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

Information Under Section 4(1)(B) of the Right to Information Act, 2005

(i) The particulars of its organization, functions and duties:

The Department of Administrative Reforms and Public Grievances (DAR&PG) 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.

(ii) The powers and duties of its officers and employees

The DAR&PG is under Ministry of Personnel, Public Grievances and Pensions and is headed by a Secretary. The Department has one Additional Secretary, two Joint Secretaries and six Divisional heads namely (i) Director (GA) & PG(States); (ii) Director (e-Gov, AR and IE&C); (iii) Deputy Secretary (Documentation & Dissemination); (iv) Deputy Secretary (NCGG) (v) Deputy Secretary (Admn.I) & PG(Centre); and (vi) Deputy Secretary (ARC and O&M). In the Department, for major policy decisions, the file is submitted through the divisional heads to Additional Secretary/Joint Secretaries to Secretary and finally to Minister of State for Personnel, Public Grievances and Pensions. Besides, the Joint Secretary (Administration) is also designated as Head of the Department (HoD) and Under Secretary (General Administration) is designated as Head of Office (HoO) and exercises financial, administrative powers as per laid down procedures and rules of Government of India.

OFFICERS OF THE DEPARTMENT

Dr. Kshatrapati Shivaji, Secretary
Department of Administrative Reforms and Public Grievances,
Room No. 514, Fifth Floor, Sardar Patel Bhavan,
New Delhi - 110 001
Tel. No. 011- 23742133 Fax: 011-23742546

Shri V Srinivas, Additional Secretary
Department of Administrative Reforms and Public Grievances,
Room No. 510 Fifth Floor, Sardar Patel Bhavan,
New Delhi - 110001
Tel.No.011-23741004 Fax: 011-23741005

Shri NBS Rajput
Department of Administrative Reforms and Public Grievances,
Room No.508 Fifth Floor, Sardar Patel Bhavan,
New Delhi – 110001
Tel.No.011-23360331 Fax: 011-23360352

Smt. Jaya Dubey, Joint Secretary
Department of Administrative Reforms and Public Grievances,
Room No.508 Fifth Floor, Sardar Patel Bhavan,
New Delhi – 110001
Tel.No.011-23360208
WORK/DUTIES OF ITS OFFICERS AND EMPLOYEES

I) ADMINISTRATION DIVISION

ESTABLISHMENT DIVISION
Smt. Prisca Mathew, Deputy Secretary
Room No.517, Tel: 23401429 Intercom: 429
Shri Khamchin Naulak, Under Secretary (Admin.I)
Room No.524B, Tel: 23401453 Intercom: 453
Shri R H Kujur, Section Officer/DDO
Room No. 524, Tel: 23401447 Intercom: 447
Smt. Preeti Singh Shishodia, Section Officer (Admn.I)
Room No. 524B, Tel: 23401449 Intercom: 449

WORK ALLOCATED
• All establishment matters of Group A, B & C (excluding MTS, Staff Car Driver, Despatch Rider) officers and staff of the Department.
• All vigilance matters of Group A,B &C (excluding MTS, Staff Car Driver, Despatch Rider) officers and staff of the Department and Monthly/Quarterly Reports for Vigilance matter
• Maintenance of Immovable Property Return of Group A, B, C officers/staff of the Department.
• Deputing Group B and C officials for various Training Programmes.
• Monitoring of implementation of Official Language through Hindi unit of DARPG.
• Finalization and monitoring of Budget/RE of DARPG, Cash & Accounts including audit matters.
• Medical Reimbursement.
• GPF Advance.
• Court Cases on establishment.

GENERAL ADMINISTRATION & COORDINATION DIVISION
Shri Narendra Kumar Meena, Director
Room No. 516, Tel: 23362369 Intercom: 407
Shri Rakesh Chandra, Under Secretary (Admn.II/GA)
Room No. 524B, Tel: 23401488 Intercom: 488
Smt. Anuradha Datta, Section Officer (Admn.II/GA)
Room No. 524B, Tel: 23401450 Intercom: 450

WORK ALLOCATED
• Coordinating/collating of inputs in respect of DARPG sought for by various Ministries/Departments on Cabinet Notes, Policy matters, etc.
• Parliamentary Standing Committee - including all Parliament questions and matters raised under Rule 377 in Lok Sabha and Rajya Sabha pertaining to DARPG.
• Responsible for suo moto (proactive) disclosure under RTI Act in respect of CPIOs/Appellate Authorities and also Nodal CPIO for the Department.
• To make schedule and monitoring of Swachhta Action Plan in respect of DARPG.
• Procurement, maintenance of office equipment and stationeries
• All establishment matters of Group C viz. MTS, Staff Car Driver, Despatch Rider officials of the Department
• General Administration (LTC and Leave Encashment, Children Education Allowances, Office maintenance etc.)
• Advances on HBA, Computer.
• Coordinating/collating of inputs in respect of DARPG for Annual Report and Other Reports
• Departmental Record Room
• Any other subject allocated by the Secretary (AR&PG)

2) INTERNATIONAL EXCHANGE & COOPERATION (IE&C) DIVISION
Shri Satish Kerba JadHAV, Director
Room No.511 Tel: 23743030 Intercom: 404
Shri Balbir Singh, Under Secretary
Room No. 505C, Tel: 23401476 Intercom: 476
Shri Dharam Pal Arora, Under Secretary
Room No. 505C, Tel: 23401475 Intercom: 475
Smt. Pushpa Batra, Section Officer
Room No.505F, Tel: 23401472 Intercom: 472

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

3) ADMINISTRATIVE REFORMS (AR) DIVISION
Shri Satish Kerba JadHAV, Director
Room No.511 Tel: 23743030 Intercom: 404
Shri Sandesh Saxena, Deputy Secretary (NCGG)
Room No.515, Tel: 23401410 Intercom: 410
Shri Kamal Kumar Thakur, Under Secretary (AR.I)
Room No. 518D, Tel: 23401428 Intercom: 428
Shri Gya Prasad, Under Secretary(AR.II)
Room No. 518C Tel: 23401415 Intercom: 415
Smt. Namrata Kumari, Section Officer
Room No. 518, Tel: 23401433 Intercom: 433

WORK ALLOCATED
• Civil Services Day.
• Prime Minister’s Award for Excellence in Public Administration.
• Case Studies on Good Governance.
• State Collaboration Initiative projects.
• Inter Services Workshop
• Administrative Reforms Initiatives
• National Centre for Good Governance (NCGG)
• Any other subject allocated by the Secretary (AR&PG).

4) ADMINISTRATIVE REFORMS COMMISSION (ARC) DIVISION
Shri Ajit Kumar Sah, Deputy Secretary
Room No. 516 Tel: 23401408 Intercom: 408
Shri Sunil Kumar Singh, Under Secretary  
Room No. 518, Tele No: 23401432 Intercom: 455

WORK ALLOCATED  
- Follow up action with the Nodal Ministries and the States regarding Institutional Mechanism relating to the implementation of the accepted recommendations of the Administrative Reforms Commission.  
- Action taken status on each of Administrative Reforms Commission Reports to the Cabinet.  
- Parliamentary matters / Standing Committee matters relating to Administrative Reforms.  
- Implementation of e-Office Mission Mode Project in Central Govt. Ministries/Departments.  
- Any other subject allocated by the Secretary (AR&PG).

5) e-GOVERNANCE (e-Gov) DIVISION  
Shri Satish Kerba Jadhav, Director  
Room No.511 Tel: 23743030 Intercom: 404  
Shri Sanjeev Shrivastava, Under Secretary  
Room No. 505B Tel: 23401457 Intercom: 457  
Smt. Vibhuti Panjijar, Under Secretary  
Room No. 505A Tel: 23401456 Intercom: 456  
Section Officer Room No.505 Tele. No. 23401481 Intercom: 481

WORK ALLOCATED  
- Coordinating and supporting implementation of National e-Governance Plan through:  
  - National Conference one-Governance.  
  - National awards for e-Governance.  
  - Matters relating to e Governance Training Plan  
  - National e-Governance Services Delivery Assessment (NeSDA)  
  - DARPG’s website in consultation with NIC

6) PUBLIC GRIEVANCES (PG) DIVISION  
Shri Narendra Kumar Meena, Director (PG-States)  
Room No. 516, Tel: 23362369 Intercom: 407  
Smt. Prisca Mathew, Deputy Secretary (PG-Centre)  
Room No.517, Tel: 23401429 Intercom: 429  
Under Secretary Room No. 505D, Tel: 23401468 Intercom: 468  
Smt. Sunila Bagga, Under Secretary  
Room No. 505D Tele.No.23401467 Intercom 467  
Tirth Ram, Under Secretary  
Room No. 518D Tele.No.23401463 Intercom 463  
Smt. Sarita Taneja, Under Secretary  
Room No. 505D Tele.No.23401474 Intercom 474  
Smt. Anita Arora, Section Officer,  
Room No. 505 Tele.No.23401492 Intercom: 492  
Smt. Madhurima Rampal, Section Officer  
Room No. 505 Tele.No.23401465 Intercom: 465

WORK ALLOCATED  
- Activities related to updation/review of Citizen’s Charter of all Ministries/Departments of Govt. of India and uploading of the same on www.goicharters.nic.in.
• Work relating to Centralized Public Grievance Redress and Monitoring (CPGRAM) as developed in the Division with technical support from NIC at http://pgportal.gov.in/.
• Training of officers in all Ministries/Departments/Subordinate organizations of Govt. of India on CPGRAMS.
• Monitoring and Review of pendency in redress of grievances in all Central Ministries/Departments through review meetings.
• Formulation of guidelines/instructions to improve redress mechanism in GOI.
• Reforms to improve online CPGRAMS in Central Ministries/Departments and in State Governments as per their willingness.
• Strengthening and Capacity Building of State Administrative Training Institutes for imparting training in Quality Management System for improving public Service delivery (SEVOTTAM).
• Organizing workshops on reforms in public service delivery for Central Ministries/Departments.
• Any other subject allotted by the Secretary (AR&PG).

7) DOCUMENTATION AND DISSEMINATION (D&D) DIVISION
Smt. Renu Arora, Deputy Secretary
Room No.506 Tel.No.23401414 Intercom.No.414
Shri Jitendra Sihwag, Under Secretary,
Room No.505E Tel: 23401473 Intercom: 473
Shri Dhananjay Kumar, Under Secretary
Room No.505E, Tel: 23401445 Intercom: 445
Shri Gopal K N Choudhury, Asstt. Editor
Room No.505F, Tel: 23401469 Intercom: 469
Shri Santosh Kumar, Section Officer
Room No.505F, Tel: 23401470 Intercom: 470
Asstt. Library cum Information Officer
Room No.501, Tel: 23401477 Intercom: 477

WORK ALLOCATED
• Identification, documentation and dissemination of best practices.
• Publication of Coffee Table book on Best Practices.
• Production of documentary films on best practices.
• Grant of financial assistance to the State Governments for professional documentation of best practices.
• Organising Regional Conference on implementation of Good Governance practice.
• Any other subject allocated by the Secretary (AR&PG).

8) ORGANIZATION & METHOD (O&M) DIVISION
Shri Ajit Kumar Sah, Deputy Secretary
Room No. 516 Tel: 23401408 Intercom: 408
Shri Kumar Sanjeet, Under Secretary
Tele.No.23401455 Room No. 518C Intercom: 427

WORK ALLOCATED
• Formulation and implementation of common office procedures.
• Publication and updating of the CSMOP and implementation of its provisions.
• Aiding and advising on O&M aspects.
• Allocation of fund for modernization of the Government offices.
• Any other subject allocated by the Secretary (AR&PG).

(iii) The procedure followed in the decision making process, including channels of supervision and accountability;

(a) ORGANISATION CHART

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

<table>
<thead>
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<th>Sl. No.</th>
<th>Types of Cases</th>
<th>Channel of submission</th>
<th>Level of final disposal</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
<td>Parliamentary Matters</td>
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<tr>
<td></td>
<td>(i) Replies to Starred Questions</td>
<td>US→DS/Dir → AS → Secy</td>
<td>MOS (PP)</td>
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<tr>
<td></td>
<td>(ii) Replies to Un-starred Questions and Assurances</td>
<td>US→DS/Dir → AS</td>
<td>MOS(PP)</td>
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<tr>
<td></td>
<td>(iii) Final replies to recommendations of Parliamentary Committees</td>
<td>US→DS/Dir → AS→Secy</td>
<td>MOS(PP)</td>
</tr>
<tr>
<td></td>
<td>(iv) Final replies to matters raised under Rule 377 in Lok Sabha and Special Mention made in Rajya Sabha</td>
<td>US→DS/Dir → AS</td>
<td>MOS(PP)</td>
</tr>
<tr>
<td></td>
<td>(v) Action taken note on the recommendations of Parliamentary Committee</td>
<td>US→DS/Dir → AS</td>
<td>Secretary</td>
</tr>
<tr>
<td></td>
<td>(vi) Furnishing of replies to Questionnaire and other references received from Parliamentary Committee</td>
<td>US→DS/Dir → AS</td>
<td>Secretary</td>
</tr>
<tr>
<td></td>
<td>(vii) Furnishing of facts of Question to Lok Sabha/ Rajya Sabha Secretariat</td>
<td>SO→US→DS/Director</td>
<td>JS/AS</td>
</tr>
<tr>
<td>2.</td>
<td>Notes for Cabinet or Committees of Cabinet</td>
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<tr>
<td></td>
<td>(i) Note for Cabinet on matters concerning the Ministry</td>
<td>US→DS/Dir → AS →Secy</td>
<td>MOS(PP)/PM</td>
</tr>
<tr>
<td></td>
<td>(ii) Final Note for Committees of Cabinet on matters concerning the Ministry</td>
<td>US→DS/Dir → AS →Secy</td>
<td>MOS(PP)/PM</td>
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<tr>
<td></td>
<td>(iii) Comments on Note for Cabinet/ Committee of cabinet received from other Ministries/ Departments</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Notes relating to either questions of policy or matter concerning the work of the Ministry</td>
<td>DS/Dir→AS→Secretary</td>
<td>MOS(PP)</td>
</tr>
<tr>
<td></td>
<td>(b) All other notes</td>
<td>US→DS/Dir → JS/AS</td>
<td>Secretary</td>
</tr>
<tr>
<td>3.</td>
<td>Notes for Committees of Secretaries</td>
<td></td>
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<tr>
<td></td>
<td>(i) Notes on matters concerning the Ministry</td>
<td>US→DS/Dir → JS/AS</td>
<td>Secretary → MOS(PP)</td>
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<tr>
<td></td>
<td>(ii) Notes received from other Ministries for comments</td>
<td></td>
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<tr>
<td></td>
<td>(a) Matters involving major policy or important issues</td>
<td>US→DS/Dir → JS/AS</td>
<td>Secretary → MOS(PP)</td>
</tr>
<tr>
<td></td>
<td>(b) All other notes</td>
<td>US→DS/Dir.</td>
<td>JS/AS</td>
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<td>4.</td>
<td>Cases before CAT/High Court/Supreme Court</td>
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<tr>
<td></td>
<td>(i) Decision on contesting writ petitions or filing appeals/revisions petitions</td>
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<tr>
<td></td>
<td>(a) Appointments made with ACC’s</td>
<td>US→DS/Dir → JS/AS</td>
<td>MOS(PP)</td>
</tr>
<tr>
<td>Sl. No.</td>
<td>Types of Cases</td>
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<td></td>
<td>approval, as also all other</td>
<td>SO→US→DS/Dir</td>
<td>JS/AS/Secretary</td>
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<tr>
<td></td>
<td>appointments made to Group ‘A’</td>
<td></td>
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<tr>
<td></td>
<td>posts</td>
<td>JS/AS</td>
<td></td>
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<tr>
<td></td>
<td>(b) All other appointments/ cases</td>
<td>US→DS/Dir</td>
<td>JS/AS</td>
</tr>
<tr>
<td>(ii)</td>
<td>Preparation of Para-wise comments and finalization of counter affidavit in cases</td>
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<tr>
<td></td>
<td>(a) In which the Ministry is a respondent and where the issues raised orders are covered by existing rules/policy decisions</td>
<td>SO→US→DS/Dir</td>
<td>JS/AS/Secretary</td>
</tr>
<tr>
<td></td>
<td>(b) Where the issues raised have major policy implications</td>
<td>SO→US→DS/Dir</td>
<td>JS/AS/Secretary</td>
</tr>
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<td></td>
<td>(c) In other cases</td>
<td>SO→US</td>
<td>DS/Director</td>
</tr>
<tr>
<td></td>
<td>(iii) Contempt petitions against Secretary/Minister</td>
<td>SO→US→DS/Dir→JS/AS</td>
<td>Secretary</td>
</tr>
<tr>
<td>(iv)</td>
<td>Furnishing of comments on writ petitions in which the Ministry is proforma respondent</td>
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<tr>
<td></td>
<td>(a) Where the issues raised is based on settled policy or clear precedent not involving exercise of any discretion</td>
<td>SO→US→DS/Dir</td>
<td>JS/AS/Secretary</td>
</tr>
<tr>
<td></td>
<td>(b) Where the issues raised have major policy implications</td>
<td>SO→US→DS/Dir</td>
<td>JS/AS</td>
</tr>
<tr>
<td>5.</td>
<td>Replies to letters/representations received by MOS(PP) from MPs and other VIPs</td>
<td>US→DS/Dir→JS/AS</td>
<td>MOS(PP)</td>
</tr>
<tr>
<td>7.</td>
<td>Furnishing of material for inclusion in the monthly summary for Cabinet/ D.O. letters to Cabinet Secretary relating to significant events, President’s Address to Parliament, Finance Minister’s budget speech, Annual Report of the Ministry, Induction Note etc.</td>
<td>US→DS/Dir</td>
<td>JS/AS</td>
</tr>
<tr>
<td>8.</td>
<td>Furnishing of monthly statement of pending Assurances/letters from PMO/ implementation of decisions of Cabinet/cases pending over a month/Quarterly progress report about use of Hindi</td>
<td>SO→US</td>
<td>DS/Director</td>
</tr>
<tr>
<td>9.</td>
<td>Furnishing of briefs/Action Taken Note for meeting of the Departmental Council (JCM) or other important meetings:</td>
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<tr>
<td></td>
<td>(i) Briefs</td>
<td>SO→US→DS/Dir</td>
<td>JS/AS</td>
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<tr>
<td></td>
<td>(ii) Action Taken Notes</td>
<td>SO→US</td>
<td>DS/Director</td>
</tr>
<tr>
<td>10.</td>
<td>All Notes/ References to PMO</td>
<td>DS/Dir→JS/AS→Secy</td>
<td>MOS(PP)</td>
</tr>
<tr>
<td>11.</td>
<td>Extension of the period of deputation of ex-cadre posts beyond the initial 3 years:</td>
<td></td>
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<tr>
<td></td>
<td>(i) For the 4th year</td>
<td>DS/Director→JS/AS</td>
<td>Secretary</td>
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<tr>
<td></td>
<td>(ii) For the 5th year</td>
<td>DS/Director→JS/AS</td>
<td>MOS(PP)</td>
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<tr>
<td></td>
<td>(iii) Beyond the 5th year (subject to consultation with Establishment Division)</td>
<td>DS/Director→JS/AS</td>
<td>MOS(PP)</td>
</tr>
</tbody>
</table>

(iv) **The norms set by it for the discharge of its functions:**
Any grievance received from the general public shall be acknowledged within three working days of receipt of the grievance petition.

(v) **The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions:**
LIST OF REFERENCE BOOKS
1. Part I – General Rules
2. Part II- T.A. Rules
3. Part III- Central Civil Services (Leave) Rules
4. Part IV- Dearness Allowance, Dearness Relief and Ex Gratia to CPF Beneficiaries
5. Part V-HRA and CCA.
6. Swamy’s Pension Compilation incorporating CCS (Pension) Rules
7. Swamy’s Compilation of CCS (Commutation of Pension) Rules
8. Swamy’s CCS (Extraordinary Pension) Rules
9. Swamy’s Compilation on Central Government Employees’ Group Insurance Scheme
10. Swamy’s Compilation of Staff Car Rules
11. Swamy’s Compilation of Medical Attendance Rules
12. Swamy’s Compilation of CCS (CCA) Rules
13. Swamy’s Compilation of (Conduct) Rules
14. Swamy’s Compilation of General Provident Fund Rules
15. Swamy’s Compilation of Leave Travel Concession Rules
16. Swamy’s Compilation of Children’s Educational Assistance
17. Swamy’s Compilation of General Financial Rules
19. Swamy’s Compilation of House Building Advance Rules
20. Swamy’s Compilation on Suspension and Reinstatement
21. Swamy’s Compilation of Overtime Allowance Rules
22. Swamy’s CCS (Temporary Service) Rules, 1965
23. Swamy’s Compilation of New Pension Scheme

(vi) A statement of the categories of documents that are held by it or under its control:

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

(b) O&M DIVISION
2. Records Retention Schedule for Records Common to all Departments
3. Records Management in Government.
4. Guidelines for the improvement of the quality of services rendered through the telephone in public offices

(c) INTERNATIONAL EXCHANGE & COOPERATION DIVISION
1. Files relating to international exchange and cooperation in the field of Civil Service, Personnel Management and Public Administration.
2. Files relating to International Institute of Administrative Sciences, Brussels, Belgium.
3. Files relating to Commonwealth Association for Public Administration and Management (CAPAM), Toronto, Canada
4. Files relating to CAPAM International Innovations Awards Programme in India.
5. Files relating to CAPAM International Innovations Cascading Programme in India.
6. Files relating to MoU between India and Malaysia in the field of Civil Service, Personnel Management and Public Administration and follow-up action.
8. Files relating to management studies/ Impact studies related to administrative reforms, O&M aspects etc. in respect of Government organizations
9. Files relates to MoU with UNDP in the field of strengthening Public Administration and Governance.

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

(e) ARC & AR DIVISIONS
1. One copy each of the 20 reports submitted by the 1st Administrative Reforms Commission (1966-1970) and 15 reports submitted by the 2nd Administrative Reforms Commission. The 15 reports of 2nd ARC are listed below. S. No. Report Date of presentation to Government.
2. Right to Information: Master Key to Good Governance 09.06.2006
5. Public Order: Justice for each … Peace for all 26.06.2007
6. Local Governance 27.11.2007
7. Capacity Building for Conflict Resolution – Friction to Fusion 17.03.2008
8. Combating Terrorism 17.09.2008
12. Citizen Centric Administration – The Heart of Governance 30.03.2009
13. Organizational structure of Government of India 19.05.2009
15. State and District Administration 29.05.2009

(f) E-GOVERNANCE DIVISION
1. Files relating to implementation of e-Office Mission Mode Project.
2. Files relating to National Conference on e-Governance
3. Files relating to National Awards on e-Governance.
5. Files relating to 11th Report of Second ARC.

(g) PG DIVISION
6. Sevottam: A continuing journey-write-up 2014 The following are available in digitized form on website.
8. Files on policy formulation relating to Citizens’ charters, IFCs, Public Grievance Redress.
9. Files relating to publication of advertisement on nodal officers for citizens’ charters, Directors of Public Grievances and contact officers for IFCs.10. Monitoring and Review meetings records.

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

The Department's website http://darpg.nic.in/ acts as information tool for the general public and thus facilitates in the implementation of the policies. The Department organizes meetings, seminars and workshops on Best Practices chaired by Cabinet Secretary where besides state Governments even NGOs can share/give presentation on innovative ideas/projects. Its purpose is to share the ideas/innovation and successful experience with rest of the states. There exists a system of consultation with NGOs, Citizens groups, RWAs and members of public while formulating policy relating to Public Grievances and Citizen's charters.

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

1. The First Administrative Reforms Commission (ARC) as a Commission of Inquiry was set up in January, 1966 under the chairmanship of Shri Morarji R Desai and later on Shri K Hunmanthaiya became its chairman. The Commission submitted 20 reports from January 1966 to June 1970

2. The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005, as a Commission of Inquiry, under the Chairmanship of Shri Veerappa Moily. The Commission submitted 15 reports at various stages. Details about ARC is available at https://darpg.gov.in/about-arc

3. Department of Official Language Implementation Committee is headed by Joint Secretary (Admn.). Not open for public.

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

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

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

7. Programme Implementation Committee (PIC) chaired by AS (AR&PG) for implementation of the Capacity Building Poverty Reduction (CBPR) Programme under the DFID Project funded by the UK Government.
   a) Standing Committee in respect of grievances of officers of the level of Joint Secretary and above.
   b) Standing Committee of Secretaries for Public Grievance redress.
   c) Core Group on citizen charters and facilitation counters. (Neither of these Committees are open to public nor the proceedings of the Committees are of any relevance to general public.) (Some of the above Committees has as its members retired Professors and retired Government servants.)
   d) Steering Committee to oversee production and telecast of documentary series for creating awareness and dissemination of information on e-governance is headed by AS (AR&PG)

(ix) A directory of its officers and employees [CLICK HERE]

(x) The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations. [CLICK HERE]

(xi) Budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursement made:

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<tr>
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<th>2019-20</th>
<th>2020-21</th>
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<tr>
<td>AR &amp; PG Wing</td>
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<tr>
<td>05.06.01- Salaries</td>
<td>B.E. 1155</td>
<td>R.E. 1155</td>
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Rs. in lakh
05.06.02- Wages   75  80  77.57  0
05.06.03- OTA      0.4  0  0  0.1
05.06.06- Medical  16  25  16.14  16
05.06.11- D.T.E     25  25  24.64  24.3
05.06.12- F.T.E     0.5  0  0  0.5
05.06.13- OE       140 106 96.87 215
05.06.16- Publications  7  7  5.05  7
05.06.20- O.A.E./NP  22  16  14.88 22
05.06.32- Contribution  6  6  2.78  6
05.06.50- Other Charges  0.1  0.1  0  0.1
05.99.50- Other Charges (IT)  35  40  33.85 35
05.96.13- S.A.P (OE)  10  10  4.2  10
**Total**         1492 1470.1 1286.69 1586

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<tr>
<th>SCHEME FOR ADMINISTRATIVE REFORMS</th>
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<tr>
<td>42.01.20- OAE (PLAN)</td>
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<tr>
<td>16.02- NCGG</td>
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<tr>
<td><strong>Grand Total</strong></td>
</tr>
</tbody>
</table>

(xii) The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes:
Department does not administer any programme involving subsidy.

(xiii) Particulars of recipients of concessions, permits or authorization granted by it:
-NIL-

(xiv) Details in respect of information, available to or held by it, reduced in an electronic form: May visit Website of DARPG—http://darpg.gov.in/ where so many reports/manuals/documents/films on best practices etc are available.

(xv) The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use:
Information may be obtained from website of DARPG –http://darpg.gov.in/ The Department has also fixed a time on every Wednesday 10.00 A.M. to 1.00 P.M. where the Director (Public Grievances), Room No.507, Fifth Floor, Sardar Patel Bhavan, New Delhi, redresses the grievance of the public in person.

(xvi) Names, designations and other particulars of the Public Information Officers [CLICK HERE]

(xvii) Tour undertaken by Officials of DARPG
(a) Foreign visits/training programmes conducted by the Department from January 2013 till date [Details]
(b) Domestic visits/training programmes conducted by the Department from January 2013 till date [Details]