Office	No. of outstanding paras as on 31.12.2009
1.	Staff Selection Commission	43
2.	Central Administrative Tribunal	38
3.	Department of Personnel & Training	43
4.	Welfare Division	15
5.	Central Vigilance Commission	8
6.	Central Information Commission	NIL
7.	Lal Bahadur Shastri National Academy of Administration	8
8.	Union Public Service Commission	10
9.	Central Bureau of Investigation	2
10.	Institute of Secretariat Training and Management	10
11.	Department of Administrative Reforms & PG	17
12.	Department. of Pensions & Pensioners Welfare	16
	TOTAL	**210**

All the concerned authorities have been instructed to take steps for early settlement of the audit objections.

22.1   Ministry of Personnel, Public Grivances and Pensions

Indian Institute of Public Administration	Indian Institute of Public Administration (IIPA) invested its pension funds in bonds of loss-making organisation, which were guaranteed by respective State Governments. Although the organisations failed to pay the dues of principal and interest in time. IIPA did not invoke State Government guarantees and suffered loss of interest of Rs. 39 lakh and blockage of funds of Rs. 20 lakh.

Department of Administrative Reforms and Public Grievances

CHAPTER – 23

ADMINISTRATIVE REFORMS

23.0 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.

23.1 The mission of the Department is to foster excellence in governance and pursuit of administrative reforms through:

- Improvements in government structures and process
- Promoting citizen-centric governance with emphasis on grievanvcve redressal.
- Innovations in e-Governance.
- Documentation and dissemination of best practices.

SECOND ADMINISTRATIVE REFORMS COMMISSION

23.2 The Second Administrative Reforms Commission (ARC) was constituted on August 31, 2005, as a Commission of Inquiry, under the Chairmanship of Shri Veerappa Moily for preparing a detailed blueprint for revamping the public administrative system.   The Commission was requested to suggest measures to achieve a proactive, responsive, accountable, sustainable and efficient administration for the country at all levels of the Government. It has presented the following 15 Reports to the Government for consideration:

(i) Right to Information: Master Key to Good Governance (9.6.2006)

(ii) Unlocking human capital: Entitlements and Governance – a Case Study (31.7.2006)

(iii) Crisis Management: From Despair to Hope (31.10.2006)

(iv) Ethics in Governance (12.2.2007)

(v)   Public Order : Justice for each … Peace for all (26.6.2007)

(vi)   Local   Governance (27.11.2007)

(vii)   Capacity Building for Conflict Resolution – Friction to Fusion (17.3.2008)

(viii)   Combating Terrorism (17.9.2008)

(ix)   Social Capital – A Shared Destiny (8.10.2008)

(x)   Refurbishing of Personnel Administration – Scaling New Heights (27.11.2008)

(xi)   Promoting e-Governance – The Smart Way Forward (20.01.2009)

(xii)   Citizen Centric Administration – The Heart of Governance (30.3.2009)

(xiii)   Organisational structure of Government of India (19.5.2009)

(xiv)   Strengthening Financial Management System (26.5.09)

(xv)   State and District Administration (29.5.2009)

23.3   The procedure prescribed for processing of the recommendations made by ARC is that the recommendations are first considered by the concerned administrative ministries/departments. Their views are then considered by the Core Group on Administrative Reforms (CGAR) headed by the Cabinet Secretary. Subsequently, they are placed before the Group of Ministers (GoM) for its consideration. The views and recommendations of the GoM are then submitted for the information/directions of the Prime Minister.

23.4   The Government constituted a Group of Ministers (GoM) on March 30, 2007 under the Chairmanship of the then External Affairs Minister to consider the recommendations of the Second A.R.C. and to review the pace of implementation of the recommendations as well as to provide guidance to the concerned Ministries/ Departments in implementing the decisions.

23.5   This Group of Ministers has so far considered five reports, namely (i) Right to Information: Master Key to Good Governance (First report), (ii) Unlocking human capital: Entitlements and Governance – a Case Study (Second Report), (iii) Crisis Management; From Despair to Hope (Third report), (iv) Ethics in Governance (Fourth Report) and (v) Local Governance (Sixth

Report). The decisions of GoM on these reports are at various stages of implementation.

23.6 The GoM was re-constituted on August 21, 2009 under the Chairmanship of Finance Minister to consider the Reports. Accordingly, the following five Reports which have been reviewed by CGAR are proposed to be placed before it:-

(i) **Public Order: Justice for each …Peace for all (26.6.2007):** This Report deals with Public Order, policing and attendant issues related to the criminal justice system (Nodal Ministry: Ministry of Home Affairs). This Report contains 165 recommendations under 51 sections.

(ii) **Capacity Building for Conflict Resolution – Friction to Fusion (17.3.2008)** – The Report tries to examine the background and the emerging facets of many conflicts that plague India. The Report contains 126 recommendations under 27 sections.

(iii) **Social Capital – A Shared Destiny (8.10.2008):** The Report considers various ways in which social capital can improve government performance. It looks at the structure and functioning of social capital institutions, corporate social responsibility, self help groups and self regulatory authorities. The Report contains 58 recommendations under 20 sub-headings.

(iv) **Citizen Centric Administration – The Heart of Governance (30.3.2009)** – The Report tries to examine the role of special institutional mechanisms such as the national and state commissions set up to safeguard the rights of vulnerable sections of the society. The Report contains 49 recommendations under 15 sections.

(v) **Organizational structure of Government of India (19.5.2009) -** In this Report, the Commission has made recommendations for reforming the structure of Government of India since the sustainability of other reforms is closely interlinked with the creation of a pro-active, efficient and flexible organizational framework. The Report contains 37 recommendations under 10 sub-headings.

23.7 The report on "Combating Terrorism (Eighth Report)" has been handled by the Ministry of Home Affairs and it is understood that necessary action has already been taken on this report.

CIVIL SERVICES DAY

23.8   The fourth Civil Services Day was held on April 21, 2009 in New Delhi.   The Vice President of India while inaugurating the event spoke on the role of civil service in an era of political coalitions.

23.9   Vice President also released a book on Innovations in Administration titled 'BYOB- Bringing Your Own also compiled by the Department of Administrative Reforms and Public Grievances.   The book covers various innovations successfully tried out by different Ministries/Departments, State/UT administrations, national and international organizations.   Secretaries to Government of India, Chief Secretaries and Heads of other Services and various Central Services participated in the day-long deliberations.

PRIME MINISTER'S AWARD FOR EXCELLENCE IN PUBLIC ADMINISTRATION

23.10 The Prime Minister announced during the National Conference of District Collectors in May, 2005, the institution of awards for Excellence in Public Administration.   Accordingly, the Department has formulated an Award Scheme titled "Prime Minister's Award for Excellence in Public Administration" during the financial year 2005-06 for the recognition of the meritorious and outstanding contribution made by Civil Servants in the following areas:

- Implementation of innovative schemes/projects

- Bringing about perceptible systemic changes and building up institutions

- Making public delivery systems efficient and corruption free

- Showing innovation and adaptation to meet the stake-holders' requirements

- Extraordinary performance in emergent situations like floods, earthquakes etc; and

- Setting high standards of services and continued improvement, showing high leadership qualities and improving employee motivation etc

23.11 Generally not more than one award will be given in each area mentioned above. All officers of the Central and State Governments individually or as a group or as organizations would be eligible to participate in the Scheme. The award would comprise the following:-

 (i) A medal,

 (ii) A scroll, and

 (iii) Cash Award of Rs.1,00,000/-. In case of group of officials total award money for that group will be Rs.5 lakh subject to a maximum of Rs.1 lakh per person. The amount for an organization will be upto a limit of Rs.5 lakh.

23.12 The Vice President gave away the Prime Minister's Awards for Excellence in Public Administration for the year 2007-08 for the third time on April 21, 2009 on the occasion of Civil Services Day. There were nine initiatives in three categories – individual, team and organization. Under the individual category the awards were received by (i) Shri Upendra Tripathy, IAS, then Managing Director, Bangalore Metropolitan Transport Corporation, Government of Karnataka 'Financial Sustainability of Bangalore Metropolitan Transport Corporation', (ii) Shri M.P.Vijayakumar, IAS, the Commissioner of Chennai, Municipal Corporation, Government of Tamil Nadu 'Activity Based Learning (ABL) Methodology for Primary Education', (iii) Mrs.Nengcha Lhouvum, IFS, Ambassador of India in Lebanon 'Evacuation of Indian Nationals from Beirut during the war, (iv) Dr.Amarjit Singh, IAS, Secretary, Health and Family Welfare Department, Government of Gujarat 'Safe Motherhood and Child Survival Programme, Under the team category the Awards were given to (i) A team of officers from Bihar 'SCORE:e-Registration in Bihar', (ii) A team of officers from Government of India ' MCA21- an – e-Governance Project', (iii) A team of officers from Chhattisgarh 'Improved Health and Sanitation Practices, District Surguja, Chhattisgarh', (iv) A team of officers from Manipur 'Computerization of Personnel Information System in Manipur', Under the Organization category the awards were given to (i) Directorate General of

Systems and Data Management, Central Board of Excise and Customs, Government of India ' Implementation of the Risk Management System (RMS),

23.13 Department of Administrative Reforms and Public Grievances is also conducting studies under the Plan Scheme. They are as under:-

STATE OF GOVERNANCE REPORT

23.14 The Department initiated a study for measuring governance at State level to provide a tool which could be used by State Governments to identify areas which need improvement. It was the expectation that assessing the state of governance for identifying parameters would help the policymakers and development practitioners to understand implications of certain decisions.

23.15 Keeping these objectives in mind, the Department initiated this project to develop a framework and an appropriate methodology for assessing the 'state of governance' in a State with a focus on the poor. The project recognize the basic linkages between quality of governance, service delivery and poverty reduction.

23.16 The state of governance reports methodology was finalized after extensive consultations with a broad spectrum of people. The draft methodology was presented to a wide range of audience at a national level workshop on March 27, 2009 where representatives from academia, civil society, research bodies, senior officers from Central Line Ministries, State Government Representatives (where the pilot was done), Planning Commission and multilateral agencies were invited.

23.17 The framework for the State of Governance Report has been submitted for approval of the Government. After the approval the framework can be presented to the Core Group on Administrative Reforms (CGAR) and Planning Commission. After approval of the report Planning Commission or DAR&PG can take up the study in some or all the States. This exercise would help in identifying the gaps in selection sources in various states.

INTERNAL CONTROL AND RISK MANAGEMENT FRAMEWORK

23.18 A study for developing Internal Control and Risk Management (ICRM) framework to manage risk in Ministries/Departments and their subordinate offices was initiated, based on the suggestion of C&AG and PMO, as part of the DFID Programme. The Consultants for the project were M/s Ernst & Young Ltd. (E&Y)

23.19 The objective is to incorporate risk management and internal control procedures in the process of conceptualization and implementation of government schemes in order to remove and effectively manage the bottlenecks/ issues faced by relevant ministries and agencies in achieving the goals/ purposes for which the schemes are formulated.

23.20 The ICRM framework will ensure the effective realization of the objectives set forth for any scheme. This is done by (i) identifying the potential concerns/ risks/impediments for successful implementation of a scheme and (ii) designing and operationalizing adequate measures to address these risks/concerns. The activities defined in the ICRM process are: (i) risk assessment (risk identification as well as risk prioritization), (ii) risk treatment/mitigation, (iii) risk monitoring, (iv) risk assurance and (v) risk re-assessment. As part of the study, M/s Ernst & Young, looked at the best practices of various countries.

23.21 M/s Ernst & Young has submitted its report, which has been accepted by the Department. The consultants in their report have aggregated risk under any scheme under the broad heads/categories i.e., Planning and Implementation, Monitoring and Financial Management. Before taking further action in the matter, the Department proposes to arrange a presentation of the ICRM framework by the consultants before the PMO, C&AG, Planning Commission, Department of Expenditure and other stakeholders.

STUDY ON SOCIAL ACCOUNTABILITY MECHANISMS

23.22 As part of the DFID programme a study was initiated by the Department entitled "Social Accountability Mechanisms" which would explore ways and

means of enhancing the ability of citizens (especially the poor and marginalized) to engage with public servants and politicians in a more informed, direct and constructive manner so that the services under the National Programmes were effectively delivered. The National Institute of Administrative Research (NIAR), a unit of Lal Bhadur Shastri National Academy of Administration (LBSNAA) Mussoorie, was entrusted with the assignment for developing necessary generic tools/framework relating to Social Accountability which could also be adopted in various social sector schemes /programmes of the Government of India.

23.23 Social Accountability is an approach towards building accountability that relies on civic engagement i.e. in which its ordinary citizens and or civil society organizations who participate directly or indirectly are entitled to exact accountability. Social accountability initiatives derive from the core goals of promoting poverty reduction and effective and sustainable development. The three main arguments underlying the importance of social accountability are: (i) governance; (ii) increased development effectiveness; and (iii) empowerment. Social accountability mechanisms refer to a broad range of actions (beyond voting) that citizens, communities and civil society organizations can use to hold government officials accountable. These include citizen participation in public policy making, participatory budgeting, public expenditure tracking, citizen monitoring of public service delivery, advocacy campaigns etc.

23.24 One of the key deliverables of the study was "How Social Accountability Mechanisms could be mainstreamed into design and implementation of National Programmes?" The tool/framework developed were used to assess field realities of the two on going programmes viz. National Rural Health Mission (NRHM) and Sarva Siksha Abhiyan (SSA) in Kerala, Uttrakhand and Bihar to serve as an input in developing a generic social accountability framework with potential for application across various national programmes (which are in operation or would be designed) in the future. The tools designed by the NIAR included the following:

- Citizen Report Cards as a Social Audit Tool

- Participatory Performance Monitoring Tool (PPMT)

- Public Expenditure and Input Tracking Format (PRTIF)

- Assessment of Infrastructure Development

23.25 NIAR has submitted its report, which has been examined and accepted by the Department. The study takes into account the failures in the present system relating to the National Rural Health Mission and Sarva Shiksha Abhiyan. It has also suggested the mechanism for institutionalizing social accountability. Briefly, the recommendations for policy design are as under:-

 i) Decentralization

 ii) Information and awareness

 iii) Capacity Building and Mobilization

 iv) Grievance redressal

 v) Social Accountability tools

ORIENTATION TRAINING PROGRAMME FOR ASSISTANTS, SECTION OFFICERS AND UNDER SECRETARIES UNDER THE CAPACITY BUILDING FOR POVERTY REDUCTION PROGRAMME

23.26 The DAR&PG is implementing the DFID funded Capacity Building for Poverty Reduction (CBPR) Programme. The intent of the programme is to promote and support improvements in Public Administration for improving the service delivery to the poor. It supports the evolving governance and fiscal reforms agenda and the state level initiatives to promote and achieve reforms at the cutting edge at the point of delivery. As a part of the CBPR programme this Department has decided to initiate a proposal for training of officers posted in various levels in Ministries/Departments. It has been decided to get the Orientation Training programme done in close coordination amongst ISTM, CS Division-DoPT, DAR& PG and the line Ministry. ISTM would structure the training design, training material and provide all coordination and logistics functions. The training design and content will be designed in collaboration

with the Line Departments. In the first phase of the training programme to commence in the month of January, 2010 the following 5 target Ministries of the Government of India have been identified for taking up the training programme:-

(i) Ministry of Water Resources.

(ii) Ministry of Health and Family Welfare.

(iii) Ministry of Petroleum and Natural Gas.

(iv) Ministry of Power.

(v) Ministry of Rural Development.

THE TRAINING MODULE HAS ALREADY BEEN PREPARED BY THE ISTM.

23.27 The following six Ministries have been identified for the Second Phase of the Orientation Training Programme:-

(i) Ministry of Urban Development

(ii) Ministry of Agriculture

(iii) Ministry of Labour

(iv) Ministry of Human Resource Development

(v) Ministry of Tribal Affairs

(vi) Ministry of Panchayati Raj

CHAPTER – 24
PUBLIC GRIEVANCES

The mission of the Department is to act as a facilitator, in consultation with Central Ministries/Departments, States/UT Administrations, organizations and individuals, to improve Government functioning through process reengineering, Organization and Methods and Grievance handling, and by promoting modernization, Citizen's Charters, e-governance and best practices. Some of the major steps taken by the Department of Administrative Reforms and Public Grievances to provide improved services to the people are given in the succeeding paragraphs.

24.1 The PG Division is responsible for Policy and Coordination and Monitoring of issues relating to redress of public grievances in general and grievances pertaining to Central Government Agencies in particular. To facilitate Ministries / Departments / Organizations, the Department has created a framework for efficient handling of public grievances (CPGRAMS). This system is web based and facilitates citizens to lodge their complaints on the website www.pgportal.gov.in. The Department is also in the process of customizing the above software with local language interface for state government. This software would first be piloted in the State of Haryana and Rajasthan. The PG Division is also facilitates organizations to develop their citizens charter and gives guidelines for Information and Facilitation Counters (IFCs). The Department has also developed the Sevottam model which helps organizations to assess and improve the quality of public service delivery to citizens. The Department is providing support to many Central and States Government Organizations to implement this citizen centric initiative. This year the Division is conducting the first 'State of Civil Services Report through survey of ten Civil Services'. The other initiative includes implementation of the recommendations of the 12th report of Administrative Reforms Commission and recommendations of the 19th, 25th, 29th and 31st reports of the Parliamentary Standing Committee on Public Grievance, Personnel, Law and Justice. The Division also provides secretariat support to the Standing Committee for Grievances of officers of Joint Secretary and above.

SEVOTTAM AND THE CITIZENS CHARTER INITIATIVE

24.2   The Department has taken following steps to facilitate implementations of the 'Sevottam' and Citizens' Charter initiative by the Central Ministries / Departments and State Governments. During the year 2008-09 the DARPG with the support of Indian Institute of Public Administration has reviewed 50 Charters of Central Government Ministries / Departments and Organizations. These have been sent to the Ministries / Departments concerned for publication and uploading on their website.

24.3   The guidelines for the citizens' charters have been revised and fresh guidelines incorporating the suggestions of the Parliamentary Standing Committee have been uploaded on the website www.charters.nic.in. The website now has 131 charters of the Central Government and 729 of the State Government. Amongst the States/UT, Karnataka has reviewed the largest number of its Citizen's Charters in 2008-09.   This portal also provides contact details of Nodal Officers for Citizens' Charters both in Central Ministries / Departments and in States / Union Territories. The Citizen's Charters of all Central Ministries / Departments are also up-loaded on their respective websites. In June 2009 all Central Ministries / Departments have also been requested to include information about their Citizen's Charter in their Annual Reports. In June 2009 D. O. letters from Secretary (AR &PG) have been sent to Chief Secretaries of all States / Union Territories requesting them to review their Citizens' Charters to make them a dynamic document for interacting with the public.

24.4   The Citizens' Charter is one of the 3 modules of the Sevottam model for bringing excellence in service delivery through continuous improvement. DARPG is providing support to 10 organizations for implementation of Sevottam. Under this model the Citizens' Charter are being reviewed in consultation with the stakeholders and linked to the service delivery process of the Ministry / Department. The Department of Posts is the first Department to have adopted this model and Gol Dakkhana has been certified under ISO 15700:2005 certification. Under this initiative, the Central Board of Direct Taxes has included all its service delivery standards stated in the Citizen's Charter as a part of

its new monitoring system for service delivery. They have also pilot tested their single window service delivery unit, called Ayakar Seva Kendra (ASK) or Tax Payers' Service Centres (TPSC) in Pune, Udaipur and Kochi. Through these centres all the Citizen's Charter standards of service delivery as given in its Citizen's Charter are being converted in to action.

24.5 Since, majority of services to the citizens are provided either at State Government level or local level, it was decided to initiate pilot projects on Sevottam in States under the Capacity Building for Poverty Reduction (CBPR) Quality Management System (QMS) for pro poor service delivery. Under this capacity initiative, the State Organizations have to define their standard of service delivery and publish it in their Citizens' Charter. There are two components of the QMS Sevottam pilot projects. (a) First is the implementation of the pilot in the entire vertical chain of service delivery of one select department from the department level to the village level. (b) Second is the capacity building of the State Administrative Training Institute so that the model could be implemented in all the other departments of the State Government. After capacity building of the State ATI a Centre for Sevottam Training is also established therein. The four states and their sectors duly selected are as under:

(i) Government of Himachal Pradesh, Directorate of Urban Development, Municipal Corporation, Shimla, Water and Sanitation Department

(ii) Government of Karnataka, Department of Women and Child Development with pilot Districts as Raichur and Chamrajnagar.

(iii) Government of Madhya Pradesh, Department of Public Health and Family Welfare in the vertical chain of District Bhopal, JP Hospital, Bhopal, CHCs in Gandhi Nagar, Phanda Block and PHC in Tehsil Bairsia.

(iv) Government of Orissa, Food Supplies and Consumer Welfare Department, in vertical chain of District Khurda, Balipatna Block.

24.6 DARPG is now taking action on the recommendations of the Second Administrative Reforms Commission in its 12th Report entitled 'Citizen Centric

Administration – Heart of Governance". The Report has recommended for making the Citizen's Charters more effective as a document for interacting with the citizens. This recommendation has been accepted by the Core Group on Administrative Reforms headed by the Cabinet Secretary. In June and July 2009 D.O. letters from Secretary (AR&PG) have been sent to all Secretaries of Central Ministries / Departments informing about this recommendation and requesting for review of the Citizen's Charters to make them more effective as a tool for interacting with the citizens.

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)

24.7 The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is now established in 89 Central Ministries / Departments and their subordinate organizations of the Government of India. The system is also being used by the President's Secretariat and the Cabinet Secretariat to send grievances received in their offices. A D.O. letter from Secretary (ARPG and Pensions) to Secretaries of all Central Ministries / Departments has been issued for closer monitoring of redress of public grievances through the CPGRAM System.

24.8 The number of Central Ministries / Departments / Organization where the CPGRAMS had been installed was 22 only in 2006-07. As in December 2009 the CPGRAMS interlinks 89 Central Ministries / Departments / Organizations, through www.pgportal.nic.in and hands-on training has been provided to all such personnel directly dealing with grievances in these Ministries / Departments.

24.9 A study of Public Grievance Redress Mechanism (PGRM) in Central Ministries / Departments to the Indian Institute of Public Administration, (IIPA) New Delhi and its Report thereon has been received and accepted in 2008-09 for implementation. The PGRM in Government of India and in States / UT has also been studies by the Second Administrative Reforms Commission in Chapter 7 on "Grievance Redress Mechanism" in its 12th Report entitled "Citizen Centric Administration – The Heart of Governance".

24.10 The NIC Unit of DARPG is developing a customized CPGRAMS having local

language interface for the State Government. This software would be first pilot tested in the States of Haryana and Rajasthan who have given their consent. This web based software on CPGRAMS will be available to other State Government / UT for replication.

24.11 In addition to strengthening of the PGRM in all Central Ministries / Departments, requests have been made to Chief Secretaries of all States / UT to consider the recommendations of the ARC in its 12th Report for implementation in their respective States / Union Territories.

The figures regarding receipt and disposal of the grievances through PG Portal is given as under:

Graphs showing the growth of CPGRAMS and its implications
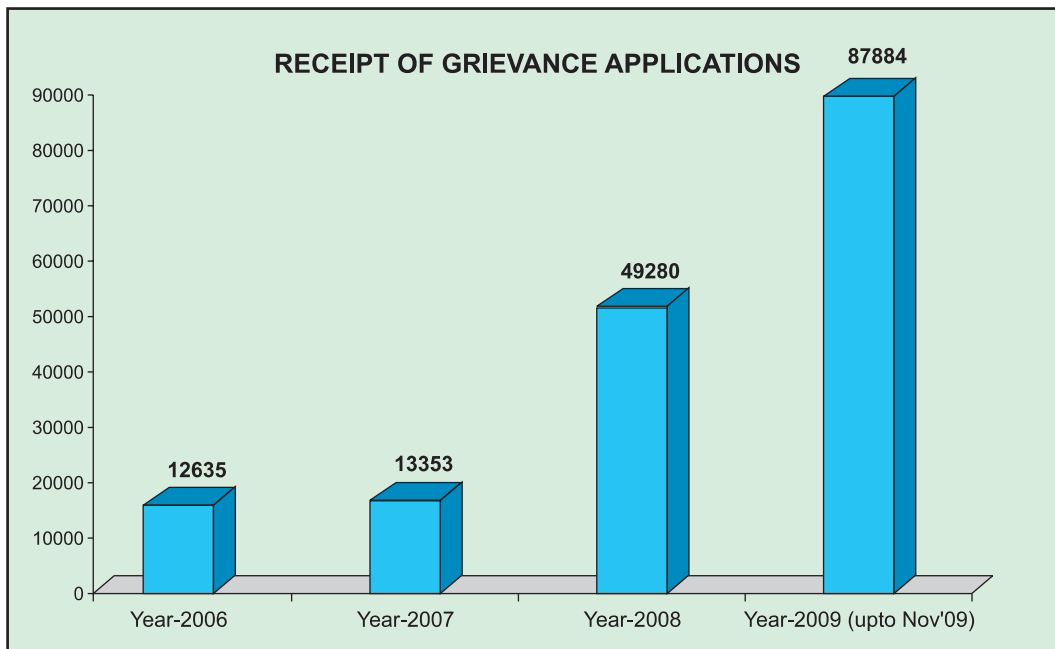
The graph showing the tremendous growth of receipt of grievances indicates the ease-of-use and the confidence of the aggrieved citizens on the system.

CASES DISPOSED (Year-wise)
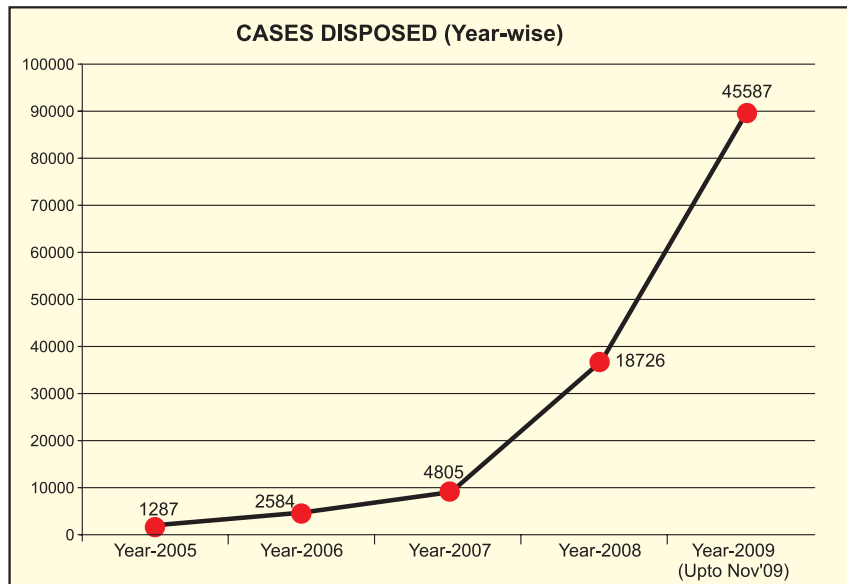
The graph above shows over three-fold increase in disposal of cases from 2584 in the year 2006 to 8268 in the year 2008 (till October). This is an indicator showing the ease-of-use to the nodal officers and the CPGRAMS has helped put in place a proper disposal and reporting mechanism.

AVERAGE TIME OF DISPOSAL (in Days)
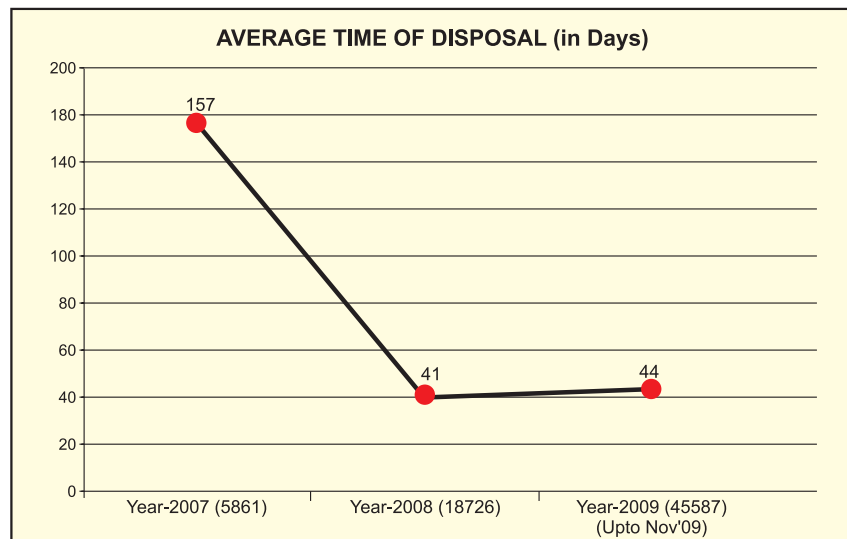
This graph shows nearly four-fold decrease (from 157 days to 44 days) in the average disposal time after implementation of CPGRAMS. The number of cases disposed has increased from 18726 in 2008 to 45316 in 2009.This clearly proves the objective of quicker disposal by inducting CPGRAMS is achieved.

CHAPTER – 25

ORGANISATION AND METHODS

MODERNIZATION OF GOVERNMENT OFFICES

25.1   The Plan Scheme on Modernization of Government Offices was launched in the year 1987-88 with the objective of improving the work environment through functional layouts, creation of open offices, reduction of paper work by using modern aids, cost effective and space effective records management. It was envisaged to become a tool to increase efficiency and productivity of the workforce with better public service delivery and public satisfaction as the ultimate aims. The existing guidelines revised and issued in the year 2007 and enforced from the financial year 2007-2008 lay thrust on comprehensive and integrated planning, modern work stations, uniformity in the physical parameters and maintenance of the modernized units and also incorporated the provisions of General Financial Rules, 2005.

25.2   The Scheme has been very popular and has been able to achieve its objectives to a large extent. Till date, an amount of Rs.42.50 crores has been sanctioned to various Ministries/ Departments against 391 proposals. The Scheme has an inbuilt mechanism, which ensures active involvement of user Ministries/ Departments, executing agencies and DARPG resulting in the optimum utilization of the resources available. The Scheme is intended to only provide a catalytic affect to the process of modernization as a part of overall process of Administrative Reforms and it is to be supplemented with the efforts of Ministries/ Departments themselves with regard to modernization. Administrative efficiency and better public services are the prime objectives of the Scheme. It is incumbent upon the user Ministries/Departments to keep these objectives in view while formulating and implementing the proposals and also to make endeavor to realize those objectives.

25.3   The requirement of funds is increasing every year as more and more Ministries/ Departments are becoming aware of the Scheme and the benefits derived from it. This Department constantly monitors the effectiveness of the Scheme through feedback received from the user Ministries /Departments and impact

studies and brings about the requisite changes in guidelines of the Scheme. The present revision of guidelines was done due to the changes in the provisions of General Financial Rules, 2005.

25.4   The Department has always kept track of the implementation of the scheme, wherein the user Ministries/Departments are required to submit Utilization Certificate. This Department has been able to receive utilization certificates of the status of all the funds released under the scheme all upto March 31, 2008 and majority of those upto March 31, 2009.   It had also carried out several on-the-spot study of the modernized units. In the year 2002, it was decided to have the impact assessment done through an independent agency and accordingly M/s JPS Associates were engaged to do the job. They conducted a comprehensive study of various Ministries/ Departments. They, in their report, concluded that the modernization exercise was definitely a step forward. In addition to the stated objectives of modernization, the agency listed the following intangible benefits:- improved morale, feeling of pride in the workplace, improvement in efficiency in order to keep up with the image of a modern office, improved feeling of belongingness, better team work. Recently this Department had got an evaluation study of the Plan Scheme of Administrative Reforms for its continuance from X Plan to XI Plan through an outside Consultant viz. M/s.Wipro Ltd. One of the components of the Plan Scheme was modernization of Government offices. The consultant has recommended continuance of this component of Plan Scheme in the XI Plan. However they have suggested that the Department needs to take up more comprehensive proposals and allocate more funds under the scheme. In order to avoid haphazard development of work station in Government offices, M/s. Wipro Ltd. had suggested prescribing of standard formats of work stations. The recommendations of the Consultants for continuation of the scheme have been appraised by Expenditure Finance Committee (EFC) and approved by the Union Finance Minister. With regard to the prescribing of standard formats, this Department had requested the National Institute of Design (NID), Ahmedabad to provide consultancy service in this area. But the latter have given their inability to provide us the consultancies on account of the pre occupation of

the faculty members. The Department has now written to Director General, Central Public Works Department to provide assistance in this regard. Once a standard format is adopted the guidelines will need further modification.

25.5 The proposals received under the scheme are examined by a Screening Committee, which is chaired by the Additional Secretary (AR&PG) and has members drawn from the Planning Commission, National Informatics Centre, Integrated Finance Division of the Ministry of Personnel, Public Grievances and Pensions and Ministry of Urban Development.

CENTRAL SECRETARIAT MANUAL OF OFFICE PROCEDURE (CSMOP)

25.6 The Department of Administrative Reforms and Public Grievances as a nodal agency is entrusted with the responsibility of prescribing procedures for Secretariat work through the Central Secretariat Manual of Office Procedure (CSMOP). The overall aim of the CSMOP is to increase productivity in work and to provide for a responsive administration without altering their basic logic which would reflect the changing working environment through the corresponding evolution of the processes and procedures/guidelines. In the light of changes assured in by developments taking place in the working environment like role of Information Technology, Right to Information Act etc. and the recommendations given by Administrative Reforms Commission the review of CSMOP is under process with the aid of a Consultant.

e-MANUAL

25.7 The Department of Administrative Reforms and Public Grievances under the e-Office Mission Mode Project proposes to device an e-Manual to be adopted by the various Government of India offices in the information technology management. For the purpose National Institute for Smart Governance (NISG), Hyderabad has been engaged as Consultants. The Consultants had submitted a draft of the e-Manual which has been examined by Committee of the Ministry of Personnel, Public Grievances & Pensions and a draft Manual of e-Office Procedure devised. At present a copy of the same has been circulated to all the Ministries/Departments of the Government of India seeking their comments, if any, on the same.

CHAPTER – 26

e-GOVERNANCE

NATIONAL CONFERENCE ON e-GOVERNANCE

26.1   The Department of Administrative Reforms and Public Grievances along-with the Department of Information Technology and in association with one of the State Governments has 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.

26.2   The 12th National Conference on e-Governance was held on February 12 - 13, 2009 in Goa under the joint auspices of Department of Administrative Reforms and Public Grievances, Government India, Department of Information Technology, Govt. of India and Department of Information Technology, Government of Goa. The theme of the Conference was "e-Governance: Breaking Barriers, Building Bridges". was attended by senior Government officers and intellectuals from industry, academia and civil society and provided a platform to them to discuss, enhance views and experiences relating to various e-Governance initiatives. National Awards for e-Governance were presented during the inauguration of this Conference.

26.3   The 13th National Conference on e-Governance was organized on February 18-19, 2010 at Jaipur, Rajasthan. (The Department has already initiated preparations for the 13th National Conference on e-Governance.)

26.4   Every year, the Department of Administrative Reforms and Public Grievances recognizes and promotes excellence in e-Governance by awarding Government organization/Institutions which have implemented e-Governance initiatives in an exemplary manner. National Awards for e-Governance in the following categories are :

- Excellence in Government Process Re-engineering

- Exemplary Horizontal Transfer of ICT based Best Practices

- Outstanding Performance in Citizen-Centric Service Delivery

- Innovative Usage of Technology in e-Governance

- Exemplary Usage of ICT by PSUs

- Best Government Website; and

- Specific Sector Award : Focus sector for the current year Education

e-Office – A National Mission Mode Project under the National e-Governance Plan, approved by the Cabinet (New Scheme)

26.5   e-Office is one of the Mission Mode Projects (MMP), under the National e-Governance Plan (NeGP). The NeGP as also the e-Office project has been approved by the Cabinet for implementation during the 11th Five Year Plan. 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 ARPG is the nodal agency for implementing the project. "e-Office" or any less-paper initiative primarily involves workflow automation and knowledge management including document/records management, setting and controlling the workflow in the organization, work allocation and tracking, maintaining audit trails, performance benchmarking and generating operational MIS.

26.6   To begin with the project is proposed to be implemented in 3 pilot sites i.e., DAR&PG, Training Division of DoPT and e-Governance division of Department of Information Technology. The project is to be implemented through NIC.

OBJECTIVE

26.7   **Improvement in Efficiency (Responsiveness)**

1.   Workflow automation : All the activities shall follow well defined workflow

processes, most of which are automated and performed by the system through the use of generic customizable electronic file system;

2. Automation of Routine Tasks : Routine tasks that do not require any decision by a user, can be automated and performed at regular interval of time by the system;

3. Quick Access to Information : e-Office would provide a systematic approach to storage, retrieval, communication, integration and publication of information available in different formats such as documents, statistics etc.;

4. System would be able to handle required volumes and types of files; and

5. Speed of system response would be acceptable to users.

Improved Transparency

1. Physical file would be converted to suitably redesigned e-files;

2. Easy tracking of the status and location of a file at any given point of time will curb delays and facilitate exception reporting; and

3. The project would facilitate publication of information through appropriate websites.

Better accountability through monitoring of work and performance management

1. Online availability of Performance Management System, dashboards, alerts etc, so that the work done at various levels can be monitored and assessed regularly; and

2. Auto escalation in case of delays.

Confidentiality and security

1. This is a pre-requisite of electronic handling of files of Government Ministries and Departments and the requisite security will be ensured under e-Office;

2. Proper access control would be implemented;

3. Highly secure technology would be deployed; and

4. Security audit will be mandated.

Modern office environment

1. Facelift of traditional offices will be taken up alongside.

Improved capacity and legal enablement of electronic office

1. Capacity of staff to be built to operate in the e-Office environment; and

2. Office procedures and other related guidelines will be modified in conjunction with the implementation of e-Office.

26.8 **Strategy**

- Define technical standards;

- Provide e-Manual (Central Secretariat Manual of e-Office Procedures);

- Create Role Models;

- Create a simple system for selection and operation of e-Office environment;

- All the above would enable the Department to develop a Standard Roadmap;

- Selection of four diverse Ministries/Departments;

- Security/confidentiality.

26.9 An amount of Rs.1.81 Crores has been released to National Informatics Centre (NIC) for implementation of e-Office MMP.

CHAPTER – 27

CAPACITY BUILDING FOR POVERTY REDUCTION

27.1 The Department of Administrative Reforms & Public Grievances has undertaken a project funded by the Department for International Development (DFID), UK on 'Capacity Building for Poverty Reduction' (CBPR). The purpose of CBPR programme is to assist the Ministry of Personnel, Public Grievances and Pensions in its efforts to promote and support improvements in public administration, which will benefit the poor and the marginalized. The UK Government has provided an assistance of six million pounds i.e. Rs.48.02 crores for this project during the period 2005-06 to 2009-10. The project period has been extended upto December, 2010 with no additional costs.

APPROACH

27.2 The rationale for approach taken in this programme emanates from the fact that effective, efficient, and equitable delivery of basic services to the poor is a strong and positive correlate of poverty reduction. It is, therefore, reasonable to assume that competent and effective public service delivery systems within the realms of public administration are of critical importance for working towards poverty reduction.

THE INITIATIVES

27.3 The initiatives under the programme include:

(a) State of Governance Report: This entail assessment, through scoring of the States in the country on pre-determined dimensions of governance. The outputs of the initiative would be the rolling out of the State of Governance for States on an agreed working concept of Governance and its indicators with specific reference to poverty reduction.

(b) Functional and Strategic Review: This involves diagnosis and prescription for enabling AR&PG to emerge as the internal consultant to the Government on reforms with reference to the Citizen Charter developed by the Department. The final outcome is creation within DAR&PG, an institutional capacity to initiate, sustain and manage the reform process.

(c) Governance Knowledge Centre (GKC): The endeavor under this initiative would be to upgrade the GKC portal (indiagovernance.org) from a digital repository to a knowledge centre available for reference on issues pertaining to Governance.

(d) Training: This initiative envisages developing a Pan India Model for training of service delivery personnel at the cutting edge. The working model developed is proposed to be tested through pilots in four States. A core group has also been formed at Haryana Institute of Public Administration (HIPA) to help Department of Personnel and Training (Training Division) to monitor the pilots.

(e) Right to Information: It is proposed to undertake a comprehensive review of one year implementation of the Act with the help of an external consultant and subsequently provide assistance for implementing the suggested changes on account of the review.

(f) Collaboration with State Governments: Under the aegis of this initiative it is possible for state governments to propose initiatives which seek to build capacity at the institutional, organization or individual levels of the public administration in the state and can be developed in replicable models within the state and other states. The DARPG would work alongwith the state governments concerned on any such initiative and provide the necessary funding for attendant technical assistance in piloting and developing prototypes. Guidelines for such collaboration have been circulated to all the State Governments and 12 projects undertaken in collaboration with the State Governments.

(g) Social Accountability: This initiative intends to explore the ways and means of enhancing the ability of citizens (especially the poor and the marginalized) to engage with public servants and politicians in a more informed, direct and constructive manner so as to improve public service delivery for Health and Education sectors.

(h) Study Programme: This initiative is designed to help the official of the DAR&PG (and other related departments) to develop the working knowledge of governance, its operational implications through exposure to study programmes and consultative visits.

(i)   Implementation of a Quality Management System: In order to drive individual departments and their delivery systems to more towards service delivery excellence, the Department of AR&PG seeks to pilot a model of quality service delivery. This effort involves Departments at the State level and service delivery units at the district or local levels. Services of expert agencies are procured who alongwith the State Administrative Training Institutes (ATIs) will help develop through a pilot testing methodology for implementing a quality management system.

(j)   Modeling Best Practices: Department of AR&PG has identified a set of good practices in the area of administrative reforms for all-round use by State Governments. For this purpose, a replicable model is developed for a few identified best practices. The effort involves identifying and developing the underlying model from the existing best practice and then testing it in an identified place so that the explicability of the working model is established.

CHAPTER – 28

INTERNATIONAL EXCHANGE AND COOPERATION

28.1 The Department of Administrative Reforms and Public Grievances (International Exchange and Cooperation Division) is working as the nodal point in respect of matters relating to international cooperation in the field of Civil Service, Personnel Management and Public Administration, which includes organizing programmes and visits of the foreign delegations in India and visit of Indian delegation abroad as part of project / bilateral measures taken up in accordance with the Memorandum of understandings MOUs / Agreements signed between India and other countries (bilateral or multilateral), viz, China, Malaysia, Brazil and South Africa and in respect of the cooperation with other international organizations of which the Ministry of Personnel, Public Grievances and Pensions is an institutional member.

28.2 At present, there are four countries, with whom MOUs have been signed: China, Malaysia (bilateral) South Africa (bilateral as well as trilateral; ie. IBSA) and Brazil (under IBSA). This involves exchange of visits and undertaking programmes/projects and activities under the existing MOU in the field of Civil Service, Personnel Management, Public Administration and Governance.

COOPERATION WITH INTERNATIONAL INSTITUTE OF ADMINISTRATIVE SCIENCES (IIAS),BRUSSELS, BELGIUM

28.3 The Ministry of Personnel, Public Grievances and Pensions (Department Administrative Reforms and Public Grievances) is an institutional member of the International Institute of Administrative Sciences (IIAS) since 1998. The membership is being renewed every year by paying the requisite fee.

28.4 The IIAS with its headquarters at Brussels, Belgium, was established for the purpose of promoting the development of Administrative Sciences, better organisation and operation of public administrative agencies, improvement of administrative matters and techniques and for the progress of International Administration. At the international level, it is devoted to the study of public administration. In the field of comparative studies, it alone provides a forum

for presenting and discussing practical experiences and theoretical analyses of specialists of public administration from all regions of the world.

28.5   The advantage for Ministry of Personnel, Public Grievances and Pensions of becoming an institutional member of the IIAS is that, it 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 organised by the IIAS as well as through various journals, documents and study reports prepared/issued by them.   Additional Secretary, DAR&PG, as a Government of India nominee in ex-officio capacity, is on the Executive Committee of IIAS.

COOPERATION WITH COMMONWEALTH ASSOCIATION FOR PUBLIC ADMINISTRATION AND MANAGEMENT (CAPAM), TORONTO, CANADA

28.6   The Commonwealth Association for Public Administration and Management (CAPAM), with its headquarters at Toronto, Canada, is a membership organization dedicated to strengthening public management and consolidating democracy and good governance through out the Commonwealth.   It was formed in 1994 as a result of decisions taken at the Commonwealth Heads of Government meetings in Harare in 1991 and in Cyprus in 1993. CAPAM has 1005 individual members and 82 institutional members.

28.7   The Ministry of Personnel, Public Grievances and Pensions, Government of India became an institutional member of CAPAM in 1997. The membership is being renewed annually. 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.   Secretary, Ministry of Personnel, Public Grievances and Pensions, as a Government of India nominee, in an ex-officio capacity, is member of CAPAM Board of Directors.

CAPAM INTERNATIONAL INNOVATIONS AWARDS PROGRAMME

28.8   Since 1998, CAPAM has been announcing its Biennial International Innovations Awards Programme. The purpose of the Awards Programme is to promote the interaction of new initiatives in government reform throughout the Commonwealth. Through this programme, CAPAM endeavours to promote new initiatives in government reform; to expose countries to varying perspectives on models of change and reform; to promote quality service to public and to further strengthen communications and exchange among different member countries. This provides an opportunity to exchange experience on new developments and innovations in management in governments of Commonwealth countries.

28.9   India has been participating in the CAPAM Award Programme since beginning and has won gold medals in 1998, 2000, 2002 and 2004 and silver medals in the year 2002, 2004 and 2006.

28.10 The sixth CAPAM Awards Programme, was held at Barbados in conjunction with CAPAM Biennial Conference from October 19-22, 2008. Out of 27 projects submitted by Government of India, the following three projects were selected among the top ten finalists, out of over 150 submissions received by CAPAM from various Commonwealth countries.

   (a) Jan Seva Kendra(JSK),ICT enabled Public Service Delivery Centre (Government of Gujarat).

   (b) Citizen Centric Approach for making Safe Motherhood – A Right for every Women, (Government of Madhya Pradesh)

   (c) Bio-Digester- An Innovation for Organic Farming, (Government of Karnataka)

INDIA-BRAZIL-SOUTH AFRICA (IBSA) FORUM

28.11 Recognizing the emergence and consolidation of IBSA initiatives and collaboration at regional and global level for promoting good governance and wishing to strengthen South-South cooperation, the three countries acknowledge that joint efforts and collaboration will position them as active players in helping to direct the Public Administration and Governance towards democratic values and social inclusion.

28.12 The Prime Minister of India, the President of Brazil and the President of South Africa met in Brasilia (Brazil) on September 13, 2006 for the 1st Summit meeting of the India-Brazil- South Africa dialogue forum. Also desiring to promote trilateral exchange of cooperation in the field of Public Administration and Governance between the three countries in accordance with their respective national legislation on the basis of equality and mutual benefit, India, Brazil and South Africa agreed to enter into an MOU. Pursuant to the IBSA Summit decision as contained in the Joint Declaration issued on the occasion, an IBSA Working Group on Public Administration (WGPA) has been set up by the three countries. The Working Group from India is headed by Secretary, Department of ARPG&P.

28.13 The Working Group on Public Administration (WGPA) ensures that advocacy and influence on public administration are sustained at global, regional and national levels. The priorities of the IBSA Working Group are global governance reforms and strengthening of South-South Cooperation, by ensuring an effective public service and sharing of best practices in governance among the three countries, including effective systems for monitoring and evaluating government performance. IBSA network would also enhance the ability to influence global thinking on issues of Public administration in the world.

28.14 The IBSA Working Group on Public Administration has been assigned a key role in the consolidation and advocacy of work on Governance and Public Administration. The Working Group on Public Administration started working in August 2006; it has since held six meetings and adopted the following areas of cooperation:

(i) Integrated monitoring and evaluation

(ii) e-governance

(iii) Human Resource Development

(iv) Citizen oriented service delivery

  (v) Anti-corruption and ethics

  (vi) Accountability and Transparency

28.15 Collaboration in these areas represents the essence of the agreed upon MOU which has been signed on October17, 2007 in South Africa, during the 2nd IBSA Summit. Necessary action is underway to implement the IBSA MoU through an annual Programme of Action, identifying various projects/programme for exchange among IBSA countries.

28.16 The three countries have shown maturity and eagerness to collaborate on regional and global democracy and governance, economy and social commitments. The establishment of IBSA Working Group on Public Administration has ensured that our engagements, advocacy and influence on Public Administration and Governance are sustained at global, regional and national levels. This has further strengthened and provided a greater impetus to the already flourishing South-South relationship.

28.17 In the 6th Meeting of the Working Group held in New Delhi in May, 2009, the deliverables, viz. (i)   e-Governance Work-Plan; (ii) An IBSA Framework on Public Administration, which is a set of guidelines / directive principles agreed upon among the three countries, which their governments feel should govern the functioning of public services to promote the idea of good governance, without being legally enforceable; (iii) A Virtual Centre of Excellence in Public Administration, which is a web based portal to create a knowledge base for sharing IBSA experiences and best practices in the field of Public Administration and development related issues; and (iv) An IBSA Seminar on "Capacity Building for Effective Service Delivery", which has taken place at Hyderabad, had been identified for immediate implementation.

28.18 The IBSA Forum on Public Administration aims to enable us to keep abreast of practical requirement of good governance, just and honest government in the region and beyond.

INDIA – MALAYSIA COOPERATION IN THE FIELD OF PUBLIC ADMINISTRATION AND GOVERNANCE

28.19 A Memorandum of Understanding on cooperation in the field of Civil Service, Personnel Management and Public Administration between Government of India, represented by the Ministry of Personnel, Public Grievances and Pensions and the Government of Malaysia, represented by the Public Service Department, was signed on May 14, 2001.

28.20 To facilitate implementation of the MoU across various spheres of interest identified for exchange and cooperation, a Joint Working Group on Civil Service (JWGCS), which is an inter-governmental machinery of India and Malaysia, has been constituted. The JWGCS consists of members of both the countries as nominated by the concerned parties, with Secretary (ARPG & Pensions), Ministry of Personnel, Public Grievances and Pensions, Government of India as the Leader of the Indian side and the Director General, Public Service Department, as the Leader of the Malaysian side

28.21 Cooperation with the Malaysian side is focused in the following identified areas:

   (i) Human Resources Development

  (ii) Employer-Employee Relations

 (iii) Salary and Allowances of Civil Servants

 (iv) Public Pension System

  (v) Employee Welfare

 (vi) Alternative Systems of Public Service Delivery

(vii) Rightsizing Government

(viii) Clients/Citizens Charter Initiatives

 (ix) TQM and ISO Certification in Government

  (x) Training: Management and IT;

 (xi) e-Government

 (xii) Civil Service matters for Management level

(xiii) Anti-Corruption Strategy

(xiv) VRS

 (xv) Public Grievance Redress Mechanism (PGRM)

Sharing of experiences and benchmarking of best practice are the key strategy of collaboration in the areas listed above.

28.22 The third Meeting of the India-Malaysia Joint Working Group was held on January 6-7, 2004 in New Delhi . The JWGCS reviewed the progress made by the Task Forces from both sides in implementing the various projects listed under the Work-plan and expressed their satisfaction over the progress made.

28.23 The work-Plan for the year 2003 and 2004 adopted by India and Malaysia in pursuance of the MoU entered has led to a very useful exchange of information including learning and sharing of best practices, and exchange of experts from both sides. Both sides would be further engaged in exploring new areas of cooperation for further enhancement of bilateral working relationship and developing a programme of cooperation in the form of a Work-Plan.

28.24 The next meeting of India Malaysia JWGCS is proposed to take place in Kuala Lumpur in 2010.

INDIA-CHINA COOPERATION IN THE FIELD OF CIVIL SERVICES , PERSONNEL MANAGEMENT AND PUBLIC ADMINISTRATION

28.25 A Memorandum of Understanding on cooperation in the field of Civil Services, Personnel Management and Public Administration was entered into in 1992 between the Ministry of Personnel Public Grievances and Pensions of the Government of India and the Ministry of Personnel of the People's Republic of China (PRC).

28.26 In the past, under the given MoU, the Indian delegations visited China to study Local Governance System, explore ways of cooperation between Civil Services Institutions of India and China and study China's structural and economic reforms. The last activity under the MoU was the visit of Vice Minister of Supervision from the PRC to India from April 30 - May 8, 1998. Sino-Indian relations suffered a severe setback in May 1998, and as a result the exchanges with China were suspended across the board. Ever since 1998, the Chinese side had not shown any interest in reaffirmation of the MoU or renewal of any exchanges between the two sides. In October 2006, the Chinese side had shown interest for revival of exchanges between India and China under the MoU.

28.27 The Ministry of Personnel of the People's Republic of China, the nodal agency for implementation of the MoU, has been re-structured following its merger with the Ministry of Labour and Social Security, leading to formation of a new Ministry known as the Ministry of Human Resources and Social Security.

28.28 As a result, a fresh MoU in the field of Civil Services, Personnel Management and Public Administration is required to be signed between the two countries, as per the regulations of the Chinese State of Council (Cabinet).

28.29 The Indian / Side has proposed to take up the following areas of interest for consideration of MOU, and annual / biennial Work- Plan for exchange of cooperation:-

    (a) Capacity building and skills up-gradation

    (b) Improved systems of public service delivery

        • Customer oriented services

        • Quality management in government

        • Public grievance redress mechanism

    (c) e-Governance

    (d) Anti-corruption mechanism

(e) Accountability and transparency

(f) Human resources development- Civil Services

- Recruitment Process and Policies

- Promotion Policies/Career Progression Policies

- Performance Appraisal

- Mechanism / Machinery for amicable resolution of disputes between Government and its employees including the mechanism for personnel arbitration

(g) Human resources management in public sector

(h) Public sector reform

MEETING OF THE CABINET SECRETARIES OF SAARC MEMBER STATES

28.30 The meeting of the SAARC Cabinet Secretaries was held in New Delhi on November 13-14, 2009 to discuss issues of common concern such as administrative reforms, rural development, performance management and e-Governance.   The meeting was attended by all the Cabinet Secretaries and other representatives of the Member States.

28.31 The initiative of Government of India in holding this first ever meeting of Cabinet Secretaries of SAARC Member States was welcomed.   It was noted that SAARC is now focusing on implementation, having commendably completed the norm setting processes in the first two decades of its existence.   Cabinet Secretaries agreed that there is a need to prioritize SAARC related work in the line Ministries of SAARC.   The meeting discussed innovations being made in administrative reforms by these countries. These discussions included reference to specific schemes to ensure underline objective of empowering citizens and ensuring inclusive growth   through effective and people-friendly administration.

28.32 Member States also discussed rural development programmes in their own countries and the impact made by them.   In their presentation, the Cabinet Secretaries put forward a detailed account of the policy experiences in their

respective countries, including success stories, in the field of Rural Development. The Meeting noted that development of rural areas in South Asia is an enormous developmental challenge, and as such comprehensive efforts of all stakeholders, including strong community participation, are critical to the success of poverty alleviation efforts and development of rural areas. The Meeting appreciated that although the challenges faced by the region are common, there may be specific variations depending on the socio-cultural milieu in a country.

28.33 The Meeting noted the importance of the Performance Management and Evaluation systems which are essential for improving delivery of services and development. They link departmental and individual objectives to various actions (policies, programmes, projects and schemes) and enable objective assessment of progress in achieving these objectives through fair and balanced evaluation of the performance of various institutional and individual stakeholders.

28.34 The Meeting underlined the importance of use of Information Technology in administration of public services, and implementation and dissemination of development programmes, including through e-governance which is assuming an ever-increasing importance in developing countries including in South Asia. It noted that individual SAARC Countries have developed specific practices in Information Technology that optimize the use of human, technical and financial resources in addressing their respective national development priorities.

EXCHANGE AND COOPERATION WITH OTHER COUNTRIES

28.35 In recent times, the Ministry was also engaged with the visiting delegations from Egypt, Canada, Kuwait, Vietnam, Kenya, Solomon Islands, Latvia, Afghanistan, Uzbekistan and Nepal. The interactions with these countries focused on areas of Civil Service Personnel Management and Public Administration, including Reforms Initiatives, Capacity Building and SKill up-gradation, Empowering Civil Service, E-Governance, empowering citizen by Right to Information and strengthening vigilance for combating corruption.

CHAPTER – 29

DOCUMENTATION AND DISSEMINATION

29.0 The Documentation and Dissemination Division of the Department primarily carries out the activities of documentation, incubation and dissemination of good governance practices of Centre, State/UT Government with a view to sharing of experience with each other and replication elsewhere. Besides, the Division also brings out periodic publications and maintains repository of reference material concerning public administration, management, information technology, human resource development in the shape of rich and well equipped library.

29.1 State Governments and Union Territory administrations have taken several initiatives in good governance from time to time. However, the documentation of the process of conceptualizing and implementing these initiatives/practices is often confined to newspaper reports and official briefs. This is largely due to the fact that the people involved in the process have little time or patience to document it and in the absence of professional documentation, it is not possible to make an evaluation of these initiatives with a view to take steps for their replication in other States/UTs or elsewhere. The activities being dealt by the Division are detailed below:-

29.2 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 36 good governance initiatives of 15 different States/UTs. In the fiscal year 2009-10, the Department has sanctioned financial assistance for professional documentation of the following four initiatives of Government of Madhya Pradesh and NCT of Delhi:-

Sl. No.	State Govt.	Project	Amount Sanctioned (Rs)
		(i) The m-Governance Mantra	3 lakh
1.	Madhya Pradesh	(ii) Implementation of 'The Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act,2006	3 lakh
		(iii) Removal of Encroachments of Structures of Different Religious Maintaining Communal Harmony	3 lakh
2.	NCT of Delhi	(iv) Bhagidhari phase - VI	3 lakh

29.3 ***Series of Presentations on Best Practices:*** Presentation is being organized before a select group of Secretaries and senior officers. Officers of the concerned State Governments are called for making the presentation. In order to facilitate replication of these success stories in other less endowed states a novel initiative was taken by the Cabinet Secretary in January 2005 with the introduction of this presentation series on best practices. Already 18 such presentation on diverse topics have been made which have been well-attended by senior officers from the Central as well as selected State Governments. The last presentation was organized on November 24, 2009 on (i) e-Huda : Plot and Property Management System in Haryana and (ii) Fire Alert and Messaging System in Madhya Pradesh.

This has proved to be a useful platform for sharing of experiences of the champions of successful initiatives as also for learning lessons from the successes and failures. It is our experience that there is no dearth of innovative ideas and projects in our country. It is very much required to painstakingly scale these up and replicate them to other states so that the successful initiatives do not remain confined to islands of excellence only.

29.4 **Regional Conferences on "Excellence in Governance" :** Consequent to the' Conference of Chief Ministers' held in 1997, an Action Plan to facilitate

Citizen Charter and accountable administration, effective and speedy public grievances redress system, transparency and Right to Information and dissemination of best practices has been adopted by the AR&PG. The Regional Conferences are being organized with a view to bringing 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. Senior Officers of the Central and State Governments responsible for implementing good governance practices including Citizen Charters, officials from cutting edge level, representatives of the NGOs/consumer organizations, etc., will participate in the Conference. Two such series of Regional Conferences were held in eight different States of the country during the financial year of 2006-07 and 2007-08. These are as under:-

Year	Venue	Theme
2006-07	Jaipur Dimapur Ahmedabad Hyderabad	Fostering Good Governance
2007-08	Musoorie Pune Guwahati Thiruvananthapuram	Excellence in Public Service Delivery

The main objective of the Conference is to generate awareness amongst the participants about the recent reforms for promotion of good governance. Seniors officers of Government of India responsible for implementing good governance, officers from States Governments and experts in the area of governance and administration are the main partner/participants of these conferences.

In this fiscal year, the Department had planned to organise four such regional conferences at Nainital, Mysore, Itanagar and Goa. Of these conferences at Nainital and Mysore were held on September 30 – October 1, 2009 and November 17 -18, 2009 respectively. Conference on North East and Eastern

States is proposed to be held in Assam in January 2010 as Arunachal Pradesh pleaded inability to host the conference because of local election. The one at Goa was held on February 25-26, 2010.

29.5 **Publication of Book :** This Division is engaged in organizing lecture series / presentations etc. of best practices across the country. These lectures / presentations are immensely useful for the administrators and the dissemination of success stories would facilitate replication of the same elsewhere also. As such, publication of books containing a compilation of these lectures / presentations would also go a long way in facilitating dissemination and eventual replication. The Division has already published a series of books on the subject. These are - *Idea that have Worked, Vichar Jo Kamyab Huye (Hindi version of Idea that have Worked,) Learn from Them, Splendour in the Grass, Roofless Towers and Management by Listening.*

29.6 **Production of Documentary Films on Best Practices :** One of the objectives of the Department of Administrative Reforms and Public Grievances is to promote best practices. Many States have achieved excellence in various aspects of administration and service delivery. It would be useful to gain from the experiences of each other by exchange of ideas. The Department is engaged in producing documentary films on best practices across the country. These films are immensely useful for the administrators and the dissemination of success stories would facilitate replication of the same elsewhere also. Twenty three such documentary films are already produced and five are in pipeline.

29.7 **Governance Knowledge Centre (GKC) :** Under the World Bank Project 'Capacity Building for Poverty Reduction', the DAR&PG had taken up an initiative to design and develop a web based repository of good governance initiatives and best practices. The GKC encompasses web based Digital Repository as also a support team comprising domain experts, resource persons, analysts along with technical professionals who continuously ensure dynamic updation of Knowledge Resources and Case Studies relevant to the profile

of users visiting the repository. Digital Repository is envisaged as a tool to enable capture, organize, store for easy retrieval of digital contents with respect to the various selected case studies of "Good Governance Practices" in India and abroad.

In order to ensure quality documentation of select best practices on a continuing basis, Centre for the Study of Law and Governance, Jawaharlal Nehru University (JNU) was selected. GKC Portal has now been functional and it can be assessed on www.indiagovernance.gov.in . The team of researchers of JNU has completed 63 best practices.

29.8 **Modeling Best Practices :** The Department has the mandate to identify, incubate, document and disseminate of the best practices. In pursuance with this mandate the department has initiated a project 'Modeling Best Practices' under DFID assisted programme on Capacity Building for Poverty Reduction. The objective of the project is (i) to identify, incubate document, analyse and customize the best practices for actual implementation in other States and (ii) proactively replicate select best practices on pilot basis in the willing states by developing states by developing a Model. Deloitte Touche Tohmatsu India Private Ltd. was selected to perform this job.

Three models have been prepared and ready for replication in the willing states. These are Jan Seva Kendra(Gujarat), Activity Based Learning(Tamil Nadu) and Radical Improvement in Delhi Education (NCT Delhi). Government of Himachal Pradesh has shown their interest in JSK. Governments of Punjab and Bihar have shown their interest in the education sector.

29.9 **Conference of Secretaries (AR) of all States/UTs :** This is a new initiative. The objective of the project is (i) to create a national platform to share experiences of the states in the field of reforms/initiatives undertaken by them to improve public service delivery, make the administration effective, transparent and accountable; and to make the administration citizen friendly, (ii) Challenges faced by the State Government to achieve the above goal and (iii) fulfill the expectation of the State/UT Government from Department of AR&PG, Government

of India. The conference was held on August 21, 2009 at Vigyan Bhawan, New Delhi. It was inaugurated by MoS (PP). The deliverables of this conference are fruitful and useful and it had achieved its above said goals.

29.10 Publication of 'Management In Government' - A Quarterly Journal :- Department of Administrative Reforms and Public Grievances is bringing out a quarterly journal "Management in Government" 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 conceptualisation of principles of good management based upon experience of live situations.

29.11 Publication of 'Civil Services News' – A monthly newsletter: - The newsletter is being brought out since January 1988 for serving and retired Government servants. The main objective of the priced publication is to act as an effective medium for transmission of information to civil servants on the latest developments taking place at the Centre with regard to personnel management, pensions, administrative reforms and public grievances and other matters of interest to the civil servants.

29.12 Documentation of proceedings of workshops, seminars, conferences on requisition is also organized by various divisions of the Department.

Department of Pension and Pensioners' Welfare

CHAPTER – 30

PENSIONARY BENEFITS

30.1 The Department of Pension and Pensioner's Welfare was set up in 1985 as part of the Ministry of Personnel, Public Grievances and Pensions to cater to the Central Civil Pensioners across the country. It is the nodal Department of the Government of India for formulation of general policy on pension and other retirement benefits, as also the redressal of grievances relating to pension and retirement benefits. The Department has taken a number of steps over the years for streamlining the pension administration system for greater convenience and welfare of the pensioners.

30.2 The Department of Pension and Pensioners' Welfare is concerned with the formulation and implementation of rules relating to:-

   i. CCS (Pension) Rules, 1972

   ii. CCS (Commutation of Pension) Rules, 1981

   iii. GPF (CS) Rules, 1960

   iv. CPF Rules (India), Rule, 1962

   v. CCS (Extra-ordinary Pension) Rules

30.3 Pensions' portal : a new Initiative : The Department of Pension and Pensioners' Welfare has developed a web-based "Pensioners' Portal" a Mission Mode Project (MMP) under the National e-Governance Plan of Government of India. It is launched on March 30, 2007 for public domain. The Portal is in operation for dissemination of pension related information as well as registration of pensioners' grievances online. It has two components : (a) non-interactive and (b) interactive component. The non-interactive part contains updated information on pension rules and various instructions issued thereunder and the database of pensioners. The interactive part involves registration of grievances of pensioners and their redressal.

30.4 Some of the important developments of the recent past are indicated below:-

   (i) Consequent upon implementation of the recommendations of the Sixth Central Pay Commission, orders for revision of pension of the pre-2006

and post-2006 pensioners were issued. Also provisions regulating pension/ family pension/disability pension, etc., were further liberalised. These include: enhancement of minimum pension/family pension from Rs. 1275/ - to Rs. 3500/- per month; minimum increase of 40 per cent of the pre- revised basic pension of pre- 2006 pensioners/family pensioners; grant of additional pension ranging from 20 to 100 per cent to old pensioners/ family pensioners of the age of 80 years and above; grant of full pension on completion of 20 years of qualifying service (instead of 33 years of qualifying service); raising of ceiling for all kinds of gratuity from Rs. 3.5 lakhs to 10 lakhs; continuance of family pension to childless widow on remarriage; and grant of Constant Attendant Allowance to 100 per cent disabled pensioners who retired in accordance with the CCS (Extraordinary Pension) Rules. The Department continued to issue necessary clarifications on various matters/issues on retirement benefits and particularly in the context of various orders issued due to the acceptance of the recommendations of the sixth Central Pay Commission. The Department continued to extend necessary advice and provide consultation to various departments of the Government of India on retirement benefits in cases referred to it including vetting of counter affidavits to be filed by the Government Departments in cases preferred by Government servants and the pensioners concerning any issue on retirement benefits.

(ii) On introduction of the New Pension Scheme, among others, the Central Civil Services (Pension) Rules, 1972 and the Central Civil Services (Extraordinary Pension) Rules were amended on December 30, 2003. Under the amended Rules, the benefit of invalid Pension/Disability Pension and Family Pension/Extraordinary Family Pension/Liberalized Pensionary Award relief are not available to the Government servants appointed on or after January 1, 2004. Considering the hardship being faced by the employees appointed on or after January 1, 2004 who are discharged on invalidation/disablement and by the families of such employees who have died during service since January 1, 2004, orders have been issued to extend the benefits regarding gratuity, family pension, disability pension, etc. to the Central Civil Government Servants covered by the New Pension Scheme, on provisional basis. The payments made in terms of these orders will be adjusted against the payments to be made in accordance with the rules to be notified.

(iii) Orders were issued to continue Family Pension @ Rs 3500/- p.m- payable in the case of Burma Civil pensioners even after the Government of Myanmar did not allow the same after 10 years of the death of pensioner or till he would have attained the age of 65 years, whichever is earlier.

(iv) Consequent upon acceptance of the recommendations of the sixth CPC the minimum pension payable under ex-French Rules was enhanced to Rs 3500/-p.m. to be effective from January 1, 2006. Similar enhancement was also agreed to in the case of ex-Portuguese pensioners by the Union Territory Administration of Daman and Diu.

(v) Orders were issued to continue mobility of employees of the Central Government, the Central Autonomous Organizations, State Government, State autonomous bodies appointed on or before December 31, 2003 and who were governed under the old non-contributory Pension Scheme of their respective Governments/organizations in order to provide for the continuance of pensionary benefits based on the combined service in accordance with CCS (Pension) Rule, 1972.

(vi) On family pension the following clarifications/amendments have been provided:-

    (a) Extension of scope of family pension to dependant disabled siblings of Central Government servants/pensioners.

    (b) Grant of family pension to families of Government servants kidnapped by insurgents/terrorists.

    (c) Simplification of procedures outlined in Rule 54(6) of CCS (Pension) Rules, 1972 regarding family pension to handicapped/disabled son/ daughter of Government servants/pensioners.

    (d) Grant of family pension to persons with disabilities acknowledgement of legal guardianship certificate issued by the local level committee constituted under the National Trust Act, 1999.

(vii) Under the Pensioners' Portal, the pensioners associations were identified and provided grants for utilization. So far a total of 27 associations have been provided grants for utilization towards pension and pensioners' welfare activities by the individual pensioners' associations. The project which is

a Mission Mode one has been identified for an impact study by the Department of Information Technology. The impact study is going on at present. The project is being monitored in the Cabinet Secretariat, Department of Pension and Pensioners' Welfare, the Department of Information Technology and the Ministry of Finance.

30.5 Dearness Relief to Pensioners/ Family Pensioners: Rates of Dearness Relief (DR) payable to Pensioners/ Family Pensioners have been revised from time to time. The same are payable at the following rates:

i.	1.1.06	-	Nil
ii.	1.7.06	-	2 per cent
iii.	1.1.07	-	6 per cent
iv.	1.7.07	-	9 per cent
v.	1.1.08	-	12 per cent
vi.	1.7.08	-	16 per cent
vii.	1.1.09	-	22 per cent
viii.	1.7.09	-	27 per cent

To enable pension disbursing authorities to speedily disburse the D.R., copies of the orders are sent to them and to the Ministries/Department etc., The orders are also hosted on the website of the Department simultaneously for facility of all.

30.6 Handling of various references and grievance redressal system : The Department of Pension and Pensioners' Welfare, being the nodal Department for pension and pension related matters, receives large number of references from Ministries/ Departments/PSUs etc. The Department gives advice on interpretation of Pension Rules and permits relaxation of provisions of Pension Rules. The Department also receives a large number of grievances directly from the pensioners and most of these are forwarded to the administrative Ministries/ Department for redressal.

30.7 Hindi Pakhwara - A Hindi Pakhwara was organised by the Department during the second fortnight of September, 2009, to inculcate the spirit of making progressive use of Hindi in the working of the office.