

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

Lok Sabha

Unstarred Question No. 398

TO BE ANSWERED ON 25.02.2015

REDRESSAL OF GRIEVANCES

398. Sh. RAVNEET SINGH

Will the Prime Minister be pleased to state:

- (a) Whether the Government intends to bring a legislation to ensure time bound and effective redressal of grievances of citizens related to non-delivery of goods and services by the Government;
- (b) If so, the details thereof; and
- (c) If not, the reasons therefor?

ANSWER

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and
Minister of State in Prime Minister's Office

Dr. JITENDRA SINGH

(a) to (c): The Government is committed to bringing in a legislation for ensuring effective redressal of grievances of citizens related to non-delivery of entitled goods and services by the Government. However, at this stage, no realistic time frame can be indicated for introduction of such a Bill in the Parliament.

**GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES**

LOK SABHA

STARRED QUESTION NO. 216

(TO BE ANSWERED ON 11.03.2015)

PAPERLESS OFFICE

*216. Shri B.VINOD KUMAR

Will the PRIME MINISTER be pleased to state:

(a) whether the Prime Minister's Office (PMO) has directed all the Government Ministries/Departments to take measures to cut down use of paper and go for paperless office;

(b) if so, the details thereof?

(c) whether any agency has been engaged for monitoring the implementation of the programme and if, so, the details thereof?

ANSWER

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and

Minister of State in the Prime Minister's Office

(Dr. JITENDRA SINGH)

(a) to (c): A Statement is laid on the Table of the House.

Statement in respect of Lok Sabha Starred Question No. 216 for 11th March, 2015 by Shri B. Vinod Kumar, Hon'ble Member of Parliament (LS) regarding Paperless Office.

(a) to (c): On the directions of the Hon'ble Prime Minister, the Government has launched Digital India (DI) Programme which focuses on 'Maximum Governance Minimum Government'. The Digital India Programme envisages end-to-end process optimization and comprehensive business process re-engineering in new and existing e-Governance initiatives and integration of the services on e-Platform. 'eOffice' project is one of the 'eGovernance' initiatives of the Government. This project envisages minimum use of paper, documents and files in physical form and streamlining office workflow. An Apex Committee headed by Cabinet Secretary of the Government of India has been constituted to monitor the implementation of Digital India Programme of which e-Governance is a critical component. Department of Electronics & Information Technology (DElTy), Government of India has been entrusted with the task of coordinating Digital India Programme which is to be implemented by the Central Government and all State Governments.

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

LOK SABHA
UNSTARRED QUESTION NO. 3658
TO BE ANSWERED ON 18/03/2015

REFORMS IN FUNCTIONING OF GOVERNMENT SERVICES

3658: SHRIMATI HEMA MALINI:

Will the PRIME MINISTER be pleased to state:

- (a) Whether economically weakest sections of the society are not getting the benefits due to shortcomings in the functioning of administration at the Centre and State level;
- (b) If so, the Government's reaction thereto;
- (c) Whether the Government proposes to bring about major reforms in the functioning of Government services with a view to extending the benefits of development to all the sections of the society; and
- (d) If so, the details thereof?

ANSWER

**Minister of State in the Ministry of Personnel, Public Grievances and Pensions and
Minister of State in the Prime Minister's Office**

(DR. JITENDRA SINGH)

(a) to (d): The Government is committed to ensure that fruits of development reach all sections of the society including economically weaker sections. Wherever any constraints are perceived, remedial action is taken on priority.

The reforms in the functioning of Government services is a continuous ongoing process. Schemes like Pradhan Mantri Jan Dhan Yojna, e-Governance Initiative, Digital India, Direct Benefit Scheme for LPG, Swachh Bharat Abhiyan etc. are some of the recent initiatives in this direction.

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

LOK SABHA

UNSTARRED QUESTION NO. 3584

TO BE ANSWERED ON 18/03/2015

ADMINISTRATIVE REFORMS COMMISSION ON PUBLIC REFORMS

3584: SHRIMATI SAKUNTALA LAGURI;
DR. SUBHASH BHAMRE;
SHRI LAXMAN GILUWA:

Will the PRIME MINISTER be pleased to state:

- a) Whether the Government has set up Administrative Reforms Commission on Public Reforms;
- b) If so, the details thereof alongwith the terms of reference;
- c) Whether the said commission has submitted its report and if so, the details of the recommendations made by the Commission;
- d) Whether the Government has accepted all the recommendations ; and
- e) If so, the details thereof?

ANSWER

**Minister of State in the Ministry of Personnel, Public Grievances and Pensions and
Minister of State in the Prime Minister's Office**

(DR. JITENDRA SINGH)

(a) to (e): The 2nd Administrative Reforms Commission (2nd ARC) was set up in 2005 for preparing a detailed blueprint for revamping the public administrative system. The Commission was requested to suggest measures to achieve a proactive, responsive, accountable, sustainable and efficient administration for the country at all levels of the Government. A copy of the resolution indicating the terms of reference is enclosed (Annexure-I). Before its winding up in 2009, it submitted 15 Reports to the Central Government on various aspects of Governance (Annexure-II). Out of 1514 recommendations made therein, 1183 recommendations have been accepted by the Government for implementation. Details are at Annexure-III.

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

Resolution

New Delhi, the 31st August, 2005

No. K-11022/9/2004-RC. — The President is pleased to set up a Commission of Inquiry to be called the Second Administrative Reforms Commission (ARC) to prepare a detailed blueprint for revamping the public administration system.

2. The Commission will consist of the following :

(i) Shri Veerappa Moily – Chairperson

(ii) Shri V. Ramachandran - Member (iii)

Dr. A.P. Mukherjee - Member

(iv) Dr. A.H. Kalro - Member (v) Dr. Jayaprakash Narayan - Member*

(vi) Smt. Vineeta Rai - Member-Secretary

3. The Commission will suggest measures to achieve a proactive, responsive, accountable, sustainable and efficient administration for the country at all levels of the government.

The Commission will, inter alia, consider the following :

- (i) Organisational structure of the Government of India
- (ii) Ethics in governance
- (iii) Refurbishing of Personnel Administration
- (iv) Strengthening of Financial Management Systems
- (v) Steps to ensure effective administration at the State level
- (vi) Steps to ensure effective District Administration
- (vii) Local Self-Government/Panchayati Raj Institutions
- (viii) Social Capital, Trust and Participative public service delivery
- (ix) Citizen-centric administration
- (x) Promoting e-governance

- (xi) Issues of Federal Polity
- (xii) Crisis Management
- (xiii) Public Order

Some of the issues to be examined under each head are given in the Terms of Reference attached as a Schedule to this Resolution.

4. The Commission may exclude from its purview the detailed examination of administration of Defence, Railways, External Affairs, Security and Intelligence, as also subjects such as Centre-State relations, judicial reforms etc. which are already being examined by other bodies. The Commission will, however, be free to take the problems of these sectors into account in recommending re-organisation of the machinery of the Government or of any of its service agencies.

5. The Commission will give due consideration to the need for consultation with the State Governments.

6. The Commission will devise its own procedures (including for consultations with the State Government as may be considered appropriate by the Commission), and may appoint committees, consultants/advisers to assist it. The Commission may take into account the existing material and reports available on the subject and consider building upon the same rather than attempting to address all the issues ab initio.

7. The Ministries and Departments of the Government of India will furnish such information and documents and provide other assistance as may be required by the Commission. The Government of India trusts that the State Governments and all others concerned will extend their fullest cooperation and assistance to the Commission.

8. The Commission will furnish its report(s) to the Ministry of Personnel, Public Grievances & Pensions, Government of India, within one year of its constitution.

Sd/-
(P.I. Suvrathan)
Additional Secretary to Government of India

List of Reports

- I. Right to Information: Master Key to Good Governance
- II. Unlocking human capital: Entitlements and Governance – a Case Study
- III. Crisis Management: From Despair to Hope
- IV. Ethics in Governance
- V. Public Order: Justice for each ... Peace for all
- VI. Local Governance
- VII. Capacity Building for Conflict Resolution – Friction to Fusion
- VIII. Combating Terrorism
- IX. Social Capital – A Shared Destiny
- X. Refurbishing of Personnel Administration- Scaling New Heights
- XI. Promoting e-Governance – The SMART Way Forward
- XII. Citizen Centric Administration – The Heart of Governance
- XIII. Organisational structure of Government of India
- XIV. Strengthening Financial Management System
- XV. State and District Administration

STATUS OF RECOMMENDATIONS OF THE 2ND ARC CONSIDERED BY THE GOM

Report No.	Total No. of Recommendations	Accepted	Not Accepted	Deferred	Referred To other Fora
Right to Information: Master Key to Good Governance (1 st Report)	62	39	23	-	
Unlocking human capital: Entitlements and Governance- a Case sStudy (2 nd Report)	114	88	26	-	
Crisis Management: From Despair to Hope (3 rd Report)	142	136	6	-	
Ethics in Governance (4 th Report)	134	79	34	-	21
Public Order: Justice for each... Peace for all (5 th Report)	165	127	31	7	-
Local Governance (6 th Report)	256	230	24	2	
Capacity Building for Conflict Resolution- Friction to Fusion (7 th Report)	126	111	15		
Combating Terrorism (8 th Report) (@)	23 (MHA)				
Social Capital- A Shared Destiny (9 th Report)	66	36	11	19	
Refurbishing of Personnel Administration- Scaling New Heights (10 th Report)	98	51	17	30	
Promoting e-Governance –The Smart Way Forward (11 th Report)	47	46	1	---	---
Citizen Centric Administration –The Heart of Governance (12 th Report)	50	41	9		
Organizational structure of Government of India (13 th Report)	37	32	5		
Strengthening Financial Management Systems (14 th Report)	36	33	2	1	
State and District Administration (15 th Report)	158	134	24	---	---
Total	1514	1183	228	59	21

(@- Being handled by Ministry of Home Affairs)

LOK SABHA

UNSTARRED QUESTION NO.5910

TO BE ANSWERED ON 29/04/2015

Reforms in Public Administration

5910: SHRI BHARAT SINGH

Will the PRIME MINISTER be pleased to state:

- (a) whether the government has framed any new policy for bringing reforms in public administration and if so, the details thereof;
- (b) whether the Government proposes to adopt the good practices and administrative procedures and exchange of thoughts with some other countries in this regard;
- (c) If so, the details thereof; and
- (d) the steps being taken by the Government for making public administration transparent and accountable to the citizens in order to make it corruption free?

ANSWER

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office

(DR. JITENDRA SINGH)

(a) to (d): Reforms in the public administration by nature is a continuous ongoing process and cover a wide range of activities. It may be through simplification of procedures, issue of executive instruction, enactment of laws etc. In the year 2004, the Government of India had appointed the Second Administrative Reforms Commission (2nd ARC), which submitted 15 Reports to the Central Government, on various aspects of Governance. Out of 1514 recommendations made therein, 1183 recommendations have been accepted by the government for implementation. Decisions on the accepted recommendations have been conveyed to all concerned Central Ministries/Departments and States/Union Territories Governments for implementation. All concerned Central Ministries/Departments as also States/Union Territories have been requested to set up institutional mechanism under the chairpersonship of their Secretary and Chief Secretary/Administrators respectively to monitor the implementation of the same. Some of the reforms measures taken by the Government in the recent times are Pradhan Mantri Jan-Dhan Yojana, MyGov, Digital India,

benefit funds transfer of LPG subsidy, the Swach Bharat Abhiyan, allocation of more funds to the States based on the recommendations of 14th Finance Commission etc. The Government of India has entered into Memorandum of Understanding (MoU) in the field of public administration with the Governments of Malaysia, China, Singapore, Brazil and South Africa. The Department of Personnel & Training, who deal with the subject of corruption, has informed that the Central Government is committed to implement its policy of 'Zero Tolerance against Corruption' and has taken several measures to combat corruption and improve function of Government such as:-

- (i) Enactment of Right to Information Act, 2005,
- (ii) Enactment of the Lokpal & Lokayuktas Bill, 2013,
- (iii) Enactment of Whistle-blowers Protection Bill, 2011,
- (iv) Issue of comprehensive instructions on transparency in tendering and contracting process by the CVC. Tenders above Rs. 5 lakh are to be compulsorily processed through e-Procurement,
- (v) Issue of instructions by the CVC asking the organizations to adopt Integrity Pact in major Government procurement activities; State Governments have also been advised to adopt Integrity pact in major procurements,
- (vi) Introduction of e-Governance and simplification of procedures and systems,
- (vii) Issue of Citizen Charters
- (viii) Ratification of United Nations Convention Against Corruption (UNCAC) in 2011,
- (ix) Placing of details of immovable returns of all Members of the All India Services and other Group 'A' officers of the Central Government in the public domain as per provision of Lokpal Act,
- (x) Setting up of 92 additional Special Courts exclusively for trial of CBI cases in different States.

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LOK SABHA
UNSTARRED QUESTION NO.5795
TO BE ANSWERED ON 29/04/2015

Reforms in Governance

5795: SHRI RAMSINGH RATHWA

Will the PRIME MINISTER be pleased to state:

- (a) whether the Government proposes to bring about major reforms in the functioning of Government services to extend the benefits of development of the country to all the sections of the society;
- (b) if so, the details thereof;
- (c) whether economically weaker sections of the society are not getting the benefits due to shortcomings of the administration at the Centre and State level in the country; and
- (d) if so, the reaction of the Government thereto?

ANSWER

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office

(DR. JITENDRA SINGH).

(a) to (d): The Government is fully committed to ensure that the fruits of development reach all sections of the society including economically weaker sections. Wherever any constraints are perceived, remedial action including reforms are taken on priority. Reforms in government functioning is a continuous ongoing process and covers a wide range of activities. It may be through simplification of procedures, issue of executive instruction, enactment of laws etc. Some of the reforms measures taken by the Government in the recent times are Pradhan Mantri Jan-Dhan Yojana, MyGov, Digital India, direct benefit funds transfer of LPG subsidy, the Swach Bharat Abhiyan, allocation of more funds to the States based on the recommendations of 14th Finance Commission etc. These measures also benefit the weaker sections.

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(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

LOK SABHA

UNSTARRED QUESTION NO. 6546

(TO BE ANSWERED ON 06.05.2015)

REDRESSAL OF GRIEVANCES

6546. SHRIMATI HEMA MALINI:

Will the PRIME MINISTER be pleased to state:

- (a) whether the Government proposes to bring a legislation to ensure time-bound and effective redressal of grievances of citizens related to non-delivery of entitled goods and services by the Government;
- (b) If so, the time by which such a Bill is likely to be introduced; and
- (c) If not, the reasons therefor?

ANSWER

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and
Minister of State in Prime Minister's Office

(Dr. JITENDRA SINGH)

(a) to (c): The Government is committed to bringing in a legislation for ensuring effective redressal of grievances of citizens related to non-delivery of entitled goods and services by the Government. However, at this stage, no realistic time frame can be indicated for introduction of such a Bill in the Parliament.

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LOK SABHA

UNSTARRED QUESTION NO.6622

TO BE ANSWERED ON 6.5.2015

OFFICIAL EMAIL

6622. Shrimati K.Maragatham :

Will the PRIME MINISTER be pleased to state :

- (a) whether the Government has cautioned its employees against using the official e-mail service for sending personal messages or any content involving language that is derogatory to religion, caste and ethnicity or against national interest;
- (b) if so, the details thereof;
- (c) whether Government has cited ten examples of inappropriate use for the official e-mail service that could invite action against an employee; and
- (d) if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE

(DR. JITENDRA SINGH)

(a) to (d) : The information is being collected and will be laid on the Table of the House.

GOVERNMENT OF INDIA
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LOK SABHA

UNSTARRED QUESTION NO.6628

TO BE ANSWERED ON 06/05/2015

TRANSPARENCY IN GOVERNMENT PROCEDURE

6628: SHRI ABHISHEK SINGH

Will the PRIME MINISTER be pleased to state:

- (a) the details of recommendations made by the second Administrative Reforms Commission to bring transparency in Government procedures;
- (b) the details of the recommendations on which concrete steps have been taken or proposes to be taken for implementation; and
- (c) the time limit fixed in this regard?

ANSWER

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office

(DR. JITENDRA SINGH).

(a) : The Second Administrative Reforms Commission (2nd ARC) submitted reports on 15 subjects to the Government of India on various aspects of governance. Out of 1514 recommendations made therein, 1183 recommendations have been accepted by the Government for implementation. Almost all the reports of the 2nd ARC have made certain recommendations with regard to promotion of transparency. The important ones are:-

- (i) Effective implementation of RTI Act, 2005.
- (ii) Peoples' participation in administration.

- (iii) Unique identification system.
- (iv) Amendment to Prevention to Corruption Act.
- (v) Strict implementation of *Benami* transaction Act, 1988.
- (vi) Passing of Whistle Blowers' Act.
- (vii) Lokpal / Lokayukta Act.
- (viii) Simplification of internal procedures.
- (ix) Social audit of all social sector schemes.
- (x) Promoting e-governance through a legal framework.
- (xi) Redefining of citizen charter by all Government agencies.

(b): Decisions on the accepted recommendations have been conveyed to all concerned Central Ministries/Departments and States/Union Territories' Governments for implementations. Further, in order to expedite implementation of the recommendations of 2nd ARC, all concerned Central Ministries/Departments have been requested to set up institutional mechanism under the chairpersonship of their Secretary to monitor the implementation of the same. Similarly, State/Union Territories have also been requested to set up such mechanism under the chairpersonship of respective Chief Secretaries/Administrators.

(c) : Reforms in the public administration by nature are a continuous process and cover a wide range of activities. It may be through simplification of procedures, issue of executive instruction, enactment of laws etc. No time limit can be fixed for it.

GOVERNMENT OF INDIA
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DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

LOK SABHA

UNSTARRED QUESTION NO.6499

TO BE ANSWERED ON 06/05/2015

WELFARE OF BACKWARD CLASS

6499: SHRIMATI SAKUNTALA LAGURI:
SHRI RAM TAHAL CHOUDHARY:

Will the PRIME MINISTER be pleased to state:

- (e) whether the Administrative Reforms Commission has made any recommendations for the welfare of Backward Classes on the pattern of Scheduled Castes (SCs) and Scheduled Tribes (STs);
- (f) if so, the details thereof;
- (g) if not, the reaction of the Government thereto; and
- (h) the action taken by the Government on the said recommendations along with the outcome thereof?

ANSWER

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister
of State in the Prime Minister's Office

(DR. JITENDRA SINGH)

(a) to (d) The recommendations made by the Second Administrative Reforms Commission (2nd ARC) in the paragraph No.8.6 of the 7th report titled "Capacity Building for Conflict Resolution – Friction to Fusion" regarding the Other Backward Class (OBC), decision of the government thereon and action taken so far are indicated in the enclosed statement.

Statement

Recommendations of the Second Administrative Reforms Commission contained in the paragraph No.8.6 of its 7th Report titled “Capacity Building for Conflict Resolution – Fiction to Fusion” regarding issue related to Other Backward Class.

S. No.	Recommendations of 2 nd ARC	Decision of Government	Current Status of Action is enclosed.
1.	<p>(Para 8.6) Issues Related to Other Backward Classes</p> <p>(a) Government may work out the modalities of a survey and take up a state-wide socio-economic survey of the “Other Backward Classes”, which could form the basis of policies and programmes to improve their status.</p> <p>(b) Government needs to formulate and implement a comprehensive scheme for capacity building of OBCs that would bring them at par with the rest of society.</p>	<p>Recommendations have been accepted.</p>	<p>(a) The Office of Registrar General of India have informed regarding conduct of Socio-Economic and Caste Census (SECC), that the field data collection by the Enumerators has been more or less completed in all States and UTs. As on 30th April, 2015, out of about 24.68 lakh Enumeration Blocks (EBs) (excluding special charge of EBs) all over India, field data collection by the Enumerators has been completed in 24.67 lakh EBs i.e. more than 99.9%.</p> <p>(b) The Ministry of Social Justice & Empowerment have informed that they have a scheme of Assistance of voluntary organizations for Welfare of Other Backward Classes (OBCs), which interalia aims at providing assistance to NGOs for establishing Centers which equip the eligible OBCs by upgrading their skills to enable them to start income generating activities either through self-employment or wage-employment. Besides the National Backward Classes Finance and Development Corporation (NBCFDC) provides financial assistance to State Chanalizing Agencies (SCAs) for project up gradation of technical and entrepreneurial skill of eligible members of backward classes. Some of the Schemes run by the NBCFDC are : ‘Education Loan Scheme of NBCFDC’, ‘Krishi Sampada’, ‘Mahila Samriddhi Yojana’, ‘Micro Financing through SCAs’, ‘New Swarnima’, ‘Saksham’, ‘Shilp Sampada’ and ‘Training & Upgradation of Skill’.</p>