

**Administrative Reforms Commission's 12<sup>th</sup> Report titled "Citizen Centric Administration – The Heart Of Governance" – List of accepted recommendations**

Sl. No.	Recommendations made by Administrative Reforms Commission	Government's Decision	Status of Action furnished by Administrative Ministry <u>Department of AR &amp;G</u>
1.	<p><b>1. Functions of Government (Para 3.3.4)</b></p> <p>a. Government organisations should adhere to the principles highlighted in paragraph 3.2.4 while performing regulatory functions.(1)</p> <p>(i) Regulation only where necessary</p> <p>(ii) Regulation to be effective</p> <p>(iii) Self regulation is the best form of the regulation</p> <p>(iv) Regulatory procedures to be simple, transparent and citizen friendly</p> <p>(v) Involving citizens' groups, professional organizations in the regulation activities</p>	(a) Accepted the recommendation.	<p>(a) &amp; (b): All Ministries / Departments of the Government of India as well as all States / UTs have been requested vide Deptt of AR &amp; PG's D.O letter No.G-11012/2/2009-PG dated 01.09.2009 and D.O letter No.K-11022/3/2010-AR dated 22/23.02.2010 to implement the recommendation.</p> <p><b>Action taken regarding 'Single Window Agency'</b></p> <p>The following Ministries / Departments have confirmed that they are taking action as per the recommendation –</p>
2.	<p>b. Government agencies, whether regulatory or developmental, should introduce the Single Window Agency concept within their organisations to minimize delays and maximize convenience to citizens. Government as a whole should draw a roadmap with timelines for expeditious creation of a single window at the local level for provision of all developmental and regulatory services to citizens.(2)</p>	(b) Accepted the recommendation	<p><b>1) Deptt of Revenue</b></p> <p>Towards Single Window Concept, Central Board of Excise and Customs has introduced the concept of LTU (Large Taxpayers Unit) in Central Excise. LTU is a self-contained office to provide single window facilitation to taxpayers who pay direct and indirect taxes above a threshold limit. The LTUs are presently functioning in Delhi, Mumbai, Chennai and Delhi. Eligible taxpayers may opt to avail the facility to assessment under LTU which would be especially beneficial to those taxpayers with multi-locational operations.</p> <p>Further, The Central Board of Direct Taxes has developed a single window service delivery vehicle called <i>Ayakar Sewa Kendra</i>. All the 18 services included in the Citizen's Charter are offered through the Kendra,</p>

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			<p>through a time line based standards system. The design of the Kendra has been standardized for speedier replication. The <i>Ayakar Sewa Kendra, Pune</i>, and <i>Ayakar Sewa Kendra, Kochi</i>, have been certified under Indian Standard 15700:2005, in March 2010 and March 2011, respectively. 8 more <i>Ayakar Sewa Kendra</i> are functional and five more are due to be made operational in 2011-12. These 13 <i>Ayakar Sewa Kendra</i> are located one each in Guwahati, Mumbai, Chandigarh, Mohali, Ludhiana, Udaipur, Ahmedabad, Surat, Indore, Ranchi, Bhubaneswar and two in Kolkata.</p> <p><b>2 )Deptt of Posts</b> A well laid out procedure already exists for postal operations as prescribed in the manuals of procedure published by the India Post. For providing Financial services through single window, multipurpose counter facility has been provided in the post offices. The Core Banking Solution (CBS) roll out is further strengthening it.</p> <p><b>3)Ministry of Information and Broadcasting</b> has informed that wherever possible, the concept of Single Window Agency is functioning in the Ministry. Most of the media units of the Ministry have also adopted simplification of procedures regarding various reforms through Single Window System which minimizes delays.</p> <p><b>4) Ministry of Health and FW –</b> Indian Council of Medical Research has established Single Window Concept at the Institute.</p> <p><b>5) Ministry of Comm. &amp; Information Technology</b> is</p>

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			<p>establishing 100,000 Common Service Centres (CSCs) across 600,000 villages of the country as a part of NeGP. The Scheme envisions CSCs as the front-end delivery points for Government, private and social sector services to rural citizens of India, in an integrated manner.</p> <p>Further, the Centres under the Standardization, Testing, and Quality Certification (STQC) Directorate (an Attached Office of DIT) are providing 'Single Window' services to the Industry customers. Under this system, all service requests are received and processed through the Customer Service Cell of the respective Centre without requiring the users to run to different desks/dealing officers</p> <p><b>6) Deptt of Land Resources</b> – The Deptt carries out two important programmes, namely Integrated Watershed Development Programme (IWMP) and National Land Record Modernisation Programme ( NLRMP). In the former, there is convergence of all activities under one umbrella of Watershed Committees at village level which is practically the single window to deliver to the people in areas with respect to the programme. Under NLRMP also, it is inbuilt in the programme itself to put in place the functional single window for citizen services.</p> <p><b>8) Deptt of Economic Affairs</b> – Security Exchange Board of India (SEBI) has put in place an effective grievances redressal mechanism for investors. A separate dedicated department, Office of the Investor Assistance and Education (OIAE) deals with investor grievance and is also involved in coordinating investor education programmes.</p>

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			<p>9) <b>Ministry of Tourism</b> is pursuing with the various States / Union Territory Administrations to establish a Fast Track System leading to Single Window Clearance for approval of hotel projects.</p> <p>10) <b>Department of Pharmaceuticals</b> –National Pharmaceuticals Pricing Authority (NPPA) is in process of setting up of full fledged information system with NIC which would act as a single window access to citizens (drug companies) regarding disposal of their cases.</p> <p>11) <b>Ministry of Overseas Affairs</b> – Overseas Workers Resource Centre (OWRC) is single window agency to co-ordinate with the Emigrant workers.</p> <p>12) <b>Department of Commerce</b> - The Ministry has informed that schemes under single window clearance by Development Commissioner in Kandla Special Economic Zone (SEZ) is monitored by inter departmental committee called Approval Committee. For Visakhapatnam SEZ, for promotion activities like exports, employment, foreign exchange earning etc. a Single Window Agency is already in place for quick and speedy disposal of matters relating to promotion and development of infrastructure. Coffee Board also has single window system through which it provides all necessary developmental support to the industry and also performs regulatory function in case of coffee exports by issuing the Registration –cum- Membership certificate (RCMC) for registration as an exporter and required export permit, for submitting before the</p>

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			<p>customs authorities for shipment of coffee.</p> <p>13) <b>Department of Disinvestment</b> - The Department is already functioning on a single window concept. Under Secretary concerned acts as a single point for all matters on the subject / Public offering / transactions.</p> <p>14) <b>Ministry of Housing and Poverty Alleviation</b> - The Ministry is in the process of formulating a Regulation of Development, Sale, Registration and Transfer of Immovable Properties Act, which is aimed at facilitating the healthy growth of the real estate sector in the country. The regulation is being drawn up in consultation with various stakeholders including the Ministry of Urban Development, Town and Country Planning Organization (TCPO), Institute of Town Planners (ITP), Council of Architecture, National Real Estate Development Council (NAREDCO), Confederation of Real Estate Developers Association of India (CREDAI) and National Institute of Public Finance and Policy (NIPFP).</p> <p>The Ministry has established an effective single window mechanism to address and issue approvals and fund releases of projects received from Urban Local Bodies (ULBs) / other agencies under Jawaharlal Nehru National Urban Renewal Mission (JNNURM) within a time bound manner.</p> <p>In Central Government Employees Welfare Housing</p>

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			<p>Organization (CGEWHO), the single window system is already in practice. Building Material &amp; Technology Promotion Council (BMTPC) and Hindustan Prefab Limited (HPL), an autonomous organization / Public Sector Organization under the administrative control of the Ministry, are taking necessary action in this regard.</p> <p><b>15) Department of Pension and Pensioners' Welfare:</b> The Pensioners' Portal which is a mission mode project offers a single window for lodging grievances and other information required for pensioners.</p> <p>Further, the Department has proactively taken steps to ensure delays in pension sanctioning and payment which is monitored closely to obviate delays. Accordingly, pension tracking scheme like Bhavishya has been started.</p> <p><b>16) Ministry of Mines:</b> Ministry of Mines has set up Central Coordination Cum Empowered Committee (CCEC) under Secretary (Mines) on 4.3.2009. This Committee has held several meetings. Members include State Governments, Ministry of Environment and Forests, Ministry of Steel, Railways, Customs etc.</p> <p>17) The following Ministries / Departments have also taken appropriate action-</p> <ul style="list-style-type: none"> <li>a) <b>Ministry of Shipping ,</b></li> <li>b) <b>Ministry of Defence,</b></li> <li>c) <b>Ministry of Water Resources,</b></li> <li>d) <b>Ministry of Power</b></li> </ul>
	(Para 3.4.2)		

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3.	<p>a. The principle of subsidiarity should be followed while deciding on the implementation machinery for any programme.(3)</p> <p>b. Citizens should be actively involved in all stages of these programmes i.e. planning, implementation and monitoring.(4)</p> <p>c. Mandatory social audit should be carried out for all programmes.(5)</p> <p>d. Impact assessment should be carried out for all programmes at periodic intervals.(6)</p>	(a) to (d) Accepted the recommendations.	<p>(a) to (d); All Ministries / Departments of the Government have been requested vide Deptt of AR &amp; PG's D.O letter No. G-11012/2/2009-PG dated 01.09.2009 and D.O letter No.K-11022/3/2010-AR dated 22/23.02.2010 to implement the recommendation</p> <p>The following Ministries / Departments have confirmed that they are taking action as per the recommendation –</p> <ol style="list-style-type: none"> <li>1) Deptt of Revenue</li> <li>2) Deptt of Posts</li> <li>3) Department of Drinking Water Supply</li> <li>4) Ministry of Information and Broadcasting</li> <li>5) Deptt of Land Resources</li> <li>6) Ministry of Minority Affairs</li> <li>7) Department of Higher Education</li> <li>8) Department of Economic Affairs</li> <li>9) Department of Electronics and Information Technology</li> <li>10) Department of Disinvestment</li> <li>11) Ministry of Housing and Urban Poverty Alleviation</li> <li>12) Ministry of Petroleum and Natural Gas</li> <li>13) Department of Pension and Pensioners' Welfare</li> <li>14) Ministry of Women and Child Development</li> <li>15) Ministry of Drinking Water &amp; Sanitation</li> <li>16) Department of Pension and Pensioners' Welfare</li> <li>17) Ministry of Shipping</li> <li>18) Ministry of Defence,</li> <li>19) Ministry of Water Resources</li> <li>20) Department of Ayurveda, Yoga and Naturopathy</li> </ol>
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			21) Department of Science and Technology 22) Ministry of Petroleum and Natural Gas 23) Department of Disinvestment 24) Planning Commission 25) Department of Land Resources 26) Ministry of New and Renewable Energy
7.	<p><b>2. (Para 4.6.2) Making Citizens' Charters Effective – An Agenda for Reform Citizens' Charters should be made effective by adopting the following principles:</b></p> <p>i. One size does not fit all.            ii. Citizens' Charter should be prepared for each independent unit under the overall umbrella of the organisations' charter.            iii. Wide consultation which include Civil Society in the process.            iv. Firm commitments to be made.            v. Internal processes and structure should be reformed to meet the commitments given in the Charter.            vi. Redressal mechanism in case of default.            vii. Periodic evaluation of Citizens' Charters.            viii. Benchmark using end-user feedback.            ix. Holding officers accountable for results.(7)</p>	Accepted the recommendation	<p align="center"><b><u>Department of AR &amp; PG</u></b></p> <p>All Ministries / Departments have been requested vide Deptt of AR &amp; PG's D.O letter No. G-11012 /2 /2009- PG dated 09.06.2009. They were also requested to include the action taken in their Annual Report as per provisions of Central Secretariat Manual of Office Procedure. Subsequently, they were again requested vide D.O letter No.K-11022/3/2010-AR dated 23.02.2010 to implement the recommendation.</p> <p align="center"><b>Revised provision on Citizens' Charter in CSMOP:</b></p> <p>The Chapter-XVIII of Central Secretariat Manual of Office Procedure (CSMOP) prescribes procedure for creation of Sevottam Compliant Citizens' Charters.</p> <p>The Sevottam Compliant Citizens Charters have the following main features:</p> <p>a) Stakeholders / citizens are to be consulted at the review stage. Their feedback can be collected through the year in whatever manner the organization deems appropriate, and taken into consideration during review.</p> <p>b) The charter should include</p>



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			<p>the name and contact details of the officers responsible for each service delivery, included in the charter.</p> <p>c) It should also include or refer to the place, where complete postal addresses of the service delivery units is listed.</p> <p>d) The parent ministry / department is to be responsible for guiding its subordinate organizations in the creation / review of the charter.</p> <p>e) Details of grievance redress mechanism for cases where services are not delivered as per commitments in the Charter, are to be part of the Citizens Charter.</p> <p>f) It is to be published in the local language in addition to English and Hindi.</p> <p>g) Relevant extracts from the Charter are to be displayed as prominent places in the organization and in the Reception area. Hard copies are to be available to giving to citizens free of cost, on request.</p> <p>1. As in February, 2014, 72 Central Ministries / Departments had created their Sevottam Compliant Citizens Charters, as part of the Results Framework Document.</p> <p><b>Statutory backing for Citizens' Charter proposed:</b></p> <p>A Bill entitled "The Right of Citizens for Time Bound Delivery of Goods and Services and Redress of their Grievance Bill, 2011" has been introduced in the <i>Lok Sabha</i> on 20.12.2011.</p>

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			<p>The Bill makes it mandatory for all public authorities to publish their Citizens Charters within six months of its enactment, and to review it by 1<sup>st</sup> January of every subsequent year, in consultation with stakeholders.</p>
8.	<p><b>3. (Para 4.9.9) The ARC Seven-Step Model for Citizen Centricity</b></p> <p>a. The Union and State Governments should make the seven-step model outlined in paragraph 4.9, mandatory for all organizations having public interface.(8)</p>	<p>(a) Accepted the recommendation</p>	<p><b><u>Department of AR PG</u></b></p> <p>(a): All Ministries / Departments / States / UTs have been requested vide Deptt of AR &amp; PG' s D.O letter No. G-11012 /2 /2009-PG dated 09.06.2009 and subsequently, vide D.O letter No.K-11022/3/2010-AR dated 23.02.2010 to implement the recommendation.</p> <p>The ARC Seven Step Model for Citizen Centricity is based on 'Sevottam Model' and IS: 5700:2005 Certification. The Seven Steps are the following:</p> <ol style="list-style-type: none"> <li>1) Define your services and identify your stakeholders</li> <li>2) Set standards and norms for each service</li> <li>3) Develop capability to meet the set of standards</li> <li>4) Perform to achieve the standards</li> <li>5) Monitor performance against the set of standards</li> <li>6) Evaluate impact through independent mechanism</li> <li>7) Continuous improvement based on monitoring and evaluation.</li> </ol> <p>Paragraph 157 of Central Secretariat Manual of Office Procedure (CSMOP) says that 'Citizen's/Client's Charter is a document which represents a systematic effort to focus on the</p>

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			commitment of the Organisation towards it's Citizens/Clients in respect of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievances Redress, Courtesy and Value for Money. This also includes expectations of the Organisation from the Citizen/Client for fulfilling the commitment of the Organisation.
9.	<p><b>4. (Para 5.7.4) Citizen's Participation in Administration</b></p> <p>a. It should be mandatory for all government organizations to develop a suitable mechanism for receipt of suggestions from citizens, which could range from the simple 'Suggestion Box' to periodic consultations with citizens' groups. Heads of the concerned organizations should ensure rigorous follow up action on the suggestions received so that these become a meaningful exercise. A system of incentives and rewards should be introduced so that suggestions that lead to significant improvement or savings can be acknowledged. <b>(9)</b></p>	(a) to (e) Accepted the recommendations.	<p style="text-align: center;"><b><u>Department of AR &amp;PG</u></b></p> <p>(a) to (e) : All Ministries / Departments of the Government of India as well as all States / UTs have been requested vide Deptt of AR &amp; PG's D.O letter No. G-11012/2/2009-PG dated 30.11.2009 and D.O letter No. K-11022/3/2010-AR dated 22/23.02.2010 to take adequate steps in order to facilitate the implementation of the recommendation.</p> <p><b>A secure online platform provided for grievances and suggestions:</b> The DARPG launched a Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in June, 2007 in English, and from September, 2010 in Hindi. It is a platform for online lodging and of government related grievances / complaints/ suggestions by citizens on an any time anywhere basis.</p> <p>In 2014, the system is in operation in 105 Central Ministries / Departments/ Organizations, along with their 8894 subordinate offices and organizations.</p> <p>In addition, the CPGRAMS with a local language interface, has been made operational in all government departments of nine State</p>
10.	<p>b. Every government organization must ensure the following: (i) fool-proof system for registration of all complaints, (ii) a prescribed time schedule for response and resolution, and (iii) a monitoring and evaluation mechanism to ensure that the norms, prescribed are complied with. Use of tools of information technology can help to make such a system more accessible for citizens. Heads of all government organizations should be made responsible for ensuring the development of such a system for responding to a time-bound resolution of the complaints of citizens. <b>(10)</b></p> <p>c. Regular citizens' feedback and survey and citizens' report cards should</p>		

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11.	<p>be evolved by all government organisations for gauging citizens' responses to their services. These should be used as inputs for improving organizational efficiency.(11)</p>		<p>Governments as per their request, namely, Haryana, Jharkhand, Meghalaya, Mizoram, Orissa, Punjab, Rajasthan, , Uttara Khand, and UT of Puducherry.</p>
12.	<p>d. While no single modality or mechanism can be prescribed for encouraging citizens' participation in governance; in general, there is need to create institutionalized mechanisms for encouraging their participation in governance across public agencies at all levels and, for this to happen, the following steps are necessary</p> <p>:i. A comprehensive review of policy and practice in each department/public agency.</p> <p>ii. Modifying administrative procedures where necessary.</p> <p>iii. Entrustment of the function of institutionalizing citizens' participation in governance to a senior level officer.</p> <p>iv. Performance management reviews to incorporate effectiveness in ensuring citizens' participation in governance.(12)</p>		<p>The significant norms for grievance redress, prescribed in the Guidelines issued by the Department from time to time, include –</p> <p>(i) issue of acknowledgement to grievances received online as well as by post</p> <p>(ii) time limit of 2 months from date of receipt, for redress.</p> <p>(iii) In cases where it is likely to take longer than two months, an interim reply is to be issued.</p> <p>(iv) One Senior level officer to be designated as the 'Director of Grievances' in every Central Ministry / Department</p> <p>(v) Pendency of grievances to be monitored on a regular basis by Director of Grievances</p> <p>(vi) Wednesday forenoon of every week to kept free by Director of Grievances for meeting the public on grievance related issues.</p>
13.	<p>e. The objective could also be served by active and cooperative participation by government agencies in civil society initiatives in the area of citizens' participation in grievance redressal.(13)</p>		<p>In the year 2013-14, the Department of AR &amp; PG, conducted 16 review meetings of all Central Ministries / Departments including their subordinate offices, to review the status of pending grievances. As a result of these reviews, 25 ministries/ departments have improved their disposal rate to 90% and above, 22 ministries / departments have cleared their pendency of 1 year and above, and 23 ministries / departments reduced it to less than 10.</p>

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14.	<p><b>5. (Para 5.10) Participation of Women and the Physically Challenged</b></p>			
	<p>a. Ensuring the full participation of women should be a specific aim of citizen centric administration and this should be reflected in various policies and programmes, including citizens' charters and grievances redressal mechanisms.(14)</p>	<p>(a) to (f) Accepted the recommendations</p>	<p>(a) to (f):Ministry of Women &amp; Child Development, Ministry of Social Justice &amp; Empowerment, Ministry of Health and Family Welfare and also all States / UTs have been requested vide Deptt of AR &amp; PG's D.O letter No. G-11012/2/2009-PG dated 30.11.2009 and D.O letter No. K-11022/3/2010-AR dated 23.02.2010 to take adequate steps in order to facilitate implementation of the recommendation.</p>	
15.	<p>b. Government may constitute an expert committee to identify the areas where special provisions for the physically challenged should be made mandatory. These areas could be reviewed and expanded every five years.(15)</p>			<p><b>Ministry of Women and Child Development</b> has intimated that the Ministry's mandate, <i>interalia</i>, is the development, empowerment and welfare of women. Gender is a cross cutting issue. Thus, while women are the direct beneficiaries of the programmes of this Ministry, the policies and legislations framed by the Ministry apply across sectors and ensure full participation of women. As a part of mainstreaming gender concerns in all Government policies, programmes and schemes, the Ministry, is actively pursuing Gender Budgeting (GB) at all levels of governance. GB is recognized tool for women's empowerment and gender equality. To institutionalize this process, Gender Budget Cells (GBCs) are being promoted in various Government Ministries / Departments. 56 Union Ministries / Departments have set up GBCs.</p>
16.	<p>c. Government should adopt a more proactive approach for detection and registration of the physically challenged persons. (16)</p>			<p>Another initiative of the Ministry is to institutionalize participation of and access to women in the National Mission for Empowerment of Women. The Mission was launched on 08.03.2010 with an objective to empower women socially economically and educationally by securing convergence of schemes / programmes of different Ministries / Departments of Government of India as well as State Governments. The</p>
17.	<p>d. To achieve this, responsibility should be cast on the Primary Health Centres (PHCs) to identify all such cases in their jurisdiction and to get the evaluation of the disabilities done. To enable the PHCs to discharge these responsibilities, adequate resources should be placed at the disposal of the Medical Officer, PHC along with delegation of commensurate authority and changes in the relevant rules. (17)</p>			
18.	<p>e. Organization of camps at PHC level, attended by the concerned medical personnel, would greatly help in issuing certificates of disability on the spot.(18)</p>			
19.	<p>f. Further, steps should be taken to create a database for all the Disabilities. Certificate holders with integration at District, State and National levels.(19)</p>			

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			<p>National Mission Authority (NMA) is headed by Hon'ble Prime Minister and has Chief Ministers of two States of Andhra Pradesh and Bihar and five Civil Society Members as Members. The NMA is assisted by Central Monitoring Committee headed by Ministry of Women and Child Development and Inter-Ministerial Coordination (IMCC) under Cabinet Secretary.</p> <p>To assist NMA and IMCC, there is a Mission Directorate and National Resource Centre for Women (NRCW).</p> <p>At the State level, State Mission Authority (SMA) and State Resource Centre for Women (SRCW) are proposed. The Governments of Andhra Pradesh, Uttarakhand, Chhatisgarh, Mizoram, Bihar, M.P, Jharkhand and Chandigarh have established SMAs; the remaining States are in the process to form SMAs.</p> <p>Under Integrated Child Development Services (ICDS) of this Ministry, special training is given to Anganwadi workers for identification of abnormality / physical problem in the child at early stages so that special care could be provided to the child and to give required intervention.</p> <p>ICDS scheme is a centrally sponsored scheme which is being implemented by States/ UTs.</p> <p>The ICDS team comprises the Anganwadi Workers, Anganwadi Helpers, Supervisors, Child Development Project Officers (CDPOs) and District Programme Officers. Anganwadi Worker, a lady selected from the local community, is a community based frontline honorary worker of the ICDS Programme.</p>

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			<p>The identification of disability among children, during her home visits, and referral to the nearest PHC or District Disability Rehabilitation Centre is one of the listed responsibilities of Anganwadi Workers.</p> <p>Under the approved Strengthening &amp; Restructuring of ICDS scheme it has been decided that the District Mission Directorate in each district would develop a convergence mechanism in consultation with the district level focal points from the Departments of Health, Education and Social Welfare – particularly to link children with disabilities with the services of District Disability Rehabilitation Centre(DDRC), Block/ Cluster Resource Centre (BRC &amp; CRC) under SSA and any other similar institutions / interventions for children with disabilities being implemented at the district / state level.</p> <p><b>Ministry of Health and Family Welfare</b> - Post Graduate Diploma in Disability Management for Medical Practitioners (PGDDM-MP) under NRHM and PG Diploma in Disability Management by IGNOU are capacity building programmes for Medical Officers in General Care &amp; Rehabilitation of persons with disability so that Medical Officers of Primary Health Centre(PHC) / Community Health Centre(CHC) can manage persons with disability and provide community based services on the prevention , early identification, timely intervention and rehabilitation of all types of disabilities. Further the Ministry has requested all States to include such training courses in their State Annual Programme Implementation Plan (PIP) under</p>

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			<p>NRHM. Under revised Indian Public Health Standards (IPHS) for various levels of Public Health Delivery System i.e. sub centre, PHC,CHC, and District Hospitals, provision of easy access of the facilities for physically challenged have been incorporated in details so that they can access all services without discrimination and difficulty.</p> <p><b>Ministry of Social Justice and Empowerment</b></p> <p>A Committee was set up on 30.04.2010 consisting of experts in disability sector, representatives of various stakeholders including Central Ministries, State Governments, Non-Governmental organizations etc. to study various suggestions revived on the proposed amendment to the existing Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) (PwD) Act,1995, and to prepare a draft new legislation aligning it with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) to replace the existing Act. The Committee submitted its draft legislation on 30.06.2011 which is under consideration. The Bill has been uploaded on the Ministry's website. The Ministry has initiated consultation with 17 Central Ministries and Departments on the provisions of the draft Bill concerning them. The Bill has been discussed in a meeting of the Central Coordination Committee , a statutory forum set up under the existing Persons with Disabilities Act on 12.11.2011. The Ministry is to consult States in whose domain 'disability' figures under the Constitutional scheme.</p> <p><u>Issue of Disability Certificate</u></p>



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			<p>Issue of Disability Certificate, to persons who have not less than 40% of any disability, as defined under the Act to avail certain benefits, involved a cumbersome procedure causing delay and hardships to the PwDs. The procedure has since been simplified:</p> <ul style="list-style-type: none"> <li>- The Persons with Disability Rules, 1996, have been amended in December,2009. The amended Rules enable a simplified and decentralized process of issuance of Disability Certificates.</li> <li>-In the amended rules, instead of 'Medical Board', 'Medical Authority' has been prescribed for issue of Disability Certificate. The Medical authorities have to be notified by the appropriate Governments. Disability Certificate is to be issued as far as possible, within a week from the date of receipt of application but not later than a month.</li> <li>-Pursuant to the amendment to PwD Rules, guidelines have been issued to State Govts. and they have been asked to effect to suitable amendments in their respective PwD Rules and to notify their Medical Authorities. Reminders to effect suitable amendments to their rules and notify their medical authorities were also issued.</li> <li>- In the guidelines, multi-tier Medical Authorities have been suggested. In case of obvious disabilities, a single medical officer at the level of Primary Health Centres (PHCs), Community Health Centres( CHCs) and Hospital at Sub-Divisional level can issue the Disability Certificate; in case of non-obvious disabilities, the certificate can be issued by a single specialist and only in case</li> </ul>

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			<p>of multiple disabilities, a multi-member board to issue the certificate.</p> <p>Further, the Government has approved a proposal for introducing the 'Rights of Persons with Disabilities Bill,2013', to repeal the existing 'Persons with Disabilities ( Equal Opportunities, Protection of Rights and Full Participation) Act,1995. The proposed new legislation will, <i>interalia</i>, increase the types of disabilities from the existing 7 to 19 and the Central Government will have the power to add more types of disabilities. The Bill is expected to be introduced in the Parliament soon. Responsibility under the proposed new Act has been cast upon the appropriate Governments to ensure that persons with disabilities enjoy their rights equally as other.</p>
20.	<p><b>6. (Para 6.11) Delegation</b></p> <p>a. Based on the principle of subsidiarity, each government organization should carry out an exercise to assess whether adequate delegation of authority has been done. In doing so, it should be clearly enunciated that the top levels of the organization should essentially focus on policy making functions and the field level functionaries should focus on operational aspects. <b>(20)</b></p>	(a) & (b) Accepted the recommendations.	<p><b><u>Department of AR &amp;PG</u></b></p> <p>(a) &amp; (b) All Ministries / Departments as well as all States / UTs have been requested vide D.O letter No. G-11012/2/2009-PG dated 30.11.2009 and D.O letter No. K-11022/3/2010-AR dated 22 / 23.02.2010 to take adequate steps in order to facilitate the implementation of the recommendation.</p> <p>Further, the paragraph No.27 in the Central Secretariat Manual of Office Procedure (CSMOP) on the subject of 'Level of disposal and channel of submission' has now been reworded in view of the recommendation contained in (Para 5.9.7) on 'Reorganisation of Ministries' in 13<sup>th</sup> Report of 2<sup>nd</sup> Administrative Reforms Commission titled as ' Organisational Structure of Government of India' .</p>
21.	<p>b. The extent to which delegated powers is used or is allowed to be used, should be two of the elements while appraising an officer's overall performance.<b>(21)</b></p>		

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			<p>Further, following Ministries / Departments have reported to have taken action on the recommendations –</p> <ul style="list-style-type: none"> <li>a) Department of Justice</li> <li>b) Ministry of Drinking Water and Sanitation</li> <li>c) Department of Posts</li> <li>d) Department of Rural Development</li> <li>e) Ministry of Power</li> <li>f) Ministry of Minority Affairs</li> <li>g) Department of Economic Affairs</li> <li>h) Ministry of Tourism</li> <li>i) Department of Heavy Industry</li> <li>j) Department of Electronics and Information Technology (Deity)</li> <li>k) Department of Ayurveda, Yoga and Naturopathy</li> <li>l) Ministry of Housing and Urban Poverty Alleviation</li> <li>m) Department of Atomic Energy</li> <li>n) Ministry of Women and Child Development</li> <li>o) Ministry of Petroleum and Natural</li> <li>p) Department of Revenue,</li> <li>q) Department of Scientific and Industrial Research</li> <li>r) Ministry of Information &amp; Broadcasting</li> <li>s) Ministry of New and Renewable Energy,</li> <li>t) Ministry of Overseas Affairs</li> <li>u) Department of Disinvestment</li> <li>v) Department of Science and Technology</li> <li>w) Ministry of Mines</li> <li>x) Department of Administrative Reforms and Public Grievances</li> </ul>
	<p><b>7. (Para 7.9.3.3) Evolving an Effective Public Grievances Redressal System</b></p> <p>a. There is need for a strong and</p>	<p>(a) Accepted the recommendation</p>	<p style="text-align: center;"><b><u>Department of AR &amp; PG</u></b></p> <p>(Para 7.9.3.3 (a) and Para 7.10.3 (a))</p>

Sl. No.	Recommendations made by Administrative Reforms Commission	Government's Decision	Status of Action furnished by Administrative Ministry
22.	effective internal grievance redressal mechanism in each organization. <b>(22)</b>		The Centralised Public Grievance Monitoring System (CPGRAMS) is a standardized web based solution, in bi-lingual version, being used in Government of India. The version released in June, 2007 has several new and improved features available to citizens and Government Organisations through a common Public Grievance Portal.
23.	<p><b>8. (Para 7.10.3) Analysis and Identification of Grievance Prone Areas</b></p> <p>a. Government organizations should analyse the complaints received and identify the areas wherein interventions would be required so as to eliminate the underlying causes that lead to public grievances. This exercise should be carried out at regular intervals.<b>(26)</b></p>		<p>All the Ministries / Departments were requested vide D.O letter No. K-13011/1/2007-PG dated 31st May, 2007 to implement CPGRAMS. The Department of AR &amp; PG vide its D.O letter No. G-11012/02/2009-PG dated 22.06.2009 requested all States to install 'Centralized Public Grievances Redress and Monitoring System' (CPGRAMS) for prompt and effective address of grievances of citizens. Recently, this Department vide D.O letter No.F-15012/1/2010-PG dated 30.06.2010, requested all Ministries / Departments to implement 'Sevottam' prepared by this Department.</p> <p>The Sevottam Compliant Grievance Redress Mechanism, with the following significant features has been adopted by 72 Central Ministries / Departments:</p> <ol style="list-style-type: none"> <li data-bbox="986 1451 1477 1646">i. For ease of online accessibility to citizens, a link for CPGRAMS is provided on the webpage of ministry / department's websites.</li> <li data-bbox="986 1653 1477 1881">ii. Name of the nodal grievance redress officer, his /her complete postal address, telephone number, fax number, email number, are to be included in the Citizens Charter</li> <li data-bbox="986 1888 1477 2016">iii. The Grievance mechanism page in the Citizens' Charter, has also to include what the citizen can expect under the</li> </ol>

Sl. No.	Recommendations made by Administrative Reforms Commission	Government's Decision	Status of Action furnished by Administrative Ministry
			<p>mechanism – for example, when will acknowledgment be issued and what is the time limit for redress, how will he /she be informed about the redress etc.</p> <p>iv. A requirement of periodically analyzing the grievances received to identify grievance prone areas, where maximum number of grievances have been received, has been specified.</p> <p>v. After identifying the grievance prone areas, action on reviewing and appropriately changing the rules / procedure that are resulting in maximum grievances, is to be taken, so that similar kinds of grievances are prevented from occurring in future.</p> <p>Department of Administrative Reforms and Public Grievances has introduced 'The Right of Citizens For Time Bound Delivery of Goods and Services And Redressal of Their Grievances Bill,2011' in Lok Sabha on 20.12.2011, which is under consideration.</p> <p>The Bill provides all public authorities to notify as many Grievance Redress Officers as required in each office, for time bound redress of grievances.</p> <p>The provides for constituting a Central Public Grievance Redress Commission with jurisdiction over central government organizations, and a State Public Grievance Commission with jurisdiction over their respective States, as the final appellate authority..</p>
24.	<p><b>9. (Para 8.3.3) Consumer Protection</b></p> <p>b. All Ministries/Departments need to</p>	(b) Accepted the recommendation	<b>Department of AR &amp;PG</b>

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	<p>examine the procedures regulating grant of licenses, permissions or registration including the underlying Acts, Rules, Notifications, etc. These should be recast with the following underlying principles:</p> <p>i. There should be an upper time limit for grant of any license/permission/registration. The law should provide for penalties if an application is not disposed of within the stipulated period.</p> <p>ii. Applications should be processed only on a 'First in First out Basis'. All applications received and pending should be put on the licensing authority's website.</p> <p>iii. Selecting units for surprise inspection should not be left to the discretion of the inspecting officers. Each office should devise an objective procedure to randomly select units for inspection. Exceptions can be made in case of receipt of genuine complaints against any unit.</p> <p>iv. The outcome of all inspections must be immediately put in the public domain.</p> <p>v. There should be an annual audit of the licensing and inspection system each year by an independent agency.</p> <p>vi. All licensing authorities should evolve an accessible system for receipt of citizens' complaints. <b>(28)</b></p>		<p>All Ministries / Departments / States / UTs have been requested vide the Deptt of AR &amp; PG's D.O letter No. K-11022/3/2010-AR dated 22.02.2010 to implement the recommendation.</p> <p>'The Right of Citizens For Time Bound Delivery of Goods and Services And Redressal of Their Grievances Bill,2011' in Lok Sabha on 20.12.2011, referred to against No. 22 and 23 above, requires that the Citizens Charter of a public authority would specify the time limits for delivery of each service included in the Charter.</p> <p>It also has provision for imposing of penalty on the erring officials when services are not delivered as per commitment made in the Citizens Charter, and also for granting of compensation to the aggrieved service recipient.</p>
25.	<p><b>10. (Para 9.10.4) Special Institution Mechanisms</b></p> <p>e. In the smaller States, a single 'multi-role' Commission may be constituted which would carry out the specific functions of all the constitutional and statutory Commissions at the State level. <b>(33)</b></p>	(e) Accepted the recommendation	<p><b><u>Department of AR &amp; PG</u></b></p> <p>(e) A communication was sent from Secretary (AR&amp;PG) all States / UTs vide D.O letter No.G-11012/2/2009-PG(Policy) dated 04.08.2009 for taking necessary action on the matter. They have been reminded again vide the D.O letter No. K-11022/3/2010-AR dated 22.02.2010.</p>
26.	<p><b>11. (Para 10.1.9) Simplifying Internal Procedures</b></p> <p>a. All Ministries/Departments should prepare a roadmap for carrying out a process simplification exercise. This should involve changes in Rules,</p>	(a) & (b) Accepted the recommendations	<p><b><u>Department of AR &amp; PG</u></b></p> <p>(a) to (b): Vide Deptt of AR &amp; PG's letter No.33013/2/ 2008-O&amp;M dated 4<sup>th</sup> July, 2008 and the subsequent D.O letter No.K-11022/3/2010-AR</p>

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27.	<p>Regulations and Laws wherever necessary. The entire exercise should be completed within two years. Similarly, the Ministries/Departments should instruct all organizations under their supervision to carry out this task. State Governments should also be advised accordingly. This elaborate exercise would involve the following steps for any organizations:</p> <p>i. Constitution of an in-house core team of persons well versed with internal procedures. ii. Engaging external experts - if necessary.iii. Getting feedback from citizens.iv. Analyzing all processes from the point of necessity, simplicity, rationality and citizen centricity. v. Redesigning processes and forms.vi. Doing a pilot study and getting it evaluated.vii. Once the pilot stabilizes, analyzing the changes required in the rules/statutes. viii. Implementing the change. ix. Creating an incentive mechanism for sustaining the change.<b>(35)</b></p> <p>b. Structural change should be an integral part of any process simplification exercise.<b>(36)</b></p>		<p>dated 23.02.2010 all the Ministries/Departments of the Government of India, State Governments and UT Administrations have been requested to take appropriate action, in a "time bound" manner to simplifying transaction in all the areas of their activities.</p> <p>The following Ministries / Departments / Organizations have reported to have taken action on the recommendation –</p> <p>a)Ministry of Drinking Water and Sanitation  b)Department of Posts  c)Department of Scientific and Industrial Research  d)Ministry of Water Resources  e)Ministry of Information and Broadcasting  h)Ministry of Minority Affairs  i)Department of Economic Affairs  j)Department of Industrial Policy and Promotion (DIPP)  k)Department of Heavy Industry  l) Ministry of Railways  m)Department of Electronics and Information  n)Defence Research and Development Organization  o)Ministry of New and Renewable Energy  p) Department of Pharmaceuticals  q). Department of Ayurveda, Yoga and Naturopathy  r)Ministry of Overseas Affairs  s)Department of Department of Disinvestment  t) Ministry of Housing and Urban Poverty Alleviation  u)Department of Atomic Energy (DAE)  v)Department of Official Languages  w)Ministry of Women and Child Development  x)Ministry of Petroleum and Natural Gas  y)Department of Pension and Pensioners' Welfare</p>





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			<p>enacted their Right to Services legislations, that have provision for grievance redress and penalty for delay in service delivery. These are:</p> <ol style="list-style-type: none"> <li>1. Madhya Pradesh- notified On 18.08.2010</li> <li>2. Uttar Pradesh On 03.03.2011</li> <li>3. NCT Government of Delhi - on 07.04.2011</li> <li>4. Jammu and Kashmir – on 13.04.2011</li> <li>5. Bihar – on 02.05.2011</li> <li>6. Punjab – on 14.07.2011</li> <li>7. Himachal Pradesh – on 21.09.2011</li> <li>8. Rajasthan – on 21.09.2011</li> <li>9. Uttrakhand – on 04.10.2011</li> <li>10. Chattisgarh on 12.10.2011</li> <li>11. Jharkhand on 15.11.2011</li> <li>12. Karnataka – on 02.01.2012</li> <li>13. Kerala – on. 01.11.2012</li> <li>14. Assam in 2012</li> <li>15. Orissa in 2012</li> <li>16. Gujarat 2013</li> <li>17. West Bengal 2013</li> </ol> <p>The Department of AR &amp;PG organized a national workshop on 'Impact Assessment of Schemes and Projects of Central and State Governments' in collaboration with Administrative Training Institute (ATI),Mysore, on 19.08.2013 to 21.08.2013, at ATI, Mysore.</p>
30.	<p><b>13. (Para 10.5.1.11) Rationalising Procedures</b></p> <p>a. Ministry of Road Transport and Highways should constitute an expert group to devise practical and objective tests of competence for issue of driving licenses.(39)</p>	(a) & (b) : Accepted the recommendations	<p><b><u>Department of Road Transport and Highways</u></b></p> <p>(a) Chapter-II of the Motor Vehicle Act, 1989, and Chapter-II of the Central Motor Vehicles Rules (CVMR), 1989 lay down detailed procedure for grant of driving license.</p>

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31.	<p>b. The conduct of these practical tests as well as the one prescribed for learner's license could be outsourced. Close monitoring over their processes, would however be required.<b>(40)</b></p>		<p>An applicant desiring driving license has to first obtain a learner's license after appearing in an objective type test and answer at least 60% of the questions correctly. As per Rule 11 of CMVR,1989, the applicant should have adequate knowledge and understanding of matters like traffic signs and signals, rules of road regulations, duties of drivers in the case of accident, documents to be carried while driving motor vehicle, precautions to be taken while passing an unmanned railway crossing etc.</p> <p>Driving license is given after conducting a comprehensive driving test by the licensing authority. The nature of tests has been prescribed under rule 15 of CMVR, 1989.</p> <p>However, as regards the constitution of an Expert Group to devise practical and objective tests for issue of driving license is concerned, the Ministry has now constituted a Committee vide their order dated 23.06.2011. The report of the committee has been received and its recommendations were considered in a meeting held under the chairmanship of Joint Secretary (Transport) on 11.06.2012. The concerned offices / agencies were requested to take necessary follow up action on the decisions as recorded in the minutes of the meeting dated 14.02.2013.</p> <p>(b) On the issue of outsourcing of practical tests for obtaining learner's license, it is informed that clauses 4,5, and 6 of the Motor Vehicles (MV) (Amendment ) Bill, 2012 seek to amend Sections 8 and 9 of the Motor Vehicles Act,1988 so as to provide that -</p> <p>i) Clause 4 of the MV (Amendment)</p>

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			<p>Bill, 2012, seeks to add proviso to Section 8 so as to provide that the licensing authority may exempt the applicant from the test to drive a motor vehicle ( not being a transport vehicle) if the applicant possesses a driving test certificate issued by an institution or automobile association recognized in this behalf by the State Government.</p> <p>ii)In the Principal Act, second proviso to sub-section (3) of section 9 of the Motor Vehicles Act provides that where the application is for a driving license to drive a motor vehicle ( not being a transport vehicle), the licensing authority may exempt that applicant from the test of competence to drive a vehicle prescribed under this sub-section, if the applicant possesses a driving certificate issued by the any institution recognized in this behalf by the State Government. Clause 5 of the Motor Vehicles (Amendment) Bill, 2012, seeks to insert the words “ or Automobile Association” after the words,” issued by any institution”.</p> <p>(i) Clause (6) of the MV (Amendment) Bill,2012, seeks to add a new Section 9A in the Act so as to provide that the State Government may, if circumstances so required, recognize an institution or automobile association referred to in the proviso to sub- section (5) of section 8 or the second proviso to sub-section (3) of section 9, for the purpose of grant of driving test certificate,, as the case may be, and shall ensure that such institution or automobile association fulfills all the criteria prescribed by the Central Government regarding qualifications of the instructors, infrastructure requirements and other regulatory provisions under section 12.</p> <p>The Motor Vehicle (Amendment ) Bill. 2012, has since been passed by</p>

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			the Rajya Sabha on 08.05.2012. The Bill was subsequently introduced in Lok Sabha on 15.05.2012 and is now pending in Lok Sabha.
32.	<p><b>14. (Para 10.5.2.9) Registration of Births and Deaths</b></p> <p>(a). The emphasis under the Registration of Births and Deaths Act should shift from compliance to prescribed procedures to achieving 100% registration. (41)</p>	(a) to (f): Accepted the recommendations.	<p><b>Registrar General , India / Ministry of Home Affairs</b></p> <p>(a) : The registration functionaries are already following the procedures prescribed in Registration of Births and Deaths Act (RBD) Act,1969.</p> <p>Further, the prescribed procedures of the RBD Act,1969, are being by followed by all States /UTs. As a result, 100% level of registration of births and deaths have been achieved by the 11 and 5 States / UTs respectively. Consequently, the level of registration of births and deaths for the Country has reached upto 75% and 69% respectively.</p>
33.	<p>(b). Registrars would need to adopt a more proactive approach, and it would be necessary to cast a duty upon them to register each case of birth and death within their jurisdiction irrespective of the fact whether a formal application has been received by them. The Registration could be done based on information from any source or even suo-motu by the Registrar. (42)</p>		<p>(b) Sections 8 and 9 of the RBD Act specify the persons and Section 10 specifies the 'Notifiers' who would report the birth / death event to the local registrar. Section 11 stipulates that the informant should append his signature / thumb impression in the birth / death register. The ARC recommendation that registration could be done based on any information, whether formal or in writing, from any source or even suo motu by the Registrar needs to be viewed in the light of the fact that the registration functionary has no wherewithal to check the correctness of the information reported by a source other than those informants prescribed under the Act. The issue acquires all the more importance as the Birth / Death certificate issued under the RBD Act has evidentiary value under the Indian Evidence Act. Notwithstanding, the Registrar is</p>

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34.	<p>(c). Sufficient number of public functionaries should be designated as Registrars so that each one is assigned a manageable jurisdiction. (43)</p>		<p>competent to seek information under Section 21 of the Act and thereafter, register the event in cases where the birth or death even has not been reported.</p> <p>Further, registrars/ sub-registrars, appointed by the State Governments under Section 7 of the RBD Act,1969, are already adopting pro-active approach to register each and every event of birth and death in her/ his jurisdiction by exercising the powers under section 21 of RBD Act in addition to receiving information under Section 8,9 and 10. In case of oral information, provision of section 11 is being complied in toto.</p> <p>(c) There are 2.63 lakh rural registration units functioning in the country. At present, a total of 40 events per year are registered by a Registrar in a rural area, which on an average works out to 3 events per month. As such, the workload does not justify designation of public functionaries as Registrars in addition to those in position. The State Governments are, however, free to review the number of registration units keeping in view the number of events being reported for registration and the accessibility of the registration unit to the general public. This has been discussed at the National Conference of the Chief Registrars of Births &amp; Deaths held at New Delhi on 5-6 March, 2009, wherein the Chief Registrars have been impressed upon the need to review the number of registration units form the point of view of their accessibility to the general public.</p> <p>Further, the Chief Registrar of births and deaths (Chief Executive Authority) of the States /UTs are responsible for organizational and operational aspects of the provisions</p>

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35.	<p>(d). Each Registrar would need to be empowered under the law to seek and obtain information from any person. For this purpose, the law should provide that the Registrar shall have the power to issue notice seeking information from any person, regarding births and deaths and that person shall be bound to provide such information. (44)</p> <p>(e). In order to make the process of imposition of fines quick and deterrent, the powers to levy fines should be given to the District Registrar.(45)</p>		<p>of the RBD Act for ensuring effective functioning of the registration system in the State. The responsibilities including establishment of registration units in adequate number within the easy accessibility of the public. The numbers of registration units are set up in accordance with the quantum of work and the accessibility to general public. As such the work load does not justify designation of public functionaries as Registrars in addition to the existing functionaries.</p> <p>Hon'ble Supreme Court in response to a Civil Writ Petition No. 37 of 2009 has also issued orders which also includes to notify all panchayats and Institutional Delivery Centres such as Hospitals, Nursing Homes, CHCs, PHCs and if required, Government schools and others as Local Registration Centres under Section 7(1) of the Act.</p> <p>Actions are being taken by all the States / UTs on such orders.</p> <p>(d) Section 21 of the RBD Act stipulates that the Registrar may require, either orally or in writing, any person to furnish any information within his knowledge in connection with a birth or death in the locality within which such person resides and that person shall be bound to comply with such requisition.</p> <p>(e) Section 23 of the Act already empowers the Chief Registrar to delegate the power to the District Registrars to impose penalties for non – reporting / non-registration / negligence or refusal. The District Registrars are imposing such penalties for any of these lapses at present in many of the States. The Registrar General, India, during the last National Conference of the Chief Registrars of Births &amp; Deaths has</p>
36.			

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37.	<p>f. There should be no fees for delayed registration. It should be provided that in case of delayed registration, a more elaborate enquiry would be required. The onus for conducting the enquiry should be on the Competent Authority. <b>(46)</b></p>		<p>also reiterated that imposing penalties for any of the lapses would send the message down to all concerned.</p> <p>(f) At present, very nominal fee of Rs.2, 5 and 10 has been prescribed for delayed registration of events after 21 days to 30 days, after 30 days but within one year and one year of its occurrence respectively. If the event is registered within normal reporting period i.e. 21 days, the certificate would be issued free of cost under Section 12 of the Act and this would avoid the public to follow the procedure of delayed registration e.g producing the Affidavits or first Class Magistrate orders for registration. Therefore, in order to promote birth registration within the normal reporting time, it is better to continue with the existing fee structure. There is also a provision for reducing the existing fee up to Rs.1/ or 0.50 paise as and when any State Govt desires.</p> <p>The views of the State Govts are being collected on this issue, although few State Govts have not offered any views on this point and few State Govts like Chhatisgarh and Himacal Pradesh have suggested for hiking such fee whereas the State of Karnataka is against the waiving of fee as it would run counter the effort of ensuring registration within the stipulated time. To promote birth registration within the normal reporting time and to avoid the public to submit the affidavit or SDM order for registration, it is better to continue with the existing fee structure.</p> <p>The prescribed fee charged under delayed registration cases cannot be waived without amending Section 13 of the Registration of Births and Deaths (RBD) Act, 1969 since a clause regarding payment of</p>

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			<p>prescribed fee is explicitly there.</p> <p>So it is reiterated that –</p> <p>(a) Prescribed fee for delayed registration is already minimal.</p> <p>(b) Removal of fee will run counter to ensure timely reporting.</p> <p>So it is requested that the said recommendation (f) of Para 10.5.2.9 of the recommendations of 12<sup>th</sup> Report in respect of Registration of Births and Deaths that ‘there should be no fees for delayed registration’ may be reconsidered.</p>
<p>38.</p> <p>39.</p> <p>40.</p>	<p><b>15. (Para 10.5.3.7) Building Licenses and Completion Certificates</b></p> <p>a. Simplified procedures for grant of building permits on the basis of self-certification by owners / registered architects should be adopted by all State Governments and local bodies. <b>(47)</b></p> <p>b. The JNNURM guidelines should be amended to make adoption of such procedures as a part of the mandatory reforms.<b>(48)</b></p> <p>c. Similar simplification of procedures should be done in the issuance of completion certificates by local bodies. In case of completed buildings, a hundred per cent verification after the issue of completion certificates on the basis of self-certification would be necessary within a specified period of 90 days. The Rules should provide heavy penalties, including demolition, for violation of conditions as well as for negligence or collusion, if any, on the part of the prescribed verifying authority.<b>(49)</b></p>		<p><b><u>Ministry of Urban Development</u></b></p> <p>(a) to (d)): Revision of bye-laws to streamline the approval process for construction of buildings, development of sites etc is one of the reforms mandated under JNNURM. Though it is identified as an optional reform, the conditions of the scheme mandate that all optional reforms are to be implemented over the Mission period i.e. 2005-12. As per information available, the reform has been implemented in 25 out of 62 cities in respect of the Urban Infrastructure and Governance Component and 201 out of 307 towns in respect of the Urban Infrastructure Development in Small and Medium towns component. Building plan approval is also one of the modules included under the E-Governance component of JNNURM.</p> <p>Further, the objective of this reform is to simplify the approval process of sanction of building plants to</p>



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41.	<p>d. The capacity building of the enforcement wings of the local bodies should also be done alongside these initiatives to ensure compliance with local bye-laws. The help of local residents' associations may be enlisted for this purpose.<b>(50)</b></p>		<p>make it simple, transparent and citizen friendly. The revision of building bye laws to streamline the approval process is expected to enhance compliance to the building bye laws and the Development Planning Control Rules.</p> <p>Under Urban Infrastructure and Governance (UIG), 34 cities have revised building bye laws and under Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT), 568 towns have streamlined the building bye-laws.</p> <p>The recommendation has also been circulated to all States / UTs vide the letter No. N-11025/24/2009-UCD dated 25.09.2010.</p>

**Administrative Reforms Commission's 12<sup>th</sup> Report titled "Citizen Centric Administration – The Heart Of Governance"- List of recommendations not found feasible to be accepted**

Sl. No.	Recommendations made by Administrative Reforms Commission	Decision of the Group of Ministers (GoM)	Action Taken
1.	<p><b>7. (Para 7.9.3.3) Evolving an Effective Public Grievances Redressal System</b></p> <p>b. The Union and State Governments should issue directions asking all public authorities to designate public grievance officers on the lines of the Public Information Officers under the RTI Act. These officers should be of adequate seniority and should be delegated commensurate authority.(23)</p>	(b) Recommendation was not accepted.	(b) No action called for.
2.	<p>c. All grievance petitions received should be satisfactorily disposed of by these officers within thirty days. Non-adherence to the time limit should invite financial penalties.(24)</p>	(c)&(d) Recommendation were not accepted.	(c) & (d): No action called for.
3.	<p>d. Each organization should designate an appellate authority and devolve adequate powers upon them including the power to impose fines on the defaulting officers. (25)</p>		
4.	<p><b>9. (Para 8.3.3) Consumer Protection</b></p> <p>a. Lok Adalats would be effective in settling many consumer disputes. It should be stipulated by law that cases up to a particular value, say Rupees two lakhs, should first be referred to Lok Adalats. (27)</p>	(a) Recommendation was not accepted. However, the District Consumer Courts need to be empowered to handle these cases.	(a):No action called for.
5.	<p><b>10. (Para 9.10.4) Special Institution Mechanisms</b></p> <p>a. A common format for making complaints before various statutory Commissions should be devised in consultation with each other. This format should capture the details of the victims and complainants in such a way that it facilitates matching of</p>	(a) to (d) Recommendations were not accepted as flexibility should be available for such statutory Commissions	(a) to (d): No action called for.

Sl. No.	Recommendations made by Administrative Reforms Commission	Decision of the Group of Ministers (GoM)	Action Taken
6.	<p>data across different Commissions. In case of complaints filed without the use of the common format, the necessary fields may be filled up at the time of registration of cases itself by the Commission receiving the complaint. <b>(29)</b></p> <p>b. As recommended in paragraph 6.3.9 of the Commission's Eleventh Report entitled 'Promoting e-Governance: the SMART Way Forward', each statutory Commission should create an electronic database prospectively and each database should be networked with each other to facilitate comparison of data.<b>(30)</b></p>		
7.	<p>c. The Human Rights Commission {as defined in Section 3(3), PHRA} should lay down norms to deal with complaints by the most appropriate Commission. The basic principle could be that the dominant grievance in a complaint should lead to its handling by the appropriate Commission. Nodal officers may be appointed in each Commission to identify and coordinate action over such cases. Internal mechanisms should be evolved within each statutory Commission to facilitate the handling of such cases in a coordinated manner. <b>(31)</b></p>		
8.	<p>d. The Union and State Governments should take proactive steps in dealing with serious offences like custodial deaths/rapes etc on priority so that their occurrence diminishes over the years. Help of NHRC may be taken to prepare an action plan for this purpose. <b>(32)</b></p>		
9.	<p><b>10. (Para 9.10.4) Special Institution Mechanisms</b></p> <p>f. A separate Standing Committee of Parliament may be constituted to look into Annual Reports submitted by these statutory Commissions.<b>(34)</b></p>	(f) Recommendation was not accepted	(f): No action called for.



