The Ministry of Personnel, Public Grievances and Pensions is the coordinating agency of the Central Government in personnel matters specially issues concerning recruitment, training, career development, staff welfare as well as the post retirement dispensation. The Ministry is also concerned with the process of responsive people-oriented modern administration. The Ministry comprises three Departments – the Department of Personnel and Training, the Department of Pensions and Pensioners Welfare and the Department of Administrative Reforms and Public Grievances.

1. ORGANISATIONAL SET-UP

This Ministry is under the overall charge of the Prime Minister assisted by a Minister of State. All the three Departments of the Ministry have been functioning under the charge of Secretary (Personnel) who is presently assisted by four Additional Secretaries, three Joint Secretaries and other supporting officers and staff. Functionally, the Ministry is presently divided into seven divisions, each of which is headed by an officer of the level of Joint Secretary or above. The Divisions are:

2. DEPARTMENT OF PERSONNEL AND TRAINING AND THE VARIOUS AGENCIES UNDER ITS ADMINISTRATIVE CONTROL

2.1 The role of the Department of Personnel and Training can be conceptually divided into two parts. In its larger nodal role, it acts as the formulator of policy and the watch dog of the Government ensuring that certain accepted standards and norms, as laid down by it, are followed by all Ministries/Departments in the recruitment, regulation of service conditions and deputation of personnel as well as other related issues. Towards this end, guidelines are issued by it for the benefit of all Ministries/Departments and it monitors the implementation of these guidelines. It also advises all organizations of the Central Government on issues of Personnel Management. At a more immediate level, the Department has the direct responsibility of being the cadre controlling authority for the Indian Administrative Service (IAS) and the Central Secretariat.
Service (CSS). The Department also operates the Central Staffing Scheme under which suitable officers from All India Services and Group ‘A’ Central Services are selected and placed in posts at the levels of Deputy Secretary/Director and Joint Secretary, on the basis of tenure deputation. The Department also deals with appointments to posts of Chairman, Managing Director, full-time functional Directors/Members of the Boards of Management of various Public Sector Undertakings/ Enterprises, Corporations, Banks and Financial Institutions besides assignment of Indian experts to various developing countries.

2.2 SENIOR APPOINTMENTS UNDER THE GOVERNMENT OF INDIA

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

2.3 PUBLIC ENTERPRISES SELECTION BOARD

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

2.4 RECRUITMENT AGENCIES

The two Organisations through which the Department ensures recruitment of personnel for the Government are the Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC). The former is constituted under a provision of the Constitution and is responsible for conducting examinations for appointment to the higher civil services and civil posts under the Union Government, including recruitment to the All India Services. There is a mandatory provision for consulting the Commission on all matters relating to methods of recruitment, principles to be followed in making promotions and transfers from one service to another and on all disciplinary matters. The SSC is responsible for making recruitment of subordinate staff such as Assistants, Stenographers etc.

2.5 TRAINING INSTITUTIONS

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

2.6 JOINT CONSULTATIVE MACHINERY (JCM)

This is a well-structured machinery for joint consultation between the Central Government and its employees for promoting harmonious relations. It seeks to secure the greatest measure of cooperation between the Central Government and the general body of employees in matters of common concern with the objective of increasing the efficiency of public service combined with the well-being of the employees. The three tier machinery consists of:-

(i) National Council- at the apex level functioning under the Department of personnel & Training.
(ii) Department Councils- functioning at Ministries/Departments level.
(iii) Office Councils- functioning at offices/organizations under various Ministries/Departments.

The Scheme has proved to be an effective arrangement for amicable settlement of the grievances of the Central government employees relating to service matters etc.
2.7 CENTRAL ADMINISTRATIVE TRIBUNAL
In spite of an elaborate system of rules and regulations which govern personnel management, the Government employees may at times be aggrieved with Government decisions. In order to provide them speedy and inexpensive justice, the Government set up the Central Administrative Tribunal (CAT) in 1985. CAT deals with all cases relating to service matters which were previously dealt with by Courts upto and including the High Courts. There are now 17 regular Benches of the CAT functioning in various parts of the country, including its Principal Bench in Delhi.

2.8 STAFF WELFARE
In recognition of the fact that improvement in the working and living conditions of the employees and their families leads to higher efficiency and morale, the Department supports various welfare programmes through various Ministries/Departments, Central Government Employees Welfare Coordination Committees in Central Government Offices located outside Delhi, Residents Welfare Associations/Area Welfare Officers; Benevolent Fund and Departmental Canteens. Department of Personnel and Training is the nodal agency for four registered societies set up for the welfare of the Government employees and their families. These societies are the Central Civil Services Cultural and Sports Board, Grish Kalyan Kendra, Kendriya Bhandar and Civil Services Officers Institute (CSOI). These societies are located in Delhi.

2.9 ADMINISTRATIVE VIGILANCE:
The Administrative Vigilance Division of the Department of Personnel & Training is the nodal agency in the field of Vigilance and Anti-corruption. Its main tasks, inter-alia, are to oversee and provide necessary directions to the Government’s programme of maintenance of discipline and eradication of corruption from the public service. In order to step up efforts towards containment of corruption, a three-pronged strategy of a) prevention, surveillance and detection, b) deterrence and c) punitive action is adopted. The implementation of the Anti-corruption Action Plan of each of the Ministry/Department is monitored through quarterly reports. Emphasis is being laid on preventive vigilance that might involve appropriate changes in the existing rules/regulations/procedures in selected areas. Apart from this, other anti-corruption measures such as strengthening of the departmental vigilance and recourse to the powers of premature retirement of Government servants under appropriate rules as well as the monitoring of vigilance work of various Ministries/Departments are also attempted.

2.10 CENTRAL VIGILANCE COMMISSION.
The Central Vigilance Commission (CVC) was originally set up by a Resolution of the Government dated 11.2.1964. It advises the central Government on all vigilance matters. The Independent Review Committee, set up by the Central Government in 1997, inter alia, recommended that the question of conferring statutory status to the Central Vigilance Commission be considered by the Government and the Central Vigilance Commission be made responsible for the efficient functioning of the Central Bureau of Investigation. Subsequently, the supreme Court in its judgment dated 18.12.1997 in the Vineet Narain’s case (popularly known as J ain Hawala case) had, inter-alia, given directions that the Central Vigilance Commission should be given statutory status and it shall be responsible for the efficient functioning of the CBI.

The Government has accorded statutory status to the Central Vigilance Commission by the way of the Central Vigilance Commission Act, 2003 (No.45 of 2003), notified in the Gazette of India Extraordinary on 12.9.2003.

2.11 CENTRAL BUREAU OF INVESTIGATION (CBI)
The Central Bureau of Investigation (CBI) is the premier investigating agency of the country to investigate complex and important cases. The superintendence over the functioning of the Delhi Special Police Establishment in so far as it relates to the investigation of offences alleged to have been committed under the Prevention of Corruption Act, 1988 is sought to be entrusted to the Central Vigilance Commission.
3. DEPARTMENT OF PENSIONS AND PENSIONERS WELFARE
The Department of Pensions and Pensioners Welfare is the nodal agency of the Government of India for formulation of general policy on pension and other retirement benefits, as also for redressal of grievances on retirement benefits. The Department was set up in 1985 as a part of Ministry of Personnel, Public Grievances and Pensions and has been rendering service for the benefit of pensioners since then. The Department has taken a number of steps over the years for streamlining the pension administration system, for greater convenience and welfare of the pensioners.

4. DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES
The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redressal 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. The mission of the Department is to act as a facilitator, in consultation with Central Ministries/Departments, States/UT Administrations, Organisations and individuals, to improve Government functioning through process reengineering, Organization and Methods and Grievance handling, and by promoting modernization, Citizen’s Charters, award schemes, e-governance and best practices.

5. IMPORTANT INITIATIVES/DECISIONS:
5.1 POST GRADUATE PROGRAMMES IN PUBLIC POLICY:
As external funding opportunities for Indian officers to pursue higher studies in public policy stood withdrawn, a decision was taken to start high quality programmes in India itself. The first such programme was started in IIM, Bangalore in June, 2002. During the year under report, 3rd Batch of 33 participants joined the programme. A second such programme is scheduled to commence at the TERI School of Advance Studies, New Delhi for which an MoU was signed on 29th January, 2005.

5.2 CAPACITY BUILDING FOR PROJECT APPRAISAL AND MANAGEMENT:
Recognising the need for strengthening the capability for the selection, appraisal and management of infrastructure projects, an initiative has been approved for capacity building in this area, at a cost of Rs. 10 crores. This project aims at building capabilities in the concerned departments and agencies of the Central and State Governments for improved selection, appraisal, evaluation and management of infrastructure projects in four sectors, namely, road and bridges, power, ports and urban infrastructure. It is expected that with such improvements in capacity, the percentage of successful infrastructure projects would go up.

5.3 TRAINING OF DISTRICT LEVEL STAFF:
Looking to the importance of district level field functionaries in ensuring that public services are properly delivered to citizens, an initiative has been taken for training of district level staff in seven selected districts, drawing one district each from the States of Maharashtra, Tamil Nadu, West Bengal, Madhya Pradesh, Rajasthan, Uttar Pradesh and Bihar. This is a part of the UNDP assisted project on “Strengthening of State Administrative Training Institutions in India”.

5.4 SANSKRITI SCHOOL.
In pursuance of a Government decision, the Civil Services Society set up a School in Delhi with the objective of providing quality education to wards of Government servants particularly those coming on transfer to Delhi. It has been decided to provide assistance in the form of grants-in-aid to the school for capital investments and for setting up a corpus fund. During 2004-2005, till 28.2.2005, an amount of Rs.5.50 crores has been released to the school.
5.5 SETTING UP OF STANDING COMMITTEE:
With a view to suggesting systemic changes in dealing with service related grievances of
officers of the level of the Joint Secretary and above working in the Central and State
Governments as well as Public Sector Undertakings and autonomous organizations under their
control, a Standing Committee has been set up comprising Cabinet Secretary, Principal Secretary
to the Prime Minister and Secretary (Personnel). The Committee is serviced by the Department
of Administrative Reforms and Public Grievances. The committee has so far considered about
75 grievances of All India Services Officers from different States and Union Territory
Administrations including officers from Public Sector Undertakings and autonomous
administrations and has initiated a number of systemic changes.

5.6 CONFERENCE OF CHIEF SECRETARIES
A day-long Conference of Chief Secretaries on “Good Governance, Administrative Reforms
and related issues” was held on 2-11-2004 at Vigyan Bhavan, New Delhi, under the Chairmanship
of Cabinet Secretary. The Conference was also addressed by the Minister of State (PP) and
the delegates subsequently met the Prime Minister for an informal discussion. At the end of
the Conference, it was decided that a Model Code of Governance would be drawn up which
would enshrine the fundamental principles and bench marks of good governance. A Committee
of Chief Secretaries would prepare the draft of the Code. This Code will look at governance
from the point of view of the citizen, outline the framework for good governance, which can be
a model for the States to follow, and would be based on identifiable bench marks which can be
used for comparison and evaluation. Further action to prepare a Model Code is underway.

5.7 ADMINISTRATIVE REFORMS COMMISSION
The United Progressive Alliance Government in its National Common Minimum Programme (May
2004) has, inter alia, envisaged setting up of an Administrative Reforms Commission (ARC) to
prepare a detailed blueprint for revamping the public administrative system. A Task Force has
been set up to finalise the Terms of Reference for the ARC.

5.8 COMMITTEE ON CIVIL SERVICE REFORMS
The Cabinet Secretariat, with the approval of Prime Minister, had constituted a Committee on
3 February, 2004 under the Chairmanship of Shri P. C. Hota, former Chairman, UPSC and former
Secretary (Personnel) to examine the whole gamut of Civil Service Reforms covering the All
India Services and the organized Group ‘A’ Central Services and make suitable recommendations
to the Government. The Committee submitted its Report to the Cabinet Secretary on
30-7-2004. The Report has already been placed on the departmental website at http://darpg.nic.in
for the information of general public.

5.9 INFORMATION & FACILITATION COUNTERS (IFCS)
As a result of continuous monitoring and guidance of this Department, Computerised Information
and Facilitation Counters have been set up by various Ministries/Departments to provide
information and assistance to the citizens regarding their activities including developmental
schemes. The system provides for acknowledgement of applications and a status report on
individual grievances. The number of Information and Facilitation Counters functioning in Central
Government Ministries/Departments/Organisations has increased to 103 as on January 31,
2005.

5.10 SPECIAL RECRUITMENT DRIVE:
In order to ensure adequate representation of the Scheduled Castes and Scheduled Tribes in
the services, the Government has launched Special Recruitment Drives to clear the backlog
vacancies of Scheduled Castes and Scheduled Tribes both in direct recruitment and promotion.
5.11 SCHEDULED CASTES, SCHEDULED TRIBES AND OTHER BACKWARD CLASSES (RESERVATION IN POSTS AND SERVICES), BILL 2004.

With a view to codifying the policy of the Government of India on reservations for the Scheduled Castes, Scheduled Tribes and Other Backward Classes, the Department of Personnel and Training has introduced the Scheduled Castes, Scheduled Tribes and Other Backward Classes (Reservation in Posts and Services), Bill, 2004, in the Parliament in December, 2004.

5.12 THE RIGHT TO INFORMATION BILL, 2004

SENIOR APPOINTMENTS, FOREIGN TRAINING AND FOREIGN ASSIGNMENTS

ANNUAL REPORT 2004 - 2005
1.1 The Department of Personnel & Training deals with appointments at senior level and personnel policies of the Government of India. For this purpose, the Establishment Officer and Additional Secretary in the Department of Personnel & Training acts as the Secretary to the Appointments Committee of the Cabinet (ACC). All proposals for senior appointments under the Government of India requiring approval of the ACC, under the Government of India (Transaction of Business) Rules, 1961 are processed through the Establishment Officer. These include Board level appointments to Public Sector Undertakings and appointments to the posts at the level of Joint Secretary. In addition, all appointments by promotion, which require the approval of the ACC, are also processed through the Establishment Officer.

1.2 The Establishment Officer is also the ex-officio Member Secretary of the Civil Services Board, which is chaired by the Cabinet Secretary. This Board makes recommendations for appointments and extensions of tenures in respect of the posts of Deputy Secretaries, Directors and Joint Secretaries under the Central Staffing Scheme. In addition, the Board also makes recommendations to the ACC for inclusion of officers in the Joint Secretaries suitability list and for premature retirement of the officials under the relevant rules.

1.3 The Establishment Officer is also the Member Secretary of the Central Establishment Board (CEB), which is chaired by the Secretary (Personnel). This Board makes recommendations for deputing officers on foreign training, assessment of Central Secretariat Service officers for appointments to the posts of Deputy Secretaries and Directors in the Ministries/Departments as well as regarding premature retirement under the relevant rules in respect of officers below the rank of Joint Secretary. In addition, the Central Establishment Board also makes recommendations on cases of extension of tenure of foreign assignments beyond the normal stipulated period in respect of officers below the rank of Joint Secretary.

A. APPOINTMENTS

1.4 A total of 319 officers were appointed to posts at the levels of Joint Secretary/equivalent and below under the Central Staffing Scheme during the period i.e. 1st January, 2004 to 31st December, 2004. Of these, 154 belong to IAS, 27 to CSS and 138 to other organised services.
1.5 In addition to the appointments under the Central Staffing Scheme (as mentioned at para 1.4) a total number of 198 appointments of Chairman-cum-Managing Directors (CMDs), MDs, Executive Directors, Functional Directors, Non-Official Directors on the Boards of Public Sector Undertakings and Banks from 1st January 2004 to 31st December 2004 were made. 82 Chief Executives were appointed in various Autonomous Bodies. In addition, 4 appointments were made to the posts of Chairman/Deputy Chairman in various Port Trusts. 104 appointments were made as Member/Chairman/President/Vice President in various Administrative Tribunals/Labour Courts/CAT/Commissions. During the same period 129 appointments were made at the level of General Managers/Additional General Managers/Members/Additional Members/Chairmen/DG in Indian Railways, Chief Security Commissioners and appointments in higher grade.

1.6 135 Secretary level and equivalent, 88 Additional Secretary level and equivalent, 449 Joint Secretary level and equivalent, 666 Director level and equivalent and 272 Deputy Secretary level and equivalent officers were working under the Central Staffing Scheme as on 31-12-2004.

1.7 A total of 1168 officers were approved for appointment (including promotion and deputation) to the posts of and above the level of Joint Secretary in various organized Central Services not included in the Central Staffing Scheme.

B FOREIGN TRAINING

1.8 Department of Personnel & Training has been nominating officers belonging to Indian Administrative Service, Central Secretariat Service, State Civil Services and other officers serving under the Central Staffing Scheme, for various training programmes abroad. Nominations have been made for programmes sponsored by foreign Governments and also for programmes funded under Domestic Funding Scheme.

1.9 During the year 2004, nominations for 5 long term foreign training programmes (duration of approximately one year) under the Domestic Funding Scheme were finalised and a total of 37 officers have been deputed to these programmes. These programmes are, - Masters in Development at AIM, Manila (8 officers); MA in Public Administration at University of Syracuse, USA (7 officers); MBA in Public Service, Birmingham, UK (9 officers); MBA at ICPE, Slovenia (7 officers) and MA in Public Policy and Management, Institute of Social Studies in the Netherlands (6 officers). In addition, 4 officers have also been deputed to short term training programmes under Domestic Funding Scheme-Certificate Course at Syracuse, USA, which are scheduled to commence in January, 2005.
In addition to the above mentioned programmes under the Domestic Funding Scheme, officers were also selected to attend long term foreign funded training programmes (duration of approx. one year) at ENA, Paris (5 officers) and Young Leaders Programme (YLP) in Japan (3 officers).

In addition to the long term programmes indicated above, officers were deputed to various short duration programmes available under Domestic Funding Scheme. Under this Scheme, a total of 69 officers were deputed to various Institutes in Thailand, Netherlands, Slovenia, U.K., Manila, Paris and USA.

For the first quarter of the year 2005, 3 IAS officers have been selected for attending NDC course in January, 2005. Selection of 26 officers from various services have been finalized to attend short term training programmes during the month of January and February, 2005 and selection for 39 officers have been made for the training programmes in USA, UK and Thailand during the month of March, 2005. In addition to the selection of officers for training programmes abroad, this Department has also processed applications received from officers for financial assistance under Partial Funding Scheme for pursuing studies abroad. In September 2004, the work relating to Partial Funding Scheme has been transferred to Training Division.

C MISCELLANEOUS

1.10. 190 IAS Officers were nominated in August-September, 2004, in consultation with the Election Commission of India to act as Election Observers for the Elections to the Legislative Assemblies of Arunachal Pradesh and Maharashtra and a few bye-elections to the Lok Sabha and State Assemblies. In December 2004, 628 IAS Officers have been recommended for performing Election Duty for elections to the Legislative Assemblies of Haryana, Bihar and Jharkhand to be held in February, 2005.
CHAPTER 2

CADRE MANAGEMENT

ANNUAL REPORT 2004 - 2005
A. ALL INDIA SERVICES

CADRE STRENGTH OF IAS

2.1 The authorised cadre strength of the IAS as on 31.12.2003 was 5159 and the number of officers in position was 4791. The corresponding figures as on 31.12.2004 were 5261 and 4787 respectively. The authorized cadre strength and the number of officers in position in different years since 1951 is as given below:

<table>
<thead>
<tr>
<th>Year (As on 1st January)</th>
<th>Authorised cadre strength</th>
<th>Number of officers in position</th>
</tr>
</thead>
<tbody>
<tr>
<td>1951 (At the time of initial constitution of the service)</td>
<td>1232</td>
<td>957 (Including 336 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1961</td>
<td>1862</td>
<td>1722 (Including 215 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1971</td>
<td>3203</td>
<td>2754 (Including 88 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1981</td>
<td>4599</td>
<td>3883</td>
</tr>
<tr>
<td>1991</td>
<td>5334</td>
<td>4881</td>
</tr>
<tr>
<td>2001</td>
<td>5159</td>
<td>5118</td>
</tr>
<tr>
<td>2002</td>
<td>5159</td>
<td>5051</td>
</tr>
<tr>
<td>2003</td>
<td>5159</td>
<td>4871</td>
</tr>
<tr>
<td>2004</td>
<td>5159</td>
<td>4791</td>
</tr>
<tr>
<td>2005</td>
<td>5261</td>
<td>4787</td>
</tr>
</tbody>
</table>

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

2.3 In the year 2004-2005, meetings of the Cadre Review Committee were held to review the strength and composition of the following cadres participating in the All India Services:

Indian Administrative Service:  
(i) Uttarakhand  
(ii) Karnataka  
(iii) AGMUT  
(iv) Jharkhand  
(v) Nagaland  
(vi) Sikkim

Indian Police Service:  
(i) Gujarat  
(ii) Bihar  
(iii) Jharkhand  
(iv) Uttar Pradesh  
(v) Uttarakhand

Indian Forest Service:  
(i) Jharkhand


2.4 In 2003, the Union Public Service Commission conducted the Civil Services Examination for recruitment to the following 22 services out of which 17 are Group ‘A’ services and the remaining 5 are Group ‘B’ services:

i) The Indian Administrative Service  
ii) The Indian Foreign Service  
iii) The Indian Police Service  
iv) The Indian Post and Telegraphs Accounts and Finance Service, Group ‘A’  
v) The Indian Audit and Accounts Service Group ‘A’
vi) The Indian Customs and Central Excise Service, Group ‘A’

vii) The Indian Defence Accounts Service, Group ‘A’

viii) The Indian Revenue Service, Group ‘A’

ix) The Indian Ordnance Factories Service, Group ‘A’ (Asstt. Manager-Non Technical)

x) The Indian Postal Service, Group ‘A’

xi) The Indian Civil Accounts Service, Group ‘A’

xii) The Indian Railway Traffic Service, Group ‘A’

xiii) The Indian Railway Accounts Service, Group ‘A’

xiv) The Indian Railway Personnel Service, Group ‘A’

xv) The Posts of Assistant Security Officer Group ‘A’ in Railway Protection Force

xvi) The Indian Defence Estates Service, Group ‘A’

xvii) The Indian Information Service Junior Grade, Group ‘A’

xviii) The Railway Board Secretariat Service Group ‘B’ (Section Officer’s Grade)

xix) The Armed Forces Headquarters Civil Service Group ‘B’ (Assistant Civilian Staff Officer’s Grade)

xx) The Delhi, Andaman and Nicobar Islands, Lakshdweep, Daman & Diu Dadra & Nagar Haveli Civil Service, Group ‘B’

xxi) The Delhi, Andaman and Nicobar Islands, Lakshdweep, Daman & Diu and Dadra & Nagar Haveli Civil Service, Group ‘B’

xxii) The Pondicherry Civil Service, Group ‘B’

2.5 On the basis of the results of the Civil Services Examination 2003, the following allocation of successful candidates have been made for the different services:

<table>
<thead>
<tr>
<th>Service</th>
<th>General</th>
<th>SC</th>
<th>ST</th>
<th>OBC</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IAS</td>
<td>46</td>
<td>12</td>
<td>5</td>
<td>26*</td>
<td>89*</td>
</tr>
<tr>
<td>IFS</td>
<td>9#</td>
<td>4</td>
<td></td>
<td>5</td>
<td>18#</td>
</tr>
<tr>
<td>IPS</td>
<td>43</td>
<td>12</td>
<td>7</td>
<td>26</td>
<td>88</td>
</tr>
<tr>
<td>Central Civil Services (Group ‘A’)</td>
<td>87</td>
<td>33</td>
<td>20</td>
<td>58</td>
<td>198</td>
</tr>
<tr>
<td>Central Civil Services (Group ‘B’)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>185</td>
<td>61</td>
<td>32</td>
<td>117</td>
<td>395</td>
</tr>
</tbody>
</table>

* Out of these candidates allocated to IAS, one candidate has been included in the General Merit List of the UPSC, has been subsequently allocated to Indian Foreign Service by creating an additional Unreserved (UR) vacancy in IFS for the reason that he was not found to be entitled to the benefit of OBC reservation and therefore requested to consider him for the allotment of service and training etc. in the General category.

#excluding one candidate who has been allocated from IAS to IFS by creating an additional UR vacancy in IFS.

N.B.- Allocation of 49 candidates are still pending.

REVIEW OF THE EXISTING SCHEME OF THE CIVIL SERVICES EXAMINATION

2.6 The U.P.S.C. have on July 19, 2000 constituted a Committee to review the existing scheme of Civil Services Examination. This Committee consists of the following members:-
(1) Prof. Yoginder Kumar Alagh  Chairman
(2) Shri Tejinder Khanna  Member
(3) Dr. B.P. Mathur  Member
(4) Dr. Udesh Kohli  Member
(5) Prof.(Miss) Armaity S. Desai  Member
(6) Dr. Madhava Menon  Member
(7) Shri D.C. Gupta  Member
(8) Shri I.M.G. Khan  Member-Secretary

The broad terms of reference for this Committee are to examine the present scheme of the Civil Services Examination and the systems for working that scheme in the light of the past experience and current requirements and to recommend such changes in the said scheme, systems and methods as may be required for identifying the best and most suitable persons for appointment to various services/posts which form part of the scheme. The Committee has submitted its report and the recommendations of the Committee along with the comments of the Union Public Service Commission, received by the Government, are under examination.

(B) CENTRAL SECRETARIAT SERVICES

2.7 Central Secretariat Services Division, known as CS Division in the Department of Personnel & Training, is the cadre controlling authority in respect of the following three services:-

(i) Central Secretariat Service (CSS)
(ii) Central Secretariat Stenographers Service (CSSS)
(iii) Central Secretariat Clerical Service (CSCS)

2.8 These services comprise grades as indicated below:-

I. CENTRAL SECRETARIAT SERVICE (CSS)
   (a) Senior Selection Grade (Director)
   (b) Selection Grade (Deputy Secretary)
   (c) Grade-I (Under Secretary)
   (d) Section Officers’ Grade
   (e) Assistants’ Grade

II. CENTRAL SECRETARIAT STENOGRAPHERS’ SERVICE (CSSS)
   (a) Senior Principal Private Secretary Grade
   (b) Private Secretary Grade (Principal Private Secretary)
   (c) Grade ‘A&B’ (Merged) (Private Secretary)
   (d) Grade ‘C’ (Personal Assistant)
   (e) Grade ‘D’ (Stenographer)

III. CENTRAL SECRETARIAT CLERICAL SERVICE (CSCS)
   (a) Upper Division Grade (UDC)
   (b) Lower Division Grade (LDC).

2.9 All the above grades, except Senior Selection Grade (Director), Selection Grade (Deputy Secretary) and Grade I (Under Secretary) of CSS and Senior PPS Grade and PS Grade (PPS) of CSSS, are decentralized into 33 cadres. These cadres are responsible for appointment and promotion of eligible officials in these grades in accordance with the laid down rules/regulations/instructions so far. However in pursuance of the Government’s decisions on cadre restructuring of CSS, the cadre management, including postings in all the grades of CSS is being centralized in the CS Division of Department of Personnel & Training.

2.10 This Division, coordinates the vacancy position and issues zone for promotion in respect of vacancies to be filled up through Seniority Quota and reports vacancies to the recruiting
agencies, namely, UPSC and SSC, for being filled up through direct recruitment or limited departmental competitive examination.

CENTRAL SECRETARIAT SERVICE (CSS) - HIGHLIGHTS OF THE YEAR

2.11 CADRE RESTRUCTURING OF CSS:
A milestone was reached in October, 2003, when Government made decisions to restructure the CSS comprehensively. Most of the decisions made by the Government have since been implemented and this has gone a long way in addressing the aspirations of the members of the Service. Some of the remaining decisions are in the process of operationalization. As per the decisions of the Government, the work of promotion/posting/transfer, etc., of officers of Grade-I (Under Secretary), Selection Grade (Deputy Secretary) and Senior Selection Grade (Director) of CSS has devolved on the CS Division of Department of Personnel & Training.

2.12 SELECT LIST OF SELECTION GRADE (DEPUTY SECRETARY):
The Select List of Selection Grade (Deputy Secretary) for the year 1994 has been issued by the EO’s Division of Department of Personnel & Training in December, 2002. Aggrieved by non-inclusion, an officer filed a case in the CAT. The order of the CAT has been received and the matter is being processed. Once the finality is reached in respect of the Select List 1994, further action for Select Lists for subsequent years will be initiated in the right earnest.

2.13 SELECT LIST OF GRADE-I (UNDER SECRETARY):
Select Lists of Grade-I (Under Secretary) for the years 1995-1996 were issued in April 2004. Further, the proposals for the years 1997-2000 have been forwarded to the UPSC for conducting DPC.

2.14 TRAINING FOR DEPUTY SECRETARIES:
Two Management Development Programmes for Deputy Secretaries of CSS were conducted by IIPA during the year.

2.15 TRAINING FOR UNDER SECRETARIES:
Two Professional Development Programmes for Under Secretaries of CSS were conducted by ISTM during the year.

2.16 TRAINING COMMITTEE:
To devise a comprehensive training programme for proper and systematic training of officers belonging to CSS for their career growth and development, a Committee of Senior Officers was constituted during August 2001 with the following composition:-

(i) Addl. Secretary (P) - Chairman
(ii) J S (Trg.), DOP&T - Member
(iii) Director, ISTM - Member
(iv) DFA (Pers.), MHA - Member
(v) Director (CS), DOP&T - Member-Secretary

The Report of the Committee is being finalized.

2.17 CIVIL LIST:
Civil List of Grade-I (Under Secretary) and Selection Grade (Deputy Secretary) as on 01.07.2003 has been published/issued and the List as on 01.07.2004 is being updated.

2.18. SECTION OFFICERS’ GRADE:
(i) The Select List (Limited Departmental Competitive Examination) for the year 2002 was issued in May, 2004.
(ii) Zone for the Select List (Seniority Quota), 2002 has been fixed and the process of issuing the Select List is under way.
(iii) Rules for Limited Departmental Competitive Examinations, 2004 (SOs’ and Grade-I/Grade ‘B’ Stenographers) were published in the Gazette of India in July, 2004.
(iv) All Secretariat Select List of SOs’ Grade for the year 1994 & 1995 prepared/ issued.

2.19 ASSISTANTS’ GRADE:
(i) Supplementary Common Seniority List (SCSL) of Assistants for the year 1990 has been prepared/ issued. Action for preparation of SCSL for the year 1991 has also been initiated.
(ii) On the basis of final results declared by the Staff Selection Commission for Combined Main (Graduate Level) Examination, 2003, the candidates numbering 162 have been recommended for appointment as Assistants of CSS. The process of their allocation and appointment etc is expected to be done during the year.

CENTRAL SECRETARIAT STENOGRAPHERS’ SERVICE (CSS)

HIGHLIGHTS OF THE YEAR -CSSS

2.20 CADRE RESTRUCTURING OF CSSS
A Group of officers was constituted to look into the problem of stagnation in the Central Secretariat Stenographers Service and make suitable recommendations. In its report which was presented on 4th February, 2004, the Group has made several recommendations with a view to alleviate some of the major grievances of the members of CSSS. The recommendations are presently under examination.

2.21 SENIOR PRINCIPAL PRIVATE SECRETARY GRADE:
The proposal for preparation of Select Lists 2000 to 2003 for appointment to the Grade of Sr. PPS (Rs.12000-16500) has been sent to the UPSC for holding the meeting of the Department Promotion Committee.

2.22 PRIVATE SECRETARY GRADE (PRINCIPAL PRIVATE SECRETARY)
The proposal for preparation of Select Lists 1999 to 2002 for appointment to the Private Secretary Grade (PPS) (Rs.10000-15200) has been sent to the UPSC for holding the meeting of the Department Promotion Committee.

2.23 RECRUITMENT/APPOINTMENT OF STENO. GRADE ‘A’ & ‘B’ (MERGED), GRADE ‘C’ AND GRADE ‘D’ OF CSSS.
The number of candidates appointed/recruited as Steno. Grade ‘A’ & ‘B’ (Merged) Steno. Grade ‘C’ and Steno. Grade ‘D’ of CSSS through the Limited Departmental Competitive Examination (LDCE)/Open Examinations in last seven Select List years is as given below:

<table>
<thead>
<tr>
<th>Select List</th>
<th>Private Secretary Steno. Grade ‘A’ &amp; ‘B’(Merged)</th>
<th>Personal Assistant (Steno. Grade ‘C’)</th>
<th>Steno Grade ‘D’</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LDCE Quota (50%)</td>
<td>LDCE Quota (25%)</td>
<td>Bimonthly/Quarterly Examination for LDCs/UDCs of CSCS</td>
</tr>
<tr>
<td>1998</td>
<td>34</td>
<td>13</td>
<td>x</td>
</tr>
<tr>
<td>1999</td>
<td>18</td>
<td>16</td>
<td>18</td>
</tr>
<tr>
<td>2000</td>
<td>15</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>2001</td>
<td>13</td>
<td>16</td>
<td>13</td>
</tr>
<tr>
<td>2002</td>
<td>22</td>
<td>17</td>
<td>9</td>
</tr>
<tr>
<td>2003</td>
<td>xx</td>
<td>15</td>
<td>x</td>
</tr>
<tr>
<td>2004</td>
<td>xx</td>
<td>xx</td>
<td>x</td>
</tr>
</tbody>
</table>

x - Examination not conducted.
xx - Results awaited
2.24 CENTRAL SECRETARIAT CLERICAL SERVICE (CSCS)
The number of candidates recruited to Upper Division/Lower Division Clerk grades of the CSCS through the Open/Limited Departmental Competitive/Qualifying Examination against the vacancies in the last seven select list years, is as given below:-

<table>
<thead>
<tr>
<th>Select List Year</th>
<th>UD Grade</th>
<th>LD Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Limited Departmental Competitive Examination (25%)</td>
<td>Open Exam.</td>
</tr>
<tr>
<td>1998</td>
<td>47</td>
<td>x</td>
</tr>
<tr>
<td>1999</td>
<td>19</td>
<td>432</td>
</tr>
<tr>
<td>2000</td>
<td>32</td>
<td>71</td>
</tr>
<tr>
<td>2001</td>
<td>38</td>
<td>57</td>
</tr>
<tr>
<td>2002</td>
<td>34</td>
<td>*</td>
</tr>
<tr>
<td>2003</td>
<td>26</td>
<td>*</td>
</tr>
<tr>
<td>2004</td>
<td>xx</td>
<td>xx</td>
</tr>
</tbody>
</table>

x - Examination not conducted  
* - It has since been decided to discontinue the direct recruitment in the grade.  
xx - Results awaited.

2.25 ZONES FOR PROMOTION IN DECENTRALISED GRADES
For minimizing disparities in promotions in the decentralized grades of CSS/CSSS/CSCS; Zone of promotions are reviewed and notified annually. Candidates within the prescribed zones, who are found suitable for promotion but are not promoted in their own cadres for want of vacancies, are nominated to other cadres where vacancies are available for promotion. After specifying the Zones of Promotion of various Grades, the nomination from Central Panel for appointment of UDC in SL, 2001 & 2002 has been made and nominations from Central panel for appointment in the grades of Steno. Grade ‘C’ SL, 2000 & 2001 and Steno Grade ‘A&B’ (Merged) in SL 2000 & 2001 respectively are being made. The issue of Zones of promotion for various grades for subsequent S.L (s) are under process.

2.26 TRAINING
Training programmes for LDCs of CSCS and Stenographers Grade ‘D’ of CSSS have to be made by the respective cadre authorities on decentralized basis, as per guidelines issued by the Department of Personnel & Training in January, 1995. The officers of Gazetted grades are nominated/sponsored by the concerned cadre authorities to various training programmes sponsored by the Institute of Secretariat Training and Management, New Delhi and Training Division of the Department of Personnel & Training.
3.1 Periodical review of the structure of a regularly constituted service/Cadre is an important cadre management function. It attempts to bring about congruence between functional needs of the Organization as well as the legitimate career aspirations of the members of the Service. The main thrust of cadre review is on manpower projections and recruitment planning on scientific lines aiming at rationalization of the cadre structure of the Service in order to achieve the objectives of improved efficiency, morale and effectiveness of the cadre.

3.2 The Department of Personnel & Training is nodal department for periodical review of cadre structure of all Group ‘A’ Central Service/Cadres. The cadre review of a Group ‘A’ Central Service is held ordinarily at the interval of every five years. In this regard, guidelines are issued to cadre controlling authorities from time to time. The Cadre Review Division of the Department functions as the Secretariat for the Cadre Review Committee constituted for the purpose of reviewing individual Services/Cadres. It also renders advice to Cadre Controlling Authorities on different aspects of cadre review.

3.3 Cadre Review Division also compiles statistical information regarding the number of posts at various levels, structural ratios and threshold profile of the members of the Service/Cadre indicating the position (as on 1st January and 1st July of every year). The data so compiled is analysed and incongruence, if any, observed in the cadre structure of a Service are brought to the notice of the concerned Cadre Controlling Authority for appropriate remedial action.

3.4 During the period, the Cadre Review Committee, chaired by the Cabinet Secretary, approved/disposed of the cadre review proposals of Indian Foreign Service (IFS), Indian Railway Stores Service (IRSS), Central Health Service (CHS), Defence Quality Assurance Service (DQAS), Indian Cost Accounts Service (ICoAS). The cadre review proposal of Indian Railway Service of Signal Engineers (IRSSE) and Indian Railway Medical Service are under consideration of the cadre review committee. In respect of Indian Railway Personnel Service (IRPS), Ministry of Finance has raised certain queries. The Ministry of Railways has been requested to clarify the matter before it can be taken up with the Ministry of Finance again. The cadre review proposals of Indian Railway Traffic Service (IRTS), Indian Railway Service of Engineers (IRSE) and Indian Railway Accounts Service (IRAS), Indian Civil Accounts Service (ICAS) and Indian Information Service (IIS) are under examination in this Department.
PERSONNEL POLICIES

ANNUAL REPORT 2004 - 2005
CENTRAL CIVIL SERVICES (CONDUCT) RULES, 1964

4.1 In the light of the decision of the Core Group on Administrative Reforms (CGAR) constituted to formulate specific changes in the systems and procedures and to advise strategies for changing attitudes, instructions were issued indicating the availability of the provisions in the Conduct Rules and Disciplinary Rules to fix accountability for delay in decision making.

4.2 In the light of the direction of the High Court of Delhi to check private foreign visits by Government servants without permission, instructions were issued requiring Government servants to furnish details relating to the proposed private foreign visits as well as previous private visits abroad while applying for permission to leave station/headquarters in connection with the foreign private visits of Government servants.

CENTRAL CIVIL SERVICES (CLASSIFICATION, CONTROL & APPEAL) RULES, 1965

4.3 In the light of the decision of the Supreme Court, a provision was made in rule 14 to provide that the Complaints Committee constituted for inquiring into complaints of sexual harassment by Government servants, will be considered as an inquiring authority appointed by the Disciplinary Authority and hence the report of the Complaints Committee will be binding on the Disciplinary Authority to impose suitable penalties.

4.4 On the basis of the request made by the Staff Side in the National Council of the JCM, the minor penalty of reduction to lower stage in the time scale of pay was restricted to reduction by one stage only by amending rule 11. (As per the pre-amended rule, it was permissible to reduce the pay to any stage).

REVISION OF RULES RELATING TO PAYMENT OF CENTRAL SECRETARIAT (DEPUTATION ON TENURE) ALLOWANCE (CDTA) TO OFFICERS OF GROUP ‘A’ SERVICES ON THEIR APPOINTMENT AS DIRECTOR IN THE CENTRAL SECRETARIAT UNDER THE CENTRAL STAFFING SCHEME. (O.M. NO. 2/8/97-ESTT. (PAY-II) DATED 28.4.2004)

4.5 Under existing orders, the ceiling of Rs. 18300 on pay plus CDTA of Group ‘A’ officers appointed on Central Deputation to the post of Director stands removed w.e.f. 11.8.98 as the same ceiling was removed in r/o AIS officers.


4.6 Under existing orders the provisions contained in this Department O.M. No. 2/8/97-Estt. (Pay-II) dated 9.4.2001 relating to regulation of pay of officers of Group ‘A’ on their appointment to posts in the Central Secretariat under the Central Staffing Scheme would equally apply to such of the officers also who were on deputation in the Centre during the period prior to 9.4.2001 but had repatriated to their cadre before that date.

INCENTIVE FOR ACQUIRING HIGHER QUALIFICATION (O.M. NO.1/2/89-ESTT. (PAY-I) DATED 1.7.2004)

4.7 Vide this O.M., the benefit of lump sum incentive in terms of OM dated 9.4.99 has been extended to Govt. servants who had acquired any of qualifications listed in the Annexure to the OM dt. 9.4.99 prior to the issue of that OM but had not availed of any incentive either in the form of advance increments or otherwise.

AMENDMENT IN CCS(LEAVE) RULES 1972 (NOTIFICATION NO. 13026/1/2002-ESTT. (L) DATED 16TH JANUARY, 2004)

4.8 A Notification for carrying out amendments in various CCS (Leave) Rules, 1972, viz Rule 19 (for leave on MC), Rule 20 (Leave on invalidation of the Government Servant). Rule 38 (enhancing the ceiling of EL for leave preparatory to retirement), Rule 56 (Leave Salary during study leave) has been issued vide No. 13026/1/2002-Estt.(L) dt. 16.1.2004 (published on 5.6.2004). Revised instructions on amendment of aforesaid rules were already issued and were in operation.
RESERVATION FOR SCHEDULED CASTES, SCHEDULED TRIBES, OTHER BACKWARD CLASSES, EX-SERVICEMEN AND PHYSICALLY HANDICAPPED PERSONS IN THE CENTRAL GOVERNMENT SERVICES

ANNUAL REPORT 2004 - 2005
RESERVATION FOR SCHEDULED CASTES, SCHEDULED TRIBES AND OBCs

5.1 Clause (4) of Article 16 of the Constitution of India enables the State to make provisions for reservation of appointments or posts in favour of any backward class of citizens which, in the opinion of the State, is not adequately represented in the services under the State. Clause (4A) of the same Article enables the State to provide reservation for the members of the Scheduled Castes and Scheduled Tribes in the matter of promotion. Article 335 provides that the claims of the members of the Scheduled Castes and the Scheduled Tribes shall be taken into consideration, consistently with the maintenance of efficiency of administration in the making of appointments to services and posts in connection with the affairs of the Union or of a State. The proviso to the said Article allows the State to make provisions in favour of the members of the Scheduled Castes and Scheduled Tribes for relaxation in qualifying marks in any examination or lowering the standards of evaluation for reservation in matters of promotion to any class or classes of services or posts in connection with the affairs of the Union or of a State. Armed with these powers, the Government has issued instructions from time to time providing for reservation in services for the members of the Scheduled Castes (SCs), the Scheduled Tribes (STs) and the Other Backward Classes (OBCs).

5.2 Reservation for SCs, STs and OBCs is available in all groups of posts in case of direct recruitment. In the matter of direct recruitment to posts on all India basis by open competition, the reservation for SCs, STs and OBCs is 15%, 7.5% and 27%, respectively. In case of direct recruitment on all India basis otherwise than by open competition, it is 16.66%, 7.5% and 25.84% respectively. For direct recruitment to Groups C and D posts normally attracting candidates from a locality or a region, the percentage of reservation for SCs/STs is generally fixed in proportion to the population of SCs and STs in the respective States/UTs. The reservation for OBCs in such cases has been so fixed as to be not more than 27% with the total reservation kept within the limit of 50%. Reservation in promotion by non-selection method is available to SCs and STs in all groups of services viz. A, B, C and D to the extent of 15% and 7.5% respectively. In case of promotion by selection method, reservation to SCs/STs is available up to the lowest rung of Group ‘A’ in the same proportion. There is no reservation for OBCs in case of promotions. In promotion by selection to posts within Group ‘A’ which carry a maximum salary of Rs.18300/- or less, there is no reservation, but the instructions provide that the Scheduled Caste/Scheduled Tribe officers who are senior enough in the zone of consideration for promotion so as to be within the number of vacancies for which the select list is to be drawn up, would be included in that list provided they are not considered unfit for promotion.

5.3. Representation of SCs and STs in the Central Government Services as on 1-1-2003 is given in the statement at Appendix-I. About 13,492 OBC candidates were recruited in the Central Government Services during the year 2002, of which 470 candidates were recruited in Group A, 337 in Group B, 8759 in Group C and 3926 in Group D. In the All India Services and other Central services to which recruitment is made through the Civil Services Examination, almost all the vacancies reserved for SCs/STs/OBCs have been filled by the candidates of respective categories in the recent years. Vacancies reserved and filled in Indian Administrative Service, Indian Foreign Service and Indian Police Service on the basis of Civil Services Examination 2003 are given in Appendix-II. Reservation for OBCs was started only in 1993. It is expected that as a result of introduction of reservation for them, their representation in services would increase in due course of time.

RELAXATIONS AND CONCESSIONS

5.4 Various concessions like relaxation in the upper age limit prescribed for appearing in the competitive examinations, unlimited number of chances within the relaxed age limit, exemption from payment of examination fee, relaxation in standards of suitability, non-adjustment of candidates selected on their own merit against reserved vacancies, carry forward of unfilled reserved vacancies, etc. continue to be prescribed to improve the representation of SCs and STs in the services/posts. Likewise, concessions like relaxations in the upper age limit upto
three years for appearing in the Civil Services examination, relaxation in number of chances up to seven within the relaxed age limit etc. are available to Other Backward Classes. To ensure that posts reserved for SCs, STs and OBCs are filled by candidates belonging to these categories only, a ban has been imposed on deresorvation of posts in the case of direct recruitment.

5.5 The National Common Minimum Programme provides that all reserved posts for Scheduled Castes and Scheduled Tribes including in promotions, will be filled in a time bound manner and a reservation law will be enacted. Accordingly, the Government has launched a Special Recruitment Drive to fill up the backlog reserved vacancies of SCs and STs in direct recruitment as well as promotion within a fixed time frame. With a view to codifying the provisions of reservation for SCs, STs and OBCs, the Government has introduced a Bill in the Rajya Sabha, namely, the Scheduled Castes, Scheduled Tribes and Other Backward Classes (Reservation in Posts and Services) Bill, 2004.

RESERVATION FOR EX-SERVICEMEN

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

RESERVATION FOR PERSONS WITH DISABILITIES

5.7 Section 33 of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 provides for reservation in appointments in every establishment of not less than three percent for persons or class of persons with disability of which one percent each shall be reserved for persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotor disability or cerebral palsy; in the posts identified for each disability. Earlier reservation for persons with disabilities had been introduced in November, 1977 in case of direct recruitment to Groups C and D posts. It was extended to the cases of promotion to Group C and D posts in 1989. With the enactment of the Act, reservation for persons with disabilities is now available in identified posts in all Groups of posts viz. A, B, C and D in case of direct recruitment. In case of promotion it is available when promotions are made within Group D, from Group D to Group C and within Group C identified posts. As provided in the Act, the benefit of reservation goes to persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotor disability or cerebral palsy, each category being entitled to 1% reservation. The cases of orthopaedically handicapped persons are covered under the category of locomotor disability or cerebral palsy.

5.8 Reservation for ex-servicemen and physically handicapped persons is termed as “horizontal” reservation while the reservation for SCs, STs and OBCs is termed as “vertical” reservation. Guidelines have been issued regarding how the “horizontal” reservation is to be accommodated within the “vertical” reservation.
LIAISON OFFICERS

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

5.10 Orders were issued on 6-3-1997 for appointment of separate Liaison Officers in each Ministry/Department for looking into the matters concerning reservation for Other Backward Classes.

REPRESENTATION OF SC/ST/OBC, MINORITIES AND WOMEN ON SELECTION BOARDS/COMMITTEES

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

5.12 Wherever a Selection Committee/Board exists or has to be constituted for making recruitment to 10 or more vacancies in Group ‘C’ or Group ‘D’ posts/services, it shall be mandatory to have one member belonging to SC/ST/OBC and one member belonging to the Minority Community in such Committees/Boards. One of the members of the Selection Committee/Boards, whether from the general category or from the minority community or from SC/ST/OBC, should be a lady failing which a lady member should be co-opted on the Committee/Board. It is also to be ensured that where the number of vacancies against which selection is to be made is less than 10, no effort should be spared in finding a Scheduled Caste/Scheduled Tribe/Other Backward Classes Officer, a Minority Community officer and a lady officer for inclusion in such Committees/Boards.
APPENDIX-I
(para -5.3)

REPRESENTATION OF SCS AND STS IN CENTRAL GOVERNMENT SERVICES AS ON 1.1.2003

<table>
<thead>
<tr>
<th>GROUP</th>
<th>TOTAL</th>
<th>SC</th>
<th>%</th>
<th>ST</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>85938</td>
<td>10256</td>
<td>11.93</td>
<td>3593</td>
<td>4.18</td>
</tr>
<tr>
<td>B</td>
<td>181905</td>
<td>26040</td>
<td>14.32</td>
<td>7863</td>
<td>4.32</td>
</tr>
<tr>
<td>C</td>
<td>212167</td>
<td>345718</td>
<td>16.29</td>
<td>138685</td>
<td>6.54</td>
</tr>
<tr>
<td>D (Excluding Sweepers)</td>
<td>879805</td>
<td>158206</td>
<td>17.98</td>
<td>61204</td>
<td>6.96</td>
</tr>
<tr>
<td>Sweepers</td>
<td>126131</td>
<td>73881</td>
<td>58.57</td>
<td>5605</td>
<td>4.44</td>
</tr>
<tr>
<td>Total (Excluding Sweepers)</td>
<td>3269345</td>
<td>540220</td>
<td><strong>16.52</strong></td>
<td>211345</td>
<td><strong>6.46</strong></td>
</tr>
</tbody>
</table>

| Total (Including Sweepers) | 3395476 | 614101 | **18.09** | 216950 | **6.39** |

APPENDIX-II
(Par 5.3)

VACANCIES RESERVED AND FILLED IN INDIAN ADMINISTRATIVE SERVICE, INDIAN FOREIGN SERVICE AND INDIAN POLICE SERVICE ON THE BASIS OF CIVIL SERVICES EXAMINATION – 2003

<table>
<thead>
<tr>
<th>Services</th>
<th>SCs</th>
<th>STs</th>
<th>OBCs</th>
</tr>
</thead>
<tbody>
<tr>
<td>I.A.S.</td>
<td>89</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>I.F.S.</td>
<td>18 #</td>
<td>4</td>
<td>-</td>
</tr>
<tr>
<td>I.P.S.</td>
<td>88</td>
<td>12</td>
<td>26</td>
</tr>
</tbody>
</table>

* Out of these candidates allocated to IAS, one candidate who has been included in the General Merit List of the UPSC, has been subsequently allocated to Indian Foreign Service by creating an additional Unreserved (UR) vacancy in IFS for the reason that he was not found to be entitled to the benefit of OBC reservation and therefore requested to consider him for the allotment of service and training etc. in the General category.

#excluding one candidate who has been allocated from IAS to IFS by creating an additional UR vacancy in IFS.
6.1 The Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC) are the two designated recruitment agencies of the Central Government. The UPSC makes recruitment for Group ‘A’ services/posts and Group ‘B’ gazetted posts in Ministries/Departments etc. SSC makes recruitment for non-gazetted posts in Ministries/Departments and their attached and subordinate offices, carrying the pay scale of Rs.6500-10,500 and non-technical Group ‘C’ posts. While the UPSC is a constitutional body set up under article 315 of the Constitution, the SSC has been set up by a Resolution of the Government and has the status of an attached office of the Department of Personnel and Training.

UNION PUBLIC SERVICE COMMISSION

6.2 The Union Public Service Commission comprises a Chairman and ten Members. As on 01-02-2005, the Chairman and nine Members are in position. During the year there have been some changes in the incumbency of the Chairman/Members. Dr. S.R. Hashim assumed charge of Chairman w.e.f. 04-01-2005 (AN). One Member namely Ms. Arunadhati Ghose retired on completing her tenure during the year. Ms. Parveen Talha, Dr. Bhure Lal and Ms. Chokila Iyer were appointed as Members, with effect from 30-09-2004 (AN), 14-10-2004 (AN) and 01-02-2005(AN) respectively during this period.

FUNCTION AND WORKING OF UPSC

6.3 The functions of the Commission are as specified in Article 320 of the Constitution. So far as the working of the Commission is concerned, Article 323 of the Constitution provides for submission of Annual Report on the working by the Commission and its laying before the Parliament. A separate report on the working of the Commission is accordingly laid before the Parliament.

STAFF SELECTION COMMISSION

6.4 Shri B.K. Misra held the office of the Chairman, Staff Selection Commission upto 19.10.2004. Shri Parkash Chander and Smt. Pratibha Mohan are holding the posts of Members w.e.f. 16.08.2001 and 08.10.2004 respectively. Shri Harcharanjit Singh held the post of Secretary, Staff Selection Commission up to 12.02.2004.

6.5 The sanctioned strength of S.S.C. including Regional Offices is 517, consisting of 85 Gazetted (37 Group ‘A’ and 48 Group ‘B’ officers) and 432 non-Gazetted.

FUNCTION & WORKING OF SSC

6.6 The main responsibility of the Staff Selection Commission is to make recruitment to Group ‘C’ (non-technical) and Group ‘B’ (non-gazetted - both technical and non-technical) posts in Departments of Government of India, its attached and subordinate offices except those for which recruitment is made by the Railway Recruitment Boards and Industrial Establishments. The Government of India by an amendment to the Resolution on 13.11.2003 has also given the responsibility of making recruitment to the posts of Section Officer (Commercial/Audit) and all non-gazetted posts which carry pay scale of Rs.6,500 – 10,500/-.

REGIONAL OFFICES & THEIR JURISDICTION

6.7 The Staff Selection Commission has nine Regional/Sub-Regional Offices in different parts of the country. These Regional/Sub-Regional Offices are responsible for receipt and processing of applications for various examinations, issue of admit cards to the candidates, conducting the interviews/PETs (wherever required) either at the Regional Headquarters or other major cities within the regions. The jurisdiction of the various Regional/Sub-Regional Offices is as under-
### RECRUITMENTS

6.8 The Commission has conducted five All India level open competitive and three Limited departmental examinations during the period form 1st April, 2004 to February, 2005

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name of Examination</th>
<th>Date of Written Examination</th>
<th>Total no of candidates applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Junior Engineers in CPWD(C Civil/Electrical) Exam 2004</td>
<td>06.06.2004</td>
<td>78,342</td>
</tr>
<tr>
<td>3.</td>
<td>Combined (Main) Graduate Level Examination 2004</td>
<td>27th June 2nd 3rd &amp; 4th July 2004</td>
<td>25,378</td>
</tr>
<tr>
<td>4.</td>
<td>Central Police Organisations (CPOs) Examination 2004</td>
<td>5.9.2004</td>
<td>1,35,920</td>
</tr>
<tr>
<td>5.</td>
<td>Tax Assistant (Income Tax &amp; Central Excise) Examination 2004</td>
<td>5.12.2004</td>
<td>2,63,000</td>
</tr>
</tbody>
</table>

#### Departmental Examination

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name of Examination</th>
<th>Date of Written Examination</th>
<th>Total no of candidates applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Clerks Grade Departmental Examination 2004( for Group “D” Staff only)</td>
<td>06.02.2005</td>
<td>955</td>
</tr>
</tbody>
</table>

### RESULTS DECLARED

6.9 The Commission declared 12 Written and final results of various All India Open Examinations taken during the period from 1st April, 2004 to 15th February, 2005. In addition, the Commission also declared the results of two Departmental Examinations during the period from April 2004 to February, 2005. In addition, Results of Review Medical – CPO’s 2002 and CPO’s 2003 were also declared on 25th November, 2004 and on 3rd Dec., 2004 respectively, in which 564 candidates were recommended for appointment.
The success rate of candidates, examination-wise, is given as under:

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Name of Examination</th>
<th>Date of declaration of Result</th>
<th>Number of qualified</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Written</td>
<td>Final</td>
</tr>
<tr>
<td>02.</td>
<td>Section Officer (Commercial) Exam, 2003.</td>
<td>——</td>
<td>23.4.2004</td>
</tr>
<tr>
<td>03.</td>
<td>Section Officer(Audit) Exam, 2003(Spl.Rectt for SC/ST)</td>
<td>——</td>
<td>23.4.2004</td>
</tr>
<tr>
<td>04.</td>
<td>Sub-Inspectors in CPO Examination, 2003</td>
<td>——</td>
<td>30.4.2004</td>
</tr>
<tr>
<td>05.</td>
<td>Combined Matric Level Exam 2002 for LDC</td>
<td>——</td>
<td>7.5.2004</td>
</tr>
</tbody>
</table>

DEPARTMENTAL EXAMINATION

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Name of Examination</th>
<th>Date of declaration of Result</th>
<th>Number of qualified</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Written</td>
<td>Final</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02.</td>
<td>Grade ‘C’ Steno Ltd. Depttt. Competitive Examination, 2004</td>
<td>05.01.2005</td>
<td>——</td>
</tr>
</tbody>
</table>
QUESTION BANK PROJECT WORKSHOP

6.10 The Staff Selection Commission has developed a Question Bank, which contains standard questions on all topics/sub-topics that are to be covered in the objective type (MCQ) examinations conducted by the Commission. For resourcing the questions bank and to facilitate paper setters in selecting good quality standard questions, the Commission organized two Question Bank Project Workshops during the year up to 30th Nov., 2004.

Workshop on General Intelligence and Reasoning was conducted at Kerala & Karnataka Region office, Bangalore for which a Briefing Session was held on 17th August, 2004 and two days Main Session on 5th & 6th October, 2004. Similarly, the Workshop on Arithmetical and Numerical Ability was held at Eastern Region office Kolkata for which Briefing Session was held on 2nd September 2004 followed by Main Session on 13th & 14th October 2004. Another workshop on General Awareness (Science Subjects) was held on 3rd and 4th February, 2005 for which Briefing Session was held on 10th December, 2004.

In three workshops, a large number of Academicians, Scholars, Professors, Readers and Experts on objective testing were invited from various Universities/Colleges and Institutions to participate and write question items for the Commission. Eminent Educationists and Specialists in their respective fields were nominated as Resource Faculty Member for these Question Bank Project Workshops.

A large number of question items were generated, validated and accepted for the Question Bank in these workshops.

REGIONAL DIRECTORS MEETING

6.11 A two days meeting of Regional Directors/Deputy Regional Directors was held at New Delhi on 22nd and 23rd July 2004 to discuss operational problems and implementation of the policy matters of the Commission. The basic objective of holding Regional Directors’ Meeting is to discuss examination related problems and such policy issues, which govern the recruitment/seletion conducted by Staff Selection Commission. This was further followed up in RD’s Meeting held on 18th October 2004.

RECRUITMENT TO SELECTION POSTS

6.12 Apart from the regular examinations, the Commission also makes recruitment to various isolated posts in Government of India or its attached/subordinate offices on the basis of either interview or by holding a screening/proficiency test followed by an interview. A total of 22 Group ‘B’ and 30 Group ‘C’ posts were filled in this category during the period from 1st April to December, 2004.

INFORMATION AND FACILITATION COUNTER

6.13 Considering large number of candidates appearing for SSC examinations, a need was felt to set up and Information and Facilitation Counter for large public-interface, transparency in administration, easy and speedy access to information for candidates and others in respect of services and activities of the Commission Accordingly, a computerized Facilitation Counter with the assistance of NIC was set up in October, 1999. Since then, it has been providing the following facilities to the candidates/others:-

i) General assistance to all visiting candidates regarding various queries on existing and forthcoming examinations apart from providing inter-link between officers of SSC and candidates - if need be.

ii) Receipt of application forms for all examinations for Northern Region and issuing acknowledgements for the same.

iii) Issue of Duplicate Admission Certificates to candidates (after verification) in case of its non-receipt to candidates falling within the jurisdiction of Northern Region.

iv) Information of various sorts through Telephone No. 24360619 and 24363343 installed at the Facilitation Counter.
6.14 The approximate figures of cases handled at the facilitation counter during 2004-2005 (up to October, 2004) are as under:-

1. Telephone enquiries handled during the year - 6000 - 8000 approx.
2. Personal enquiries including the issue of Duplicate ACs to Candidates - 5000 approx.
3. Applications received at Counter during the year - 10000 approx.

The website named “http://www.ssc.nic.in” of Staff Selection Commission has already been indexed for use by candidates and others.

PROGRESSIVE USE OF HINDI IN COMMISSION’S WORK

6.15 During the period under review provisions of Section 3(3) of Official Language Act, 1963 and Official Language Rule 5 were duly complied with. All the notices of various examinations published during the period were issued bilingually and the emphasis was laid on increasing the original correspondence in Hindi with the three regions namely A, B and C as per the targets prescribed by the Deptt. of Official Language. In order to persuade the Officers/Officials of the Commission to do their maximum work in Hindi and make them aware, posters of Check Points have been fixed at appropriate places in all the Sections/Divisions of the Commission so that all the officials are motivated and encouraged to do maximum work in Hindi.

6.16 The target of 50% fixed by the Deptt. of Official Language for purchasing books in Hindi for Library has already been achieved by the Commission and the expenditure incurred so far on Hindi books is higher as against the amount already incurred on the purchase of English books.

6.17 In order to encourage the progressive use of Hindi in the official work and to create interest among the Officers/Officials for its usage, Hindi Fortnight was organized at the Staff Selection Commission (Headquarters) from 1st September, 2004 to 14th September, 2004. During this Fortnight, a special Hindi Workshop for Officers was organized on 1st and 2nd September 2004 in which practical training was imparted on Official Language Policy & usage of Hindi in Official work and Noting and Drafting in Hindi and Correspondence Subjects. A separate Workshop was also organized on same subjects in which Officials from all the Sections of Commission (Headquarters) participated enthusiastically.

6.18 Various competitions such as Hindi Typing Competition on 3rd September, 2004, Hindi Poem Recitation Competition on 6th September, 2004, Hindi Noting and Drafting Competition on 8th September, 2004, Hindi Essay Competition on 9th September, 2004, Hindi Extempore Speech Competition on 10th September, 2004 and Official Language Quiz on 13th September, 2004 were held. The Officers/Officials of Commission participated enthusiastically in these Competitions. In all the above mentioned Competitions, arrangements for Prizes of Rs. 1000/-, Rs. 750/- and Rs. 500/- each for all categories were made respectively for First, Second, and Third position.

6.19 An innovative scheme of awarding one Regional/Sub-Regional Office and one section of the Commission (Headquarters) doing excelling work in Hindi with a shield has been started. Under this Scheme, the Chairman presented a Shield and a Certificate to Sub-Regional Office Raipur and Research and Analysis Branch at Commission’s (Hqrs.) which did excellent work in Hindi during the year. Under the Cash Awards Scheme for the year 2003-04, six employees who performed their official work originally in Hindi and the Officers/Officials who were the winners of various Competitions organized during Hindi Pakhwara (Fortnight) were also honoured with the First, Second and Third prizes.
7.1 In April, 1996, Government issued operational guidelines on the National Training Policy which, inter-alia, lays specific emphasis on ensuring the training for all levels of Government employees. Accordingly, the Department of Personnel & Training, has taken up a number of programmes to address the training needs of different levels of Government employee. These are:-

1. Commencement of Post Graduate Programmes in Public Policy
2. In-service training
3. Strengthening of State ATIs
4. Support to State training programmes
5. Trainer development programmes
6. Equipment support to State ATIs
7. Development of training software

A) COMMENCEMENT OF POST GRADUATE PROGRAMMES IN PUBLIC POLICY

7.2 Since external donors withdrew the support they were providing for Indian officers to pursue higher studies in the area of public policy abroad, the Government of India decided to start high quality programmes in public policy within the country. The first such programme was started at IIM, Bangalore from June, 2002. This programme accommodates approximately 30 participants on a two year study leading to a post graduate diploma in public policy and management. Out of the two years, one year is spent at IIM, Bangalore and the 2nd year is spent at the participant's normal work place. In June 2004, the 3rd Batch of 33 participants joined the programme.

In its effort to start additional programmes of this nature, MoU was signed with the TERI School of Advance Studies on 29th January, 2005 for starting the second such programme leading to a post graduate degree in public policy and sustainable development. The first batch of participants is likely to join the programme during the year 2005-06.

B) IN-SERVICE TRAINING

IN-SERVICE TRAINING OF IAS

7.3 In-service training programmes for IAS officers consist of one week training programmes on a range of subjects, and two week training programmes with a different focus for three different levels of seniority of officers.

7.4 During the year, thirteen two week programmes were conducted. The break up of these programmes for the different seniority groups is as given below:

<table>
<thead>
<tr>
<th>For officers having services of</th>
<th>No. of programmes</th>
<th>Theme</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-9 years</td>
<td>6</td>
<td>Programme Implementation</td>
</tr>
<tr>
<td>10-16 years</td>
<td>3</td>
<td>Management Concepts and Decision making</td>
</tr>
<tr>
<td>17-20 years</td>
<td>4</td>
<td>Policy Planning and Analysis</td>
</tr>
</tbody>
</table>

7.5 A total of twenty five one-week training programmes were conducted at different Institutions on the following themes:

1. India and the World
2. Infrastructure Development and Financing
3. Negotiating Strategies
4. Quantitative Methods and Operational Research for Public Policy and Management.
5. E-Governance and its benefits
6. Basic and Advance Course on WTO
7. Ethical issues in today's Administration.
8. Infrastructure Deregulation
9. Administrative Law
10. Public-Private Partnership
11. Urban Management
12. Leadership and Change Management
13. Strategic Leadership for Policy Makers
14. Management of State Finance
15. Community Mobilisation and Participatory Management Techniques
16. Disaster Management
17. Project Formulation
18. Indian Infrastructure issues.
19. Team building

In addition to the above, 8(eight) special programmes of one week duration each have also been conducted on various subjects like Urban Governance, e-Governance, National Security, Management of Environment and Natural Resources, etc.

7.6 The current system of in-service training of IAS officers is proposed to be replaced with a more intensive system of mandatory training. Proposals for such a revised system of mid-career training have been drawn up and are under the consideration of the Government.

OTHER IN-SERVICE PROGRAMMES

7.7 The thirtieth 'Advanced Professional Programme in Public Administration' (APPPA) is being conducted by the Indian Institute of Public Administration (IIPA), New Delhi, from July 2004 to March 2005. This nine month post graduate programme is meant for senior officers with 10 years of service in Group ‘A’. It aims at providing an understanding of the socio-economic environment and of the tools and techniques that are useful in meeting the challenges of development administration. It also seeks to develop in the participants, inter personal skills and sensitiveness to the people’s needs with a view to make administration more responsive.

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

C) STRENGTHENING OF STATE ADMINISTRATIVE TRAINING INSTITUTES

7.9 This project was taken up to meet the training needs of the State Civil Services and also of field level functionaries at the district level. Seventeen State ATIs are being strengthened to equip them with the capacity to undertake approved training programmes for such Government functionaries. Forty eight subject specific training modules are to be developed under the project, out of which 45 modules have already been completed. Resource persons are also being developed for each of these modules through training of trainer programmes. Such training of trainer programmes have since been completed in respect of 39 modules.

7.10 A number of new trainer development packages have also been procured as part of this project. Packages on training needs assessment and evaluation of training have been developed. A package on mentoring and facilitation, as a training method, has also been developed.

7.11 A new initiative under this project has been the training of field functionaries in seven districts in the country. The selected districts are:-
1. Theni, Tamil Nadu
2. Satara, Maharashtra
3. Vaishali, Bihar
4. Kota, Rajasthan
5. Sehore, Madhya Pradesh
6. Burdwan, West Bengal
7. Sitapur, Uttar Pradesh

7.12 Till 15th February, 2005 about 5,000 district level functionaries have been trained under this initiative.

D) SUPPORT TO STATE TRAINING PROGRAMMES

7.13 The Activity of supporting training programmes in the State training institutes was continued during the year. Four hundred and eighty nine programmes, conducted at various State Government training institutes, have been supported. Charts indicating the number of programmes conducted and the number of participants during the last 10 years is shown in figure 1 and 2.

For the year 2004-05, the data is upto January 2005

E) TRAINER DEVELOPMENT PROGRAMME

7.14 The Training Division has been implementing a programme for the development of trainers, under which master trainers, recognised users and base level trainers are developed in various
training institutions in the country. During the year 6 master trainers and 36 recognized users were developed. Programmes for the development of base level trainers were also conducted, drawing a total number of 2462 participants. The break up of trainer development programmes conducted during the year is as follows:

<table>
<thead>
<tr>
<th>Programme</th>
<th>Number conducted</th>
<th>Number of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Needs Analysis</td>
<td>18</td>
<td>255</td>
</tr>
<tr>
<td>Management of Training</td>
<td>8</td>
<td>128</td>
</tr>
<tr>
<td>Direct Trainers Skills</td>
<td>34</td>
<td>816</td>
</tr>
<tr>
<td>Design of Training</td>
<td>31</td>
<td>372</td>
</tr>
<tr>
<td>Master Trainer Development</td>
<td>4</td>
<td>72</td>
</tr>
<tr>
<td>Recognised Users Development</td>
<td>8</td>
<td>144</td>
</tr>
<tr>
<td>Evaluation of Training</td>
<td>8</td>
<td>120</td>
</tr>
<tr>
<td>Training Technique</td>
<td>3</td>
<td>45</td>
</tr>
<tr>
<td>Distance Learning Methodology</td>
<td>10</td>
<td>150</td>
</tr>
<tr>
<td>Training of Trainers in Computer Awareness</td>
<td>16</td>
<td>320</td>
</tr>
<tr>
<td>Direct Trainers Skills II</td>
<td>2</td>
<td>40</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>142</strong></td>
<td><strong>2462</strong></td>
</tr>
</tbody>
</table>

7.15 The number of officers trained under the trainer development programmes went up substantially in 2004, as seen in figure 4.

Annual Workshop of Master Trainers and Recognised Users held at HCM Rajasthan Institute of Public Administration, Jaipur on 24-25, January 2005.

Figure 3
For the year 2004-05, the data is upto January 2005

**FACULTY DEVELOPMENT SCHEME**

7.16 A new scheme aimed at faculty development, which enables trainers to attend specialized programmes was introduced in 2002-03. A total of 42 faculty members from various institutes in the country attended specialized programmes under this scheme.

**F) EQUIPMENT SUPPORT TO STATE TRAINING INSTITUTES**

7.17 During the year 2004-05, hardware/equipment support amounting to Rs. 50.00 lakh was provided to a newly established state training Institution in Raipur, Chattisgarh and District/Regional level Centres of the State Training Institutions, namely, ATI - Kolkata, MCR HRD Institute, Hyderabad and Uttaranchal Academy of Administration Nainital.

**G) DEVELOPMENT OF TRAINING SOFTWARE**

7.18 As a part of the process of building up appropriate training material, some institutions were given financial support for the preparation of Case/Research studies on specific thrust areas. Development of Case/Research studies is a continuous process in an effort to augment the indigenous training material for use in the training programmes. Besides on going case studies, a study on "Reviewing and Retooling of the IIPA" was also carried out during the year 2004-2005.
I) DOMESTIC FUNDING OF FOREIGN TRAINING

7.19 The above scheme was introduced because external funding agencies withdrew their support for financing the higher studies of Indian officers abroad. The scheme has three components, namely, long term training, short term training and partial funding of higher studies. During the year under report 39 officers were sponsored for long term training, 106 for short term training and 24 under the scheme of partial support for higher studies. The number of officers deputed for these programmes during the last four years may be seen in figure 6.

Figure 6

For the year 2004-05, the data is upto January 2005
LAL BAHADUR SHASTRI NATIONAL ACADEMY OF ADMINISTRATION, MUSSOORIE

THE ACADEMY VISION

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

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

FOUNDATION COURSE

8.3 The Academy conducts the Foundation Course for the members of the three All-India Services, namely the Indian Administrative Service, the Indian Police Service, and the Indian Forest Service and various Group ‘A’ Central Services. During the year 2004, the 75th Foundation Course was conducted from 22nd March to 2nd July 2004 for 52 Officer Trainees. The course was coordinated by Ms. Rajni S. Sibal. The 76th Foundation Course was conducted from 6th September 2004 to 17th December 2004 in which 298 Officer Trainees of various services participated. The Course Coordinator for this course was Shri T. K. Manoj Kumar, Deputy Director (Sr).

IAS PROFESSIONAL COURSE, PHASE - I

8.4 After completion of the Foundation course, the IAS Officer Trainees and trainees of Royal Bhutan Civil Service undergo the Professional Course Phase-I for 24 weeks. The IAS Professional Course Phase – I for the IAS Officer Trainees (2003 batch) was conducted from 13th December 2003 to 28th May 2004. The Course was coordinated by Shri S. Krishnan. A total of 73 Officer Trainees including two trainees of the Royal Bhutan Civil Service joined the course. The 24-week Phase-I course is primarily aimed at developing the requisite skills, knowledge base and appropriate attitudes amongst the officer trainees related to the jobs they would hold in the first decade of service. The course is divided into two parts. The 8-week Winter Study Tour (Bharat Darshan), commences immediately on completion of the Foundation Course, and is intended to give the officer trainees an all India perspective and comprises attachments with the Armed Forces, civil administration in insurgency affected areas, non governmental organizations, private and public sector units, government organizations which have effectively applied information and communication technology, urban local bodies and in tribal villages. A mid-Course break of two weeks including a weeklong Bureau of Parliamentary Studies and Training (BPST) attachment was also included in the course. The 16-week Academic Module held on campus covered the prescribed syllabus through cross disciplinary modules in 429 sessions of about 500 hours of teaching. This year, the course objectives which had been continued unchanged for a long time were extensively revised in keeping with the emerging training needs. The training methodology adopted included field visits, case studies, seminars, action research project schemes/initiatives, small group discussions and exercises. Extensive reading material on each of the modules was also circulated. A dual online feedback mechanism of Daily and Weekly Feedback was followed. The course end feedback of the course was also very high. A detailed course report was also brought out, copies of which are available in the library for reference.

8.5 During the BPST attachment, the Officer Trainees called on the President, Vice President and the Prime Minister. There were a large number of guest speakers invited during the course including serving and retired members of the service, academicians, ministers, and other public personalities. During the course, the faculty of Indian Institute of Management, Ahmedabad, conducted two modules. Module on Project Management was conducted by Prof. N.
Ravichandran and Prof. M.S. Sriram. Module on Leadership, Team Building & Creativity was conducted by Prof. Deepti Bhatnagar and Prof. Neharika Vohra.

**IAS PROFESSIONAL COURSE PHASE - II**

8.6 On completion of the Phase-I Course, the Officer Trainees (OTs) are sent for one-year District Training. During this period, the officer trainees learn about the various facets of administration at the district level under the direct supervision of the District Collector and the State Government. They get an opportunity to get first hand knowledge of the work of the Collector/District Magistrate and various other institutions in the State government. They may also get an opportunity of holding independent charges. The officer trainees are required to do assignments for the Academy, based on field studies in the district. The counsellors nominated by the Academy for the various cadres remain in touch with the officer trainees throughout this period via correspondence, field visits to their districts and contact with their Collectors.

8.7 The IAS Professional Course, Phase – II for the IAS Officers of 2002 batch was conducted from 14th June to 23rd July 2004. The course was coordinated by Mr. Mukesh Puri with a course team of Mr. M.H. Khan and Mr. Manoj Ahuja. A total of 65 officer trainees joined the course.

8.8 During the IAS Professional Course, Phase-II, the emphasis is on interactive learning & sharing of experiences. Officer Trainees presented District Assignments and other reports during the Course. The mechanism of online Weekly Feedback was followed.

8.9 In the overall feedback, more than 90% of the Officers felt that the objectives were met during the Course. The participative nature of the Course was much appreciated by the participants. The Case Study method was used extensively during the Course. It was the most effective and popular teaching methodology with 92% of OTs finding it to be quite useful.

8.10 Apart from the syllabus covered by internal faculty, some of the eminent persons invited to interact with the Officer Trainees were Hon'ble Chief Minister of Uttaranchal Shri N.D. Tiwari; Shri Suresh Pachauri, Hon'ble Minister of State for Personnel and Public Grievances; Dr Y.V. Reddy, IAS, Governor, Reserve Bank of India; Shri N. Gopalaswami, IAS, Election Commissioner; New Delhi; Shri Swaraj Puri, IPS, Director General, Police Tele. Organisation, Bhopal; Dr. Surjit S. Bhatta, MD, Oxus Fund, New Delhi; Ms. Anita Kanwal, IAS, Collector, Ahmedabad; Dr. Rakesh Goel, Sr. Technical Director, NIC, Dehra Dun; Dr. K.K. Pathak, IAS, Managing Director, Bihar State Cooperative Bank Ltd., Patna; Shri Navneet Sikera, IPS, S.S.P., Muzaffarnagar; Shri G.K. Arora, IAS (Retd.); Shri Hasmukh Adhia, IAS, Secretary, Govt. of Gujarat; Shri J.V.R. Prasad Rao, IAS, Secretary (Health), Govt. of India, New Delhi; Shri P.V. Indiresan, Ex-Director, IIT, Delhi; Shri Upendra Tripathi, IAS (KN), Managing Director, Bangalore Metropolitan Transport Corporation, Bangalore.

8.11 Seminars on “Disaster Management”, “E-Governance”, “Law & Order”, “Politician-Bureaucrat Interface”, “Conflict Areas”, Modules on “Incident Command System”, “Service Delivery”, “Issues on National Security”, and Interaction with the Officers of 1954 Batch and the Heads of ATIs were also held. A two day “Effective SDO’s Seminar” (20-21 July, 2004) was held in which young officers from the field were invited to share their experiences. The Officer Trainees also interacted with the IAS Officers of 6-9 Years’ Seniority.

**IN-SERVICE COURSES**

8.12 The Academy conducts in-service courses for members of the Indian Administrative Service with the aim to update their levels of knowledge, skills and information and to provide opportunities for exchange of ideas, views and experiences with people who have developed expertise in different sectors of national development. The methodology of training followed in the in service courses is experiential learning, syndicate reports and group work, management exercises, films, panel discussions, seminars, hands on computer sessions and case studies.
Yoga classes and outdoor activities are also part of the courses. During the year, the following courses were conducted:

COURSES FOR IAS OFFICERS OF 6 - 9 YEARS OF SENIORITY

8.13 Two courses were organized during the year. The Course Coordinators were Ms Arti Ahuja and Shri L.C. Singhi with a course team of Shri S. Krishnan, Shri Chiranjiv Choudhary & Shri M.H. Khan. The issues were covered in a modular format. A Contemporary and practical approach as taken in all the sessions.

COURSES ON ETHICAL ISSUES IN TODAY’S ADMINISTRATION:

8.14 One course was conducted during the year in which the course coordinator was Ms Arti Ahuja with a course team of Shri M.H. Khan and Shri Chiranjiv Choudhary. The participant profile ranged from officers of 10 years to 25 years of service. The emphasis during the course was on introspection and sharing of experiences. Theoretical inputs in terms of lectures, case studies and films supplemented the experience sharing.

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

8.15 Two courses were conducted during the year. The first course was coordinated by Shri M.H. Khan with a course team of Ms. Arti Ahuja. 2nd course was coordinated by Shri Mukesh Puri with a course team of Shri Manoj Ahuja and Shri L.C. Singh. The courses were of duration of eight weeks with about two weeks of Bharat Darshan.

SEMINARS AND WORKSHOPS

RETREAT OF THE IAS OFFICERS OF 1954 BATCH:

8.16 The Retreat of the IAS Officers of 1954 batch was the eighth in the series organised by the Academy. The first was held in 1997, the Golden Jubilee Year of the new nation, where ICS and the IAS Officers, who were in service at the time of independence, participated.

8.17 This year the officers of 1954 batch were invited to benefit us with their views on 24-25 June, 2004. Sh M.H. Khan Coordinated this. Ms Arti Ahuja was the Associate Coordinator. In all, Nineteen officers and nine spouses attended the Retreat. The seniors were extremely contemporary in their approach and provided valuable insights into the changing environment of the administration. The recommendations given by the groups were very useful.

OTHER ACTIVITIES

TQM IN TRAINING INSTITUTES

8.18 The Academy has been recognized as the lead institute for Total Quality Management in Training Institutions. As part of TQM initiative, the Academy undertakes a number of activities. These include TQM initiatives within the Academy, which involve a number of staff oriented activities and upgrading facilities and utilities within the Academy. In addition, the Academy has brought in TQM concepts as essential inputs in almost all courses conducted in the Academy. TQM have in fact become an integral part of the courses run in the Academy. Some of the significant TQM topics are:

i. Relevance of the Concept of Quality in Government
ii. PDCA
iii. 5 ‘S’
iv. Process Management
v. Bench Marking
vi. Problem solving techniques
vii. Excellence Model
These inputs have been extremely useful and of practical value to the participants and are being used to make changes in the functioning of some offices leading to better service and better quality. Some such applications have also been documented in the half-yearly newsletter, “Quality Government” brought out by the TQM Cell and circulated to all Government of India departments, State Governments and Training Institutions.

This year 2 issues of the newsletter have been published.

GANDHI SMRITI LIBRARY

8.19 Gandhi Smriti Library of the Academy is one of the most well equipped libraries in the country. A separate collection of documents on and by Mahatama Gandhi is maintained in a section called Gandhiana. At present there are more than 1000 publications in this collection.

8.20 The Library has more than 1.5 Lakh documents, including bound volumes of journals, 1907 audio cassettes, 2100 video cassettes and 498 CDs to be used in training activities. More than 1000 books are likely to be included during the year.

8.21 In addition, the library acquired around 360 periodicals, published by various National and International Organisations/Institutions, by way of subscription, exchange and gift.

8.22 Most of the housekeeping jobs of the library are computerized. The library is using LibSys software. The library maintains two databases—one for information on books, reports, audio cassettes, video cassettes, CDs and the second one for newspapers and journals’ articles. The library databases are now available on LAN. The library can be logged on through the website: www.civilservices.gov.in

TRAINING IN COMPUTERS AND THE STATUS OF INFORMATION TECHNOLOGY INFRASTRUCTURE

8.23 The Academy has been continually upgrading its Information Technology infrastructure to ensure that the trainees are exposed to the latest technology. There are more than 440 PCs connected through LAN with access to the Internet and E-mail facilities. The entire Network of the Academy campus has been upgraded. The Academy has redesigned the Web site this year with the following features:

• An E-mail facility for all IAS Officers
• Bulletin board
• Discussion Groups
• E-Groups.

The training in computers is an integral part of all training programmes. The NIC faculty posted at the Academy imparts training. The Academy runs modules on e-governance in all the courses. On-line feedback system has been put in place and is being adhered to in all courses. The administrative issues relating to tours and leave have been automated. The trainees are also exposed to implement systems from districts to give them a first-hand experience of IT applications.

TRAINING IN VALUE AND ETHICS

8.24 LBSNAA seeks to inculcate in civil servants exemplary attitudes and values expected in public services. The skills and knowledge required by a professional civil servant are relatively easier to impart, and these have traditionally been the strength of the Academy. However, to positively influence in the brief period available to us, the attitudes and values of intelligent young persons in their mid-twenties, coming from a wide variety of backgrounds, is a daunting task.

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

8.26 A Course on Ethical issues in today’s administration was conducted from 13th September, 04 to 17th September, 04. The 29 participants attended the programme. Eminent guest speakers like Shri Shekhar Singh, Director, Centre for Equity Studies, New Delhi; Shri N. Vittal, Former CVC of India, Chennai; Ms. Shashi Mishra, Secretary, ICAR and Additional Secretary, Deptt. of Agricultural Research and Education, New Delhi.; Shri S.K. Chakraborty, Ex Professor, Centre for Human Values, IIM, Kolkata.; Ms. Madhu Kishwar, Senior Fellow, Centre for Study of Developing Societies and Editor “Manushi”, New Delhi.; Ms. Kanchan Chaudhry Bhattacharya, Director General of Police, Government of Uttarakhal, Dehra Dun.; Justice Syed Haider Abbas Raza, Lokayukata, Uttaranchal.

PUBLICATIONS

8.27 The Academy has been bringing out the Biannual Journal “The Administrator” besides source books for district administrators which have been very well received. Case studies which are used for training have also been published. Various societies like the House Journal Society and the Alumni Association also publish newsletters. CDs of reading materials, presentations and handouts are given to the participants of all courses. CD were also prepared by the trainees on their stay in the Academy.

8.28 Various Centres like the Gender Centre, Centre for Rural Studies, Centre for Cooperatives and Rural development, are also involved in conducting and publishing studies which form an input in the training at the Academy.

INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT

8.29 The Institute of Secretariat Training and Management (ISTM) was established in 1948 for the purpose of imparting training to the officers of the Central Secretariat. Originally set up with the objective of conducting foundational and in-service training programmes for Assistants and Section Officers of the Central Secretariat, the range of the activities of the Institute has increased exponentially over the last five decades. In addition to the in-house training programmes, the peripatetic training provided by the Institute to the state governments and union territories in the areas of training of trainers, behavioural skills, management techniques, financial management and office management is of particular significance. On specific request from central government departments, public sector/ autonomous organisations, the Institute organises special programmes addressed to the specific customer needs in different areas.

8.30 During the period from 1st April 2004 to 31st January 2005, ISTM conducted a total of 131 training programmes (including organization specific programmes and peripatetic programmes) covering a trainee population of 2491. Further, 23 courses are likely to be conducted during the period February to March 2005, including special programmes for central government departments, public sector/ autonomous organisations, in which around 500 trainees are likely to be benefited. The details of these courses being organized are explained in the subsequent paras.

FOUNDATIONAL COURSES

8.31 Sixteen foundational courses were conducted which include three for the Assistants (Direct Recruits) of 10 weeks’ duration and three for Personal Assistants (Direct Recruits). Five foundational courses will be conducted during February 1, to March 31st, 2005.

SPECIALISED PROGRAMMES

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

<table>
<thead>
<tr>
<th>Subject</th>
<th>No. of programmes conducted upto 30th November 2004</th>
<th>Remaining programme which would be conducted by March’ 2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundational &amp; Refresher Courses</td>
<td>16</td>
<td>05</td>
</tr>
<tr>
<td>Personnel Administration and Office Management</td>
<td>25</td>
<td>07</td>
</tr>
<tr>
<td>Financial Management</td>
<td>15</td>
<td>01</td>
</tr>
<tr>
<td>Management Services</td>
<td>10</td>
<td>-</td>
</tr>
<tr>
<td>Behavior Training &amp; Secretarial Skills</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Training of Trainers</td>
<td>13</td>
<td>06</td>
</tr>
<tr>
<td>International course on Training of Trainers</td>
<td>01</td>
<td>-</td>
</tr>
<tr>
<td>Computer courses</td>
<td>11</td>
<td>01</td>
</tr>
<tr>
<td>Peripatetic programmes for States/UTs</td>
<td>04</td>
<td>-</td>
</tr>
<tr>
<td>Organisation specific Paid Programmes</td>
<td>19</td>
<td>-</td>
</tr>
</tbody>
</table>

MODERNISATION OF ISTM
8.33 A plan scheme Modernisation of ISTM, started in 1982, is being implemented in the Institute to continuously modernize and upgrade its infrastructure facilities. In the year 2003-2004 (upto Nov 2004) the following works were completed:
   i. The roads in front of the buildings under occupation of the Institute within the campus were re-carpeted.
   ii. A boundary wall was constructed around the campus with appropriate barriers at the entrance.
   iii. Anti-termite treatment was carried out in the buildings occupied by the Institute.
   iv. The renovation work for development of an auditorium was completed.

FACULTY DEVELOPMENT
8.34 During the year, ISTM had taken up faculty development in a planned way. As a result:
   i) One faculty member attended TOT programme on “Negotiating Skills”.
   ii) Three faculty members underwent Design of Training Course;
   iii) One faculty member attended a course on “Evaluation of Training”;
   iv) One faculty member attended a course on “Direct Trainers Skills”;
   v) One faculty member was deputed for a course on “Mentoring”;
   vi) One faculty member was developed in the area of “Facilitation”;
   vii) One faculty member was developed as a Recognised User(RU) for DTS; and
   viii) One faculty member was deputed for a course on “Gender Issues”.

TRAINING INITIATIVES
8.35 A 6-day Orientation programme for Deputy Secretaries/Directors of IAS and other Central Services who are posted to Central Secretariat for the first time, was conducted. This course which enables a smooth induction of IAS/allied services officers to the Secretariat functioning will now be a regular feature.

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION, NEW DELHI
8.36 The Indian Institute of Public Administration is an autonomous Organization registered as a Society under the Societies Registration Act XXI of 1860. The objectives of the Institute are:
(i) To promote and provide for the study of Public Administration and Economic and Political Science with reference to Public Administration and Machinery of Government.

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

8.37 During the financial year 2004-2005, the Institute is likely to be paid grants-in-aid to the extent of Rs.220.5 lakhs (BE).

The other details of the activities of the Institute are given in the Annual Report of the Institute which is laid before both the Houses of Parliament every year.
9.1. The Administrative Vigilance Division of the Department of Personnel & Training is the nodal agency in the field of Vigilance and Anti-corruption. Its main tasks, inter-alia, are to oversee and provide necessary directions to the Government's programme of maintenance of discipline and eradication of corruption from the public service. In order to step up efforts towards containment of corruption, the three-pronged strategy for prevention, surveillance and detection as well as deterrent and punitive action adopted during the preceding years, was followed during the current year also. Towards this end, the implementation of the Anti-corruption Action plan of each of the Ministry/Department has been monitored through quarterly reports. Emphasis was laid on preventive vigilance that might involve appropriate changes in the existing rules/ regulations/procedures in selected areas. Apart from this, other anti-corruption measures such as strengthening of the departmental vigilance and recourse to the powers of premature retirement of Government servants under appropriate rules as well as the monitoring of vigilance work of various Ministries/Departments were also attempted.

9.2. In its crucial role for maintenance of probity and integrity in public services, the Division formulates policy on the subject and coordinates the work of various Ministries/Departments for maintenance of discipline/vigilance and eradication of corruption in their respective operational areas. The Division also handles all policy and administrative matters pertaining to the Central Vigilance Commission. It also deals with the complaints of corruption against the Chief Ministers and Ministers of State Governments.

DISCIPLINARY PROCEEDINGS & SANCTIONS FOR PROSECUTION

9.3. This Division is responsible for examination of the Disciplinary cases referred by the State Governments and Ministries/Departments under Government of India against IAS officers and officers (Gr.I and above) belonging to the Central Secretariat Service. Requests for sanction for prosecution under the Prevention of Corruption Act, 1988 against the above categories of officers are also processed in this Division. The Division also tenders advice to the State Governments/Departments on the procedural aspects of disciplinary proceedings; provides information regarding vigilance status of IAS & CSS (Gr.I and above) officers at the time of their empanelment/promotion posting etc. To facilitate this function, Vigilance Information System (VIS) has been put in place, which has been in operation for almost three years. The number of cases dealt with in the Division during the year in the various categories is given in the Appendix.

9.4. Further, this Division has been entrusted with the responsibility of exploring options to minimize the time taken in conclusion of disciplinary proceedings. To facilitate monitoring of the cases, with the assistance of National Informatics Centre (NIC), a programme named Disciplinary Cases Monitoring Management Information System (DCMMIS) has been put in place to create a common data base of the disciplinary cases in various Ministries / Departments/ Public Sector Undertakings under Government of India.

9.5. With a view to bringing about greater uniformity in examining disciplinary cases on behalf of the President, the advice tendered by the Central Vigilance Commission and taking decision thereon, this Department is consulted by the Ministries/Departments, before they finally decide to defer from/not to accept any recommendation of Central Vigilance Commission in those cases, which relate to Gazetted Officers for whom the appointing authority is the President. Similarly, disciplinary cases where Central Vigilance Commission advises major penalty and the UPSC favours a minor penalty or recommends exoneration, before the Disciplinary Authority takes a final view, the matters shall be referred to this Department who shall then process it as a Central Vigilance Commission/UPSC disagreement, as the case may be. This Division processed 26 such cases involving disagreement between Central Vigilance Commission and the Disciplinary Authority and disagreement between Central Vigilance Commission and the UPSC, during the year 2004.
UNITED NATIONS CONVENTION AGAINST CORRUPTION

9.6. This Division is also actively involved in formulating Government’s stand in the UN Convention against corruption. Government of India was represented in four rounds of negotiations.

PREVENTIVE VIGILANCE

9.7. As part of preventive vigilance, a comprehensive computerized file tracking system (Document Management Information System) has been developed with technical help of NIC and introduced for implementation in the Department of Personnel & Training. The staff has been appropriately trained in the use of the system. The Document Management Information System facilitates in digitally recording the arrival of receipts and their distribution, file movement and generate reports for various purposes. Successful implementation can go a long way in creating a database for tracking the papers/file movement. This helps in close monitoring of the disposal of files in the Department.

CHIEF VIGILANCE OFFICERS

9.8. Department of Personnel & Training is also responsible for appointment of Chief Vigilance Officers (CVO) in the Central Public Sector Undertakings, Autonomous Bodies and other Government offices. This Division deals with the matter relating to extension in tenure of the CVOs, their premature repatriation and debarment of the officers who failed to take the assignment of the CVOs upon their selection. During the year 2004, 35 panels were sent to various Ministries/Departments for consideration for the post of CVOs in PSUs under their administrative control. Out of these, orders for appointment of 27 officers as CVOs in various PSUs have been issued. This Division also processed and recommended 12 cases for extension in tenure of the CVOs and repatriated one officer prematurely to his parent cadre.

CENTRAL VIGILANCE COMMISSION

9.9. The Central Vigilance Commission (CVC) was originally set up by a Resolution of the Government dated 11.2.1964. It advises the central Government on all vigilance matters. The Independent Review Committee, set up by the Central Government in 1997, inter alia, recommended that the question of conferring statutory status to the Central Vigilance Commission be considered by the Government and the Central Vigilance Commission be made responsible for the efficient functioning of the Central Bureau of Investigation. Subsequently, the supreme Court in its judgment dated 18.12.1997 in the Vineet Narain’s case (popularly known as Jain Hawala case) had, inter-alia, given directions that the Central Vigilance Commission should be given statutory status and it shall be responsible for the efficient functioning of the CBI.

The Government has accorded statutory status to the Central Vigilance Commission by the way of the Central Vigilance Commission Act, 2003 (No.45 of 2003), notified in the Gazette of India Extraordinary on 12.9.2003.


9.11. This Department also handles all policy and administrative matters pertaining to the Central Vigilance Commission. During the year, two officers have been appointed as Chief Technical Examiner with the approval of ACC. 6 cases of extension in deputation tenure have been processed of which 3 have been granted extension.
THE LOKPAL BILL, 2004

9.12. The earlier Lokpal Bill, 2001 has lapsed consequent upon the dissolution of the Lok Sabha on 6th February, 2004. The National Common Minimum Programme (NCMP) envisaged that the Government will enact Lokpal Bill into a law. Accordingly, the Government has initiated action for introduction of the Lokpal Bill, 2004 in the Parliament.

APPENDIX

(Para 9.3)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Pending on 31/12/03</th>
<th>Received during the year up to 31/12/04</th>
<th>Disposed off</th>
<th>Pending as on 31/12/04</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IAS</td>
<td>CSS</td>
<td>IAS</td>
<td>CSS</td>
</tr>
<tr>
<td>1.</td>
<td>Complaint</td>
<td>139</td>
<td>1</td>
<td>81</td>
</tr>
<tr>
<td>2.</td>
<td>Disciplinary proceedings initiated</td>
<td>19</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>a) Major</td>
<td>-</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>b) Minor</td>
<td>19</td>
<td>-</td>
<td>11</td>
</tr>
<tr>
<td>3.</td>
<td>Disciplinary cases received from States</td>
<td>7</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>a) AIS (D&amp;A) Rules 1969</td>
<td>14</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>b) AIS (DCRB) Rules 1958</td>
<td>-</td>
<td>-</td>
<td>17</td>
</tr>
<tr>
<td>4.</td>
<td>Sanction for prosecution</td>
<td>12</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>5.</td>
<td>No. of cases advice given</td>
<td>-</td>
<td>-</td>
<td>17</td>
</tr>
<tr>
<td>6.</td>
<td>Miscellaneous</td>
<td>2</td>
<td>-</td>
<td>9</td>
</tr>
<tr>
<td>CENTRAL BUREAU OF INVESTIGATION (CBI)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>ANNUAL REPORT 2004 - 2005</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
EVOLUTION AND GROWTH OF CBI

10.1. At an early stage of the World War-II, the Government of India realised that the vast increase in expenditure for war efforts had provided opportunities to unscrupulous and anti-social persons, both officials and non-officials, for indulging in bribery and corruption at the cost of the public and the Government. It was felt that the Police and other Law Enforcement Agencies under the State Governments were not in a position to cope with the situation. An executive order was, therefore, passed by the Govt. of India in 1941, setting up the Special Police Establishment under a DIG in the then Department of War with mandate to investigate cases of bribery and corruption in transactions with which the War and Supply Department of the Govt. of India was concerned.

10.2. At the end of 1942, the activities of the S.P.E were extended to include cases of corruption in the Railways also, presumably because the Railways were vitally concerned with the movement and supply of war materials.

10.3. In 1943, some doubt was felt about the legal powers of Police officers working with S.P.E and, therefore, an Ordinance was issued by the Government of India, by which a Special Police Force was constituted for the investigation of certain offences committed in connection with the departments of the Central Government, with powers to investigate such offences anywhere in British India. Even after the end of the war, the need for a Central Government Agency to investigate cases of bribery and corruption was felt and, therefore, the Ordinance issued in 1943, which had lapsed on 30th September, 1946 was replaced by the Delhi Special Police Establishment Ordinance of 1946. This was subsequently replaced by the Delhi Special Police Establishment Act, 1946. After the promulgation of the Act, the superintendence of the SPE was transferred to the Home Department and its functions were enlarged to cover all departments of the Govt. of India. The jurisdiction of SPE was extended to all the Union territories and could be extended to the States with the consent of the State Government. The Headquarters was shifted to Delhi and the organisation was put under the charge of Director, Intelligence Bureau. However, in 1948, a post of Inspector General of Police, SPE was created and the organization was placed under his charge.

10.4. In 1953, an Enforcement Wing was added to the SPE to deal with the offences under the Import and Export Control Act. With the passage of time, more and more cases under laws other than Prevention of Corruption Act and violations of Import and Export Control Act also came to be entrusted to the SPE. In fact, by 1963 the SPE was authorised to investigate offences under 91 different sections of Indian Penal code and 16 other Central Acts besides offences under the Prevention of Corruption Act 1947.

10.5. A growing need was felt for a Central Police Agency at the disposal of the Central Government which would investigate not only cases of bribery and corruption, but also cases of breaches of Central fiscal laws, major frauds relating to Government of India departments, public joint stock companies, passport frauds, crimes on the high seas, crimes on the Airlines and serious crimes committed by organised gangs and professional criminals. Therefore, the Government of India set up the Central Bureau of Investigation by a resolution dated 1st April, 1963 with the following divisions.

(i) Investigation & Anti Corruption Division (Delhi Special Police Establishment)
(ii) Technical Division
(iii) Crime Records and Statistics Division
(iv) Research Division
(v) Legal and General Division
(vi) Administration Division

10.6. The Investigation & Anti Corruption Division (Delhi Special Police Establishment) was entrusted with the following mandate in the resolution although it continued to derive its jurisdiction and powers from DSPE act 1946.
10.7 Cases in which public servants under the control of the Central Government are involved either by themselves or along with State Government servants and/or other persons.

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

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

(a) Breaches of Import and Export Control Orders,
(b) Serious breaches of Foreign Exchange Regulation Act,
(c) Passport frauds
(d) Cases under the Official Secrets Act pertaining to the affairs of the Central Government.
(e) Cases of certain specified categories under the Defence of India Act or Rules with which the Central Government is particularly concerned

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

(a) Crime on the High Seas
(b) Crime on the Airlines

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

10.11 Other cases of a serious nature, when committed by organised gangs or professional criminals, or cases having ramifications in several States including Union Territories, serious cases of spurious drugs, important cases of kidnapping of children by professional inter State gangs, etc. These cases will be taken up only at the request of or with the concurrence of the State Governments/Union Territories Administrations concerned.

Collection of intelligence about corruption in the public services and the projects and undertakings in the public sector.

Prosecution of cases investigated by this Division.

Presentation of cases before Enquiry Officers in which departmental proceedings are instituted on the recommendation of this Division.

10.12 The CBI was further strengthened by addition of an Economic Offences Wing by a Government of India Resolution dated 29.2.1964. At this time, CBI had two Investigation Wings; one called the General Offences Wing which dealt with cases of bribery and corruption involving employees of Central Government/PSUs and the other Economic Offences Wing, which dealt with cases of violation of fiscal laws.

10.13 In September, 1964 a Food Offences Wing was formed to collect intelligence regarding hoarding, black marketing, smuggling and profiteering in food grains and take up such cases having inter-state ramifications in view of the situation prevailing at that time. It was merged in the Economic Offences Wing in 1968.

10.14 With the passage of time, requests were made by various quarters for CBI to take up investigation even in conventional crimes like assassinations, kidnappings, hijackings, crimes committed by extremists, violation of Official Secrets Act, large scale Banks and Insurance Frauds etc. and other specific cases like Bhagalpur Blindings, Bhopal Gas Tragedy etc. Since early 1980’s, the constitutional courts also started referring cases to CBI for enquiry/investigation on the basis of petitions filed by the aggrieved persons in cases of murders, dowry deaths, rape etc. In view of these developments, it was decided in 1987 to have two Investigation Divisions in CBI namely Anti Corruption Division and Special Crimes Division, the latter dealing with cases of conventional crimes as well as economic offences.
10.15 Even after the establishment of Special Crimes Division, Special Cells were created to take up investigations in important & sensational cases of conventional nature e.g. Special Investigation Team (SIT) was constituted in 1991 to investigate cases relating to the assassination of Shri Rajiv Gandhi, Special Investigation Cell-IV was created in 1992 to investigate cases relating to the demolition of Babri Majid in Ayodhya and Special Task Force was created in 1993 to take up investigation relating to bomb blast in Bombay. Bank Frauds and Securities Cell was created in 1992 to investigate cases related to Bank Frauds & Securities scams.

10.16 Due to increased work load relating to Securities Scam cases and rise in economic offences with the liberalization of Indian economy, a separate Economic Offences Wing was established in 1994 consequent to the approval of re-organisation plan of the CBI. Accordingly, three Investigation Divisions were created in CBI.

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

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

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

10.17 Over a period of time, some of the work originally allotted to the CBI was transferred to other organisations. Part of the work relating to Crime Records and Statistics Division was transferred to NCRB and that relating to Research Division was transferred to BPR&D. With this CBI got three Investigation Divisions namely Anti Corruption Division, Special Crimes Division and Economic Offences Division.

10.18 Pursuant to the direction of Hon’ble Supreme Court in Vineet Nariani and others vrs. Union of India, the existing Legal Division was reconstituted as the Directorate of Prosecution in July 2001.

Today, CBI has the following Divisions:-

1. Anti Corruption Division
2. Economic Offences Division
3. Special Crimes Division
4. Directorate of Prosecution
5. Administration Division
6. Policy & Coordination Division
7. Central Forensic Science Laboratory

10.19 Over the years, the Central Bureau of Investigation has emerged as a premier investigating agency of the country and it enjoys the trust of the people, Parliament, Judiciary and the Government. In the last 64 years, the organization has evolved from an anti corruption agency to a multi faceted, multi disciplinary central police – law enforcement agency with capability, credibility and legal mandate to investigate and prosecute offences anywhere in India.

10.20 The CBI derives the power of investigation from the Delhi Special Police Establishment Act, 1946. As per section 2 of the Act, DSPE has jurisdiction to investigate offences in the Union Territories only. However, the jurisdiction can be extended by the Central Government to other areas including Railways and States under section 5(1) of the Act, provided the State Governments have accorded consent under section 6 of the Act. The members of the force of the rank of Sub Inspectors and above can exercise all powers of the police officer of the concerned areas for the purposes of investigation including powers of officer in-charge of the police station. As per section 3 of the Act, Special Police Establishment is authorised to investigate only those cases, which are notified by the Central Government in the Official Gazette from time to time. Besides notifying offences under 69 existing Central and 14 State Acts, 231
offences under the Indian Penal Code have also been notified by the Central Government under section 3 of the DSPE Act.

10.21 The Superintendence of Delhi Special Police Establishment vests in the Central Government save investigation of offences under the Prevention of Corruption Act, 1988 in which case the Superintendence vests in the Central Vigilance Commission.

10.22 Director, CBI as Inspector General of Police, Delhi Special Police Establishment is responsible for the administration of the organisation. Director, CBI has been provided security of tenure in CBI by the CVC Act, 2003 and he can continue to hold office for a period not less than two years from the date on which he assumes office, notwithstanding anything contrary in the conditions of service. The CVC Act also provides mechanism for selection of Director, CBI and other officers of the rank of SP and above in CBI.

MANPOWER

10.23 The total sanctioned strength of CBI as on 31.12.2004 was 5891. However, the actual manpower available was 4811. There were 1080 posts lying vacant at the end of the year. Out of 1080 posts lying vacant 137 posts have been recommended for abolition by the Screening Committee. These vacancies were mainly in the ranks of Sr. Supdt. of Police-6, Supdt. of Police-7, Addl. Supdt. of Police-12, Dy. Supdt. of Police-61, Inspectors-196, Sub. Inspectors-132+14, Asstt. Sub. Inspr.-27, Head Constables-31, Constables-106+95. Besides there were vacancies of 76 Law Officers at various levels. 96 Technical posts were also lying vacant.

10.24 During the year, 27 Departmental Promotion Committee meetings were held as a result of which promotion of 235 CBI personnel at various levels was facilitated. 3 Departmental promotion Committee meetings were also held which facilitated confirmation of 60 CBI personnel at various levels. The officers/officials absorbed in CBI in different ranks are indicated in the table below:-

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Rank</th>
<th>No. of officials absorbed in CBI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Deputy Superintendent of Police</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Sub-Inspector</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>Constable</td>
<td>64</td>
</tr>
</tbody>
</table>

CRIME WORK

10.25 The CBI took up 1193 cases for registration during the year 2004. These included 7 cases taken up on the request of States Governments/Union Territories and 118 cases taken up on the directions of the Supreme Court/High Courts. During the year investigation was finalised in 1282 cases. At the end of the year, 1354 cases were under investigation. During the year charge-sheets were filed in 814 cases and judgments delivered by the courts in 549 cases. The
conviction rate for the year 2004 was 66%. There were as many as 6614 cases under trial in various courts at the end of the year.

**REGISTRATION**

10.26 CBI registered 1193 cases in the year 2004, which includes 1007 Regular Cases (RCs) and 186 Preliminary Enquiries (PEs). 2046 public servants were named in these cases including, 1127 gazetted officers. 218 cases were registered for demand of bribe by public servants for showing official favours and 87 public servants were booked for possession of assets disproportionate to their known source of income. The following bar charts show the registration of cases by CBI during the last three years and the break-up of registration in 2004 in the three Investigation Divisions of CBI.

**INVESTIGATION**

10.27 In the year 2004 investigation was finalised in 1282 cases, which includes 1085 RCs and 197 PEs. From amongst the regular cases, sufficient evidence was gathered for prosecution in as many as 814 cases in which charge sheets were filed in the competent courts, after taking prosecution sanctions wherever necessary.

The following bar charts indicate the disposal of cases from investigation during the last three years and the division-wise disposal of cases from investigation in 2004.
10.28 There were 1354 cases under investigation at the end of the year as against 1435 cases under investigation at the end of last year. Therefore, the cases under investigation saw a gradual decline as compared to the years of 2002 and 2003. The following bar charts show the comparative figures for the last three years.

The following pie chart gives the detailed break up of the disposal of cases from investigation.
TRIAL

10.29 During the year 549 cases were disposed from trial. Out of these 329 cases resulted in conviction, 132 in acquittal, 35 discharge and 53 cases were disposed of for other reasons. The bar charts below show the disposal from trial during the last three years and the division-wise break-up of disposal from trial in 2004.

10.30 The conviction rate during the year 2004 has been 66%. The following bar chart shows break-up of cases decided by the courts during the year 2004:

10.31 The cases under trial increased from 6327 as on 31.12.2003 to 6614 at the end of this year because the number of cases sent for trial were more than of cases decided by the courts.
DIRECTORATE OF PROSECUTION

10.32 The Directorate of Prosecution was set up in CBI on the basis of the Report submitted by the IRC followed by an OM of the Government of India dated 9.7.2001. The Ministry of Law & Justice vide notification dated 28.10.2002 appointed Shri S.K. Sharma, Joint Secretary and Legal Adviser as Director of Prosecution in CBI.

The Directorate of Prosecution/CBI is required to perform the following functions:

- Supervising and monitoring the conduct of prosecution in Courts.
- Preferring as well as appearing in appeals, revisions etc. on behalf of the CBI in appellate and revisional Courts.
- Giving advice to police officers on all matters relating to criminal offences during investigation and trial.
- Advising on the feasibility of filing appeals, revision etc.
- Preparing a panel of Special Counsel to conduct prosecution, appeals or revisions on behalf of CBI with the approval of the Government and operating the same; and
- Selecting Retainer Counsel for High Courts.
- To issue orders/circulars under section 4(2) of DSPE Act by the Director/CBI regarding jurisdiction of branches whenever new units are created and there is change in jurisdiction.
- Draft notification under section 24(8) Cr.P.C. relating to law officers of CBI and advocates as Special Public Prosecutors.
- Draft notification under section 3 and 5(1) of Delhi Special Police Establishment Act, 1946 are dealt with in the Directorate of Prosecution and also vetted by the DOP/CBI.

INTERPOL WING

10.33 India is one of the oldest members of Interpol, having joined the organization way back in 1949. The Central Bureau of Investigation, which is a premier/Central investigating agency functioning under the Central Government, Department of Personnel and Training, is designated as (NCB) the National Central Bureau of India. The Director of the Central Bureau of Investigation is the ex-officio Head of the NCB-India.

10.34 Interpol wing of CBI handles numerous matters like extradition of the accused persons, execution of Letters Rogatory, preliminary inquiries/investigations in criminal matters, inquiries in non-crime related matters, verification of character and antecedents, verification of telephone numbers, driving licenses etc, drug and counterfeiting currency, coordination of Interpol conferences, negotiation of treaties in extradition matters and mutual legal assistance and issuance of Interpol Notices.
10.35 The 4th Meeting between Interpol Officers of India and Nepal was also organized by Interpol Wing, CBI at New Delhi from 25th – 26th October 2004. It had the largest ever representation of different law enforcement agencies from India, including police officers from 08 States, SSB, ED, NCB, Grey Hounds, AP and Departments of MHA, MEA. The meeting covered the joint efforts to be made by the two sides to deal with various forms of crimes like drug smuggling, illegal trafficking of girls, women and children, counterfeiting of currency, trade in stolen vehicles and terrorism.

10.36 During the year 2004, 29 conferences / seminars / meetings held abroad were attended by Indian officials. The work of coordinating the visits with foreign countries, getting the Govt. approvals etc. was handled by the Interpol Wing.

10.37 As head of NCB-India, Sh. U.S. Misra, Director, CBI attended the Assembly with a delegation. He interposed during discussion on the subject of drugs and organized crime. He highlighted the problem of drug trafficking in the Indian context where extensive and porous land border/ maritime coasts coupled with aid from terrorist groups has led to increase in drug trafficking. The drug traffickers subvert administrative and political institutions, ferment terrorist and disruptive activity and indulge in money laundering. The Director, CBI made some suggestions for curbing and containing this menace.

10.38 The Conference Desk of Interpol Wing handled references received from MEA/ MHA relating to Extradition Treaties/ Mutual Legal Assistance Agreements and other Consular Agreements negotiated by India. During the year 2004, a total of 20 references relating to these subjects were attended at the Interpol Wing and inputs to assist in negotiation of various Agreements/Treaties were furnished to the Government.

10.39 During the year 2004, 148 requests for part investigation were received from CBI branches and State police forces of which 51 were received from CBI and 97 from State police forces. Similarly, 325 requests were received from foreign NCBs. All the requests were duly processed and follow up action initiated. 20 LRs were sent to other NCBs for conducting investigation on the pointers indicated by the investigation agencies. Of these 15 requests had been received from CBI and 5 from state police. Similarly, 17 Letter Rogatories received from other NCBs were processed and sent for necessary action to concerned agencies. IP- Wing regularly guides Law Enforcement Agencies as and when approached on LRs and other issues of bilateral/ multilateral co-operation in Police investigation and prosecution in criminal matters.

10.40 During the year 2004, 12 wanted fugitives (subjects of Red Corner Notices) were located/arrested abroad. The IP - Wing assists the Indian Law Enforcement Agencies in preparation of Extradition Requests and also co-ordinates the arrest of fugitives in India for extradition/ deportation. During the year 2004, 1198 ICPO- Interpol Notices were received and circulated to the states/ UTs and other concerned agencies. Interpol Wing regularly guides law enforcement agencies as and when approached on issuance of notices or addendum to the notices. During the year 2004, 897 references regarding miscellaneous inquiries in respect of driving licenses, identification of foreigners, arrest report of foreigners in India, verification of criminal antecedents, identification of fingerprints, missing person’s etc. were received and attended to.

CBI ACADEMY

10.41 CBI Academy at Ghaziabad started functioning w.e.f. 10.1.1996. Prior to that a Training Centre was at Lok Nayak Bhawan, New Delhi for conducting short term in-service courses. For basic courses of Dy.SsP, SIs and Constables, CBI depended on State Police Training Institutions and NPA, Hyderabad.

The Academy is organising different types of training courses. These include:

1. Basic Courses for the directly recruited Deputy Superintendent of Police, Law officers, Sub-Inspectors, Ministerial Staff and Constables of the CBI Cadre.
10.42 During this year, the VIIIth batch of directly recruited Constables reported to the Academy on 3.5.2004 for basic training course. After completing their 26 weeks of training, 92 Constables passed out on 5.11.2004. In addition to their training in law, professional skills and physical fitness, they were also imparted training in computers and typing.

10.43 Besides this, the VIIIth batch of directly recruited Sub-Inspectors reported to the Academy on 31.10.2004 for basic training course. After completion of their Institutional training (Phase-I & Phase-II) of 59 weeks, the Passing out Parade of 31 (Cadets) was organised on 30.12.2004. The Director, CBI took the salute of the parade. The other dignitaries, including senior officers of CBI were also present on the occasion.

10.44 During the year 2004, the Academy conducted 60 courses and trained 1745 officers/officials, including 909 from CBI and 836 from State Police and other organizations. The comparative chart/graph of the Training Activities for the last three years i.e. from 2002 to 2004 are as under:-

<table>
<thead>
<tr>
<th>Year</th>
<th>Total No. of Courses</th>
<th>No. of Participants</th>
<th>Training Mandays</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>CBI</td>
<td>State Police and Other Organizations</td>
</tr>
<tr>
<td>2002</td>
<td>68</td>
<td>1535</td>
<td>556</td>
</tr>
<tr>
<td>2003</td>
<td>101</td>
<td>3095</td>
<td>672</td>
</tr>
<tr>
<td>2004</td>
<td>60</td>
<td>909</td>
<td>836</td>
</tr>
</tbody>
</table>

CENTRAL FORENSIC SCIENCE LABORATORY(CFSL)

10.45 CFSL, New Delhi is a scientific department of the Ministry of Home Affairs under the administrative control of CBI. The CFSL deals with the scientific analysis of crime exhibits referred by CBI, Delhi Police, Vigilance, Departments of Ministries & undertakings, State/Central
Govt. Departments, Judiciary and State Forensic Science Laboratories. The experts of CFSL examine the exhibits forwarded by the investigating agencies and tender expert opinion and substantiate their opinions in the Court of Law. Services of the scientific experts of this Laboratory are also utilized at the scene of crime throughout India for detection of physical clues. Scientists/experts also impart training to the Investigating Officers and Forensic Scientists and also undertake R & D work related to forensic science. The CFSL(CBI), New Delhi consist of following nine Divisions:

1. Physics Division
2. Chemistry Division
3. Document Division
4. Ballistics Division
5. Finger Print Division
6. Lie Detector Division
7. Photo & Scientific Aid Division
8. Biology Division
9. Serology Division

10.46 At present the laboratory has sanctioned strength of 119 scientific staff with a budget grant of Rs. 3.47 Crore for the year 2004-2005. During the year up to 30.9.2004, CFSL, CBI, New Delhi carried out scientific examinations of 2,09,272 exhibits. The laboratory received 1571 (863) fresh cases during the year up to 30.9.2004 for crime exhibits analysis and expert opinions. Reported 1550(856) cases during the year upto 30.09.2004. There are 92 (17) cases pending as on 30.9.2004. The Laboratory scientists gave testimony in 350 Courts in Delhi and outside, rendered technical guidance for scientific investigation of crime during the year 2004 and visited 50 scene of crime throughout India. The forensic assistance was provided to State Forensic Science Laboratories, Judicial Courts, Ministries, Sale Tax and Excise Departments, Banks, Narcotics Department, High Courts and Public Undertakings, in addition to regular assistance to CBI & Delhi Police.

10.47 CFSL, CBI, New Delhi provided practical exposure to scientific working of CFSL. 411 trainees/courses participants attended/participated of various organisations/various institutions namely CBI Academy, National Institute of Customs and Excise, Delhi Police, National Institute of Criminology & Forensic Science, Intelligence Bureau, BSF, IPS Probationer Officers, CVC Officers, University Students, Vigilance Officers from different Public Undertakings, Bank Officers from various Nationalized Banks, newly recruited CBI Trainees, Prosecutors, Judges/Judicial Magistrates of various Courts, Officers in the rank of ACP, Dy.SP, SP and Defence Officers.

10.48 The CFSL has Scientific Aids unit located in CBI Branch in Chennai. CFSL, CBI, New Delhi today is one of the most comprehensive laboratories in the country with 10 fully equipped divisions namely Physics, Chemistry, Biology, Serology, Ballistics, Documents, Finger Prints, Lie-Detection, Photo & Scientific Aids unit and Computer Forensics (Cyber crime).

JOINT CONFERENCE

10.49 One of the main functions of Coordination Division is to conduct the Biennial Joint Conferences of CBI in which apart from the CBI Officials, the Heads of the State- Anti corruption Bureau and CVOs also participate. This is a prestigious All India Conference and has to be organised with meticulous planning and efforts after every 2 years. This year the Joint Conference of CBI State ACBs was organised by CBI at Vigny Bhawan, New Delhi on 27th and 28th August, 2004 which was inaugurated by Hon’ble Prime Minister Shri Manmohan Singh.
10.50 The 5th D.P. Kohli Memorial Lecture was organised on 5th May, 2004 in Vigyan Bhawan, New Delhi. Shri P Shankar, Chief Vigilance Commissioner of India presided over the function and the Memorial Lecture on “ROLE OF LAW ENFORCEMENT AGENCIES UNDER RULE OF LAW” was delivered by the Chief Guest Shri J.S. Verma, former Chief Justice of India and former Chairman, NHRC, New Delhi. Shri D. P. Kohli Award for the Best Detective Constable/Head Constable of the CBI for the year 2003 was given away by Shri P Shankar, Chief Vigilance Commissioner of India to Shri Naresh Kumar, Constable of CBI Jammu Branch. The award of the Best Investigating Officer award of CBI for the year 2001 was given away by Shri Kamal Pande, Cabinet Secretary, Government of India to Shri P.C. Sharma, DSP, CBI, Silchar Branch.
11.1 The enactment of Administrative Tribunals Act, 1985 opened a new chapter in the sphere of administering justice to the aggrieved Government servants in their service matters. The Administrative Tribunals Act owes its origin to Article 323-A of the Constitution of India which empowers Central Government to set up by an Act of Parliament, Administrative Tribunals for adjudication of disputes and complaints with respect to recruitment and conditions of service of persons appointed to the public services and posts in connection with the affairs of the Union and the States. In pursuance of the provisions contained in the Administrative Tribunals Act, 1985, the Administrative Tribunals exercise original jurisdiction in respect of service matters of employees covered by the Act. As a result of the judgement dated 18th March, 1997 of the Supreme Court in the case of L. Chandra Kumar & Ors. Vs. UOI, the appeals against the orders of an Administrative Tribunal are now made to the Division Bench of the concerned High Court.

11.2 The Administrative Tribunals are distinguishable from the ordinary courts with regard to their jurisdiction and procedure. They exercise jurisdiction only in relation to the service matters of the litigants covered by the Act. They are also free from the procedural bottlenecks associated with the process of justice. The aggrieved person is allowed to appear before it personally. Government can also present its case either through departmental officials or legal practitioners. Only a nominal fee of Rs.50/- is to be paid by the litigants for filing the application before the Tribunal. The objective of the Tribunal is to provide speedy and inexpensive justice to the litigants.

11.3 The Act provides for establishment of a Central Administrative Tribunal (CAT) and State Administrative Tribunals (SATS). The CAT was set up on 1.11.1985. It has 17 regular Benches, 15 of which operate at the principal seats of High Courts and the remaining two at Jaipur and Lucknow. These Benches also hold circuit sittings at other seats of High Courts. Details of the location of the CAT Benches, the dates of their establishment and the number of courts in each of these Benches along with a list of places where they hold circuit sittings are given in Appendix-I.

11.4 In brief, the Tribunal consists of a Chairman, Vice-Chairman and Members. The Vice-Chairmen and Members are drawn, both from judicial as well as administrative streams so that the Tribunal may benefit from the talent and experience in both the spheres. The composition of the Central Administrative Tribunal at present is as below:-

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairman</td>
<td>1</td>
</tr>
<tr>
<td>Vice-Chairmen</td>
<td>16</td>
</tr>
<tr>
<td>Members</td>
<td>49</td>
</tr>
<tr>
<td>Total</td>
<td>66</td>
</tr>
</tbody>
</table>

11.5 It has been the endeavour of this Ministry that the posts of Chairman, Vice-Chairmen and Members are not allowed to remain vacant for long. The process of appointment of Chairman, CAT, as per practice, is initiated by the Chief Justice of India on a reference made to this effect by the Central Government. The appointment of Vice-Chairmen and Members in CAT are made on the basis of recommendations of a Selection Committee chaired by a nominee of the Chief Justice of India who is a sitting judge of the Supreme Court. The appointments are made with the approval of Appointments Committee of the Cabinet after obtaining the concurrence of the Chief Justice of India.

11.6 Selections have already been made for vacancies of Vice-Chairmen and Members in CAT for the period up to 31.12.2004.

11.7 State Administrative Tribunals have been up by the Governments of the following States under the Administrative Tribunals Act:-

1. Andhra Pradesh
2. Himachal Pradesh
3. Orissa
4. Karnataka
5. Maharashtra
6. Tamil Nadu and
7. West Bengal

11.8 The appointments to the vacancies in State Administrative Tribunals are made on the basis of proposals sent by the State Governments with the approval of the Governors. Thereafter, the process of their appointments is the same as followed in respect of the Central Administrative Tribunal.

11.9 Three States Governments viz. Government of Himachal Pradesh, Karnataka and Tamilnadu have requested the Central Government to abolish their respective Administrative Tribunals. With a view to enabling the Central Government to consider such requests, the Administrative Tribunals Act, 1985 is proposed to be suitably amended. A note in this regard placed is at Appendix-II.

11.10 Since its inception in 1985 upto 30th November, 2004, the Central Administrative Tribunal received for adjudication 4,43,394 cases (including those transferred from High Courts), out of which 4,18,716 cases have been disposed of leaving a pendency of 24,678 cases. A statement indicating the institution, disposal and pendency of cases since inception of CAT is at Appendix-III.

11.11 Section 14(2) of the Administrative Tribunals Act, 1985 empowers the Central Government to extend the provisions of the Act to local or other authorities within the territory of India or under the control of Government of India and to corporations or Societies owned or controlled by Government of India. In exercise of these powers, the Central Government had extended the provisions of the Act to 45 organisations so far. A list showing the names of organizations to whom the jurisdiction of Central Administrative Tribunal has been extended so far is placed at Appendix-IV.

11.12 The Central Adm Tribunal (Procedure) Rules 1987 allow the CAT to make final orders either in Hindi or in English as per the discretion of the individual Bench.
APPENDIX-I

(Para -11.3)

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

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of the Bench</th>
<th>Date of setting</th>
<th>No. of courts</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>PRINCIPAL</td>
<td>01.11.1985</td>
<td>5</td>
<td>NEW DELHI</td>
</tr>
<tr>
<td>2.</td>
<td>AHMEDABAD</td>
<td>30.06.1986</td>
<td>2</td>
<td>AHMEDABAD</td>
</tr>
<tr>
<td>3.</td>
<td>ALLAHABAD</td>
<td>01.11.1985</td>
<td>3</td>
<td>ALLAHABAD</td>
</tr>
<tr>
<td>4.</td>
<td>BANGALORE</td>
<td>03.03.1986</td>
<td>2</td>
<td>BANGALORE</td>
</tr>
<tr>
<td>5.</td>
<td>CHANDIGARH</td>
<td>03.03.1986</td>
<td>2</td>
<td>CHANDIGARH</td>
</tr>
<tr>
<td>6.</td>
<td>CHENNAI</td>
<td>01.11.1985</td>
<td>2</td>
<td>CHENNAI</td>
</tr>
<tr>
<td>7.</td>
<td>CUTTACK</td>
<td>30.06.1986</td>
<td>1</td>
<td>CUTTACK</td>
</tr>
<tr>
<td>8.</td>
<td>ERNAKULAM</td>
<td>01.09.1988</td>
<td>2</td>
<td>ERNAKULAM</td>
</tr>
<tr>
<td>9.</td>
<td>GUWAHATI</td>
<td>03.03.1986</td>
<td>1</td>
<td>GUWAHATI</td>
</tr>
<tr>
<td>10.</td>
<td>HYDERABAD</td>
<td>30.06.1986</td>
<td>2</td>
<td>HYDERABAD</td>
</tr>
<tr>
<td>11.</td>
<td>J ABALPUR</td>
<td>30.06.1986</td>
<td>1</td>
<td>J ABALPUR</td>
</tr>
<tr>
<td>13.</td>
<td>J ODHPUR</td>
<td>30.06.1986</td>
<td>2</td>
<td>J ODHPUR</td>
</tr>
<tr>
<td>14.</td>
<td>KOLKATA</td>
<td>01.11.1985</td>
<td>2</td>
<td>KOLKATA</td>
</tr>
<tr>
<td>15.</td>
<td>LUCKNOW</td>
<td>15.10.1991</td>
<td>1</td>
<td>LUCKNOW</td>
</tr>
<tr>
<td>16.</td>
<td>MUMBAI</td>
<td>01.11.1985</td>
<td>2</td>
<td>MUMBAI</td>
</tr>
<tr>
<td>17.</td>
<td>PATNA</td>
<td>30.06.1986</td>
<td>2</td>
<td>PATNA</td>
</tr>
</tbody>
</table>

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

1. ALLAHABAD BENCH - Nainital
2. KOLKATA BENCH - Port Blair, Gangtok
3. CHANDIGARH BENCH - Shimla, Jammu
4. CHENNAI BENCH - Pondicherry
5. GUWAHATI BENCH - Shillong, Itanagar, Kohima, Agartala, Imphal
6. J ABALPUR BENCH - Indore, Gwalior, Bilaspur
7. MUMBAI BENCH - Nagpur, Aurangabad, Panaji
8. PATNA BENCH - Ranchi
APPENDIX-II
(Para -11.9)

AMENDMENT TO ADMINISTRATIVE TRIBUNALS ACT, 1985

Administrative Tribunals Act, 1985 was enacted by the Parliament in pursuance of Article 323 A of the Constitution which provides for the setting up of Central Administrative Tribunal and State Administrative Tribunals. There have been requests from some State Governments seeking the abolition of the State Administrative Tribunals in the respective State. In fact, the State of Madhya Pradesh has since abolished the Madhya Pradesh Administrative Tribunal in pursuance of Madhya Pradesh Re-organisation Act, 2000. However, the Notification concerning the abolition of the Madhya Pradesh Administrative Tribunal was challenged by way of Civil Appeal, which is pending with the Supreme Court of India.

2. Since there could be situations when it may be considered necessary to abolish an Administrative Tribunal (Central or State), it was decided to incorporate a provision in the Administrative Tribunals Act, 1985 to provide for :-

(a) Abolition of an Administrative Tribunal either fully or any of its Benches;
(b) To make provisions to regulate the services of the employees of such Tribunal(s) which are proposed to be abolished; and
(c) To incorporate a provision providing for appeal against orders of the Tribunal in the concerned High Court as indicated by the Supreme Court in the case of L. Chandra Kumar Vs. UOI, 1997.

3. An amendment Bill was introduced to incorporate the necessary provisions in the AT Act during the last winter session of the 13th Lok Sabha. However, the Bill has lapsed following its dissolution. A proposal is under consideration to introduce a new Bill in this regard.
APPENDIX-III
(Para -11.10)


<table>
<thead>
<tr>
<th>S.No.</th>
<th>PERIOD</th>
<th>INSTITUTION</th>
<th>DISPOSAL</th>
<th>PENDENCY AT THE END OF THE PERIOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>01.11.85 to 31.12.85</td>
<td>2963</td>
<td>30</td>
<td>2933</td>
</tr>
<tr>
<td>2.</td>
<td>01.01.86 to 31.12.86</td>
<td>23177</td>
<td>8934</td>
<td>17176</td>
</tr>
<tr>
<td>3.</td>
<td>01.01.87 to 31.12.87</td>
<td>19410</td>
<td>15084</td>
<td>21502</td>
</tr>
<tr>
<td>4.</td>
<td>01.01.88 to 31.12.88</td>
<td>19425</td>
<td>13769</td>
<td>27158</td>
</tr>
<tr>
<td>5.</td>
<td>01.01.89 to 31.12.89</td>
<td>18602</td>
<td>13986</td>
<td>31774</td>
</tr>
<tr>
<td>6.</td>
<td>01.01.90 to 31.12.90</td>
<td>19283</td>
<td>15495</td>
<td>35562</td>
</tr>
<tr>
<td>7.</td>
<td>01.01.91 to 31.12.91</td>
<td>21623</td>
<td>17552</td>
<td>39633</td>
</tr>
<tr>
<td>8.</td>
<td>01.01.92 to 31.12.92</td>
<td>25184</td>
<td>23782</td>
<td>41035</td>
</tr>
<tr>
<td>9.</td>
<td>01.01.93 to 31.12.93</td>
<td>27067</td>
<td>28074</td>
<td>40028</td>
</tr>
<tr>
<td>10.</td>
<td>01.01.94 to 31.12.94</td>
<td>26230</td>
<td>26409</td>
<td>39849</td>
</tr>
<tr>
<td>11.</td>
<td>01.01.95 to 31.12.95</td>
<td>25789</td>
<td>23668</td>
<td>41970</td>
</tr>
<tr>
<td>12.</td>
<td>01.01.96 to 31.12.96</td>
<td>23584</td>
<td>20667</td>
<td>44887</td>
</tr>
<tr>
<td>13.</td>
<td>01.01.97 to 31.12.97</td>
<td>23098</td>
<td>21981</td>
<td>46004</td>
</tr>
<tr>
<td>14.</td>
<td>01.01.98 to 31.12.98</td>
<td>21911</td>
<td>18394</td>
<td>49521</td>
</tr>
<tr>
<td>15.</td>
<td>01.01.99 to 31.12.99</td>
<td>22944</td>
<td>24566</td>
<td>47899</td>
</tr>
<tr>
<td>16.</td>
<td>01.01.00 to 31.12.00</td>
<td>25146</td>
<td>31398</td>
<td>41647</td>
</tr>
<tr>
<td>17.</td>
<td>01.01.01 to 31.12.01</td>
<td>25977</td>
<td>31953</td>
<td>35671</td>
</tr>
<tr>
<td>18.</td>
<td>01.01.02 to 31.12.02</td>
<td>25398</td>
<td>29514</td>
<td>31555</td>
</tr>
<tr>
<td>19.</td>
<td>01.01.03 to 31.12.03</td>
<td>25089</td>
<td>28076</td>
<td>28568</td>
</tr>
<tr>
<td>20.</td>
<td>01.01.04 to 31.11.04</td>
<td>21494</td>
<td>25384</td>
<td>24678</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>443394</td>
<td>418716</td>
<td>24678</td>
</tr>
</tbody>
</table>

APPENDIX-IV
(Para -11.11)

LIST OF ORGANISATIONS BROUGHT WITHIN THE PURVIEW OF CENTRAL ADMINISTRATIVE TRIBUNAL

1. Central Board of Trustees constituted under the Employees Provident Funds and Miscellaneous Provisions Act,1952
2. Employees State Insurance Corporation.
3. Central Board for Workers’ Education
4. National Council of Safety in Mines, Dhanbad
5. National Labour Institute
6. Council of Scientific and Industrial Research
7. Central Social Welfare Board
8. Indian Council of Agricultural Research
9. Sports Authority of India
11. Institute of Hotel Management, Catering and Nutrition, New Delhi
12. Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai
13. Institute of Hotel Management, Catering Technology and Applied Nutrition, Chennai
15. Institute of Hotel Management, Catering Technology and Applied Nutrition, Goa
16. Institute of Hotel Management, Catering Technology and Applied Nutrition, Bangalore
17. Institute of Hotel Management, Catering Technology and Nutrition, Lucknow
18. Institute of Hotel Management, Catering Technology and Applied Nutrition, Hyderabad
19. Institute of Hotel Management, Catering and Nutrition, Ahmedabad
20. Institute of Hotel Management, Catering Technology and Applied Nutrition, Bhubaneswar
21. Institute of Hotel Management, Catering Technology and Applied Nutrition, Jaipur
22. Institute of Hotel Management, Catering Technology and Applied Nutrition, Bhopal
23. Institute of Hotel Management, Catering Technology and Applied Nutrition, Srinagar
24. Institute of Hotel Management, Catering Technology and Applied Nutrition, Guwahati
25. Institute of Hotel Management, Catering Technology and Applied Nutrition, Gwalior
26. Institute of Hotel Management, Catering Technology and Applied Nutrition, Thiruvananthapuram
27. Institute of Hotel Management, Catering and Nutrition, Chandigarh
28. Institute of Hotel Management, Catering Technology and Applied Nutrition, Gurdaspur
29. Institute of Hotel Management, Catering Technology and Applied Nutrition, Shimla
30. Institute of Hotel Management, Catering Technology and Applied Nutrition, Patna
31. National Power Training Institute, Faridabad
32. Central Pollution Control Board, Delhi
33.Indian Institute of Advanced Study, Shimla
34. Kendriya Vidyalaya Sangathan, New Delhi
35. Novodaya Vidyalaya Samiti, New Delhi
36. Indian Council of Medical Research, New Delhi
37. Film and Television Institute of India, Pune
38. Satyajit Ray Film and Television Institute, Calcutta
39. National Council of Educational Research and Training
40. University Grants Commission
41. Central Tibetan Schools Administration and Central School for Tibetans
42. Indian Institute of Astrophysics
43. Indian Council of Forestry Research and Education
44. Indian Institute of Forest Management
45. Indian Plywood Industries Research and Training Institute
MACHINERY FOR JOINT CONSULTATION AND COMPULSORY ARBITRATION

ANNUAL REPORT 2004 - 2005
12.1 The Scheme for Joint Consultation and Compulsory Arbitration for the Central Government Employees was introduced in the year 1966 on the lines of the Whitely Councils in the U.K. This is a non-statutory, voluntary scheme.

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

- To promote harmonious relations between the Government and its employees.
- To secure the greatest measure of cooperation between the Government in its capacity as employer and the general body of its employees in matters of common concern; and
- To increase the efficiency of the public services, through a collaborative endeavour, to narrow the area of “unresolved differences” and widen the ambit of agreement on substantive issues of common concern.

12.2 The JCM Scheme provides for a three tier machinery- (i) the National Council as the apex body; (ii) Departmental Councils at the level of individual Ministries / Departments including their attached and subordinate offices and (iii) Regional / Office Councils to deal with mainly the local problems at the level of each individual office, depending on its structure.

12.3 The scope of the JCM Scheme includes all matters relating to conditions of service and work, welfare of the employees and improvement of efficiency and standards of work, provided, however, that (i) in regard to recruitment, promotion and discipline, consultation is limited to matters of general principles; and (ii) individual cases are not considered.

12.4 Under the JCM Scheme, there have been continuous interaction with staff unions at the National level as well as at the Departmental level and a number of important issues have been resolved amicably through mutual discussions. 43 meetings of the National Council (JCM) have been held since the inception of the Scheme in 1966. The last meeting was held on 27th November, 2004. In addition, there have been frequent interactions with the staff side through the meetings of the Standing Committee of National Council (JCM) which are regularly held. Even general recommendations of the V CPC were implemented after having a series of meetings with the members of the Standing Committee of National Council (JCM) which culminated in the Agreement signed on 11th September, 1997 with the Group of Ministers. Many issues of the employees of the major Ministries / Departments like Ministry of Railways, Ministry of Defence and Department of Posts have been resolved through negotiations and interactions with the Unions / Federations at the Departmental level.

12.5 An important feature of the JCM Scheme is the provision for Compulsory Arbitration in the cases of disagreement - in the National Council or in Departmental Councils, between the Official Side and the Staff Side on matters relating to:

- pay and allowances;
- weekly hours of work; and
- leave

of a class or grade of employees.

A Board of Arbitration (BOA) comprising a chairman (who is an independent person) and two members,(nominated one each by staff side and official side) is functioning under the administrative control of the Ministry of Labour. Awards of the Board of Arbitration are binding on both the sides, subject to the over-riding authority of Parliament to reject or modify the awards.

12.6 Under JCM Scheme, 257 references have been made to Board of Arbitration, so far, for settlement of disagreement cases. Out of these 257 references, 250 have been decided by BOA. Most of these awards which were in favour of the employees, have been implemented, except a few which could not be accepted due to their adverse affect on National economy / social justice. Detailed position of the references made to Board of Arbitration is given in Appendix.
APPENDIX
(Para 12.6)

POSITION OF THE CASES REFERRED TO THE BOARD OF ARBITRATION (BOA) UPTO THE YEAR 2004

(I) TOTAL NUMBER OF CASE REFEREED TO THE BOA = 257

(II) TOTAL NUMBER OF CASES DISPOSED OF BY BOA = 250

(III) NUMBER OF CASES PENDING WITH THE BOA = 7

TABLE-1

<table>
<thead>
<tr>
<th>Demands accepted partially or fully by Board of Arbitration</th>
<th>Demand rejected by BOA</th>
<th>Withdrawn by Staff Side</th>
<th>Amicably settled</th>
<th>Disposed of by BOA without any award</th>
</tr>
</thead>
<tbody>
<tr>
<td>172</td>
<td>48</td>
<td>19</td>
<td>6</td>
<td>5</td>
</tr>
</tbody>
</table>

TABLE-2

ACTION TAKEN BY THE GOVERNMENT ON 172 CASES
(mentioned in first Col. of Table 1 above)

<table>
<thead>
<tr>
<th>No. of Awards Implemented</th>
<th>No.of Awards proposed to be rejected by the Govt. (pending with the Parliament)</th>
<th>No.of Awards finally rejected with the approval of Parliament</th>
<th>No. of Awards pending with the Govt.</th>
</tr>
</thead>
<tbody>
<tr>
<td>156</td>
<td>5</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>
13.1 The Central Government is the largest single employer in the Country and bears a major responsibility for the Welfare of a large number of employees spread all over the country. Recognising that improvement in the working and living conditions of the employees and their families lead to high morale and efficiency at the work place, the Department of Personnel and Training supports various staff welfare measures. A brief account of the measures is given below.

**STAFF WELFARE MEASURES**

**RESIDENTS’ WELFARE ASSOCIATION**

13.2 In order to foster a spirit of mutual help and goodwill among residents of Government colonies and to promote social, cultural and recreational activities, Residents’ Welfare Associations, as have adopted the Model Constitution prescribed by DOPT, have been recognized in Delhi/New Delhi and in other parts of the country. At present, there are 94 recognized Associations. The members of the Managing Committees of these Associations are elected every two years under the provisions of a Model Constitution framed by the Department of Personnel and Training. This Department sanctions grants-in-aid to recognized Associations only, subject to a maximum of Rs. 4500/- per annum.

**AREA WELFARE OFFICER**

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

**CENTRAL GOVERNMENT EMPLOYEES WELFARE COORDINATION COMMITTEES (CGEWCCS)**

13.4 Central Government Employees Welfare Coordination Committees (CGEWCCs) have been formed outside Delhi, at places where there are at least five Central Government Offices and the total number of Central Government Employees is not less than 1000. These Committees are responsible for coordinating the welfare activities of the Central Government employees serving within their jurisdiction. At present, there are 41 recognised Coordination Committees in the country. The senior most officer at the station functions as the Chairman of the Committee. Recognized Committees receive grants-in-aid from the Department of Personnel and Training.

**BENEVOLENT FUND**

13.5 To provide financial assistance to the Central Government employees in the event of their prolonged illness, death, etc., Benevolent Funds have been in operation in the Central Government Departments. The employees who are members of this fund contribute Rs. 20/- each per annum. The Government’s contribution to this fund is at the rate of Re.1/- per head per annum on the sanctioned staff strength of the concerned Ministry/Department.

**CENTRAL CIVIL SERVICES CULTURAL & SPORTS BOARD**

13.6 The Central Civil Services Cultural and Sports Board, a society registered under the Societies Registration Act, 1860, is the Central Agency for promotion of Sports and Cultural activities among civil servants in the country. The Board was set up in 1964 as Central Secretariat Club in the Ministry of Home Affairs. Initially the objective of the Board was to promote cultural and sports activities among the Central Government Employees located in Delhi only. In course of time, the activities of the Board increased manifold to cater to the needs of the Central Government employees located outside Delhi as well. Regional Sports Boards have therefore been set up where the number of Central Government Employees are more than one thousand.
At present, there are 21 such Regional Boards. The senior most Central Government Officer in the station is usually the Chairman of the Central Civil Services Regional Board for Culture and Sports. The Secretary to the Regional Board is nominated by the Chairman. These Regional Boards for Culture and Sports set up as per provisions contained in the Constitution of the Central Civil Services Cultural and Sports Boards, are responsible for promotion of Cultural and Sports activities among the Central Government employees in their respective areas.

With a view to supporting its activities, the Government provides grants-in-aid to the Board every year. During the year 2004-2005 till 31.12.04, an amount Rs. 40 lakhs has been released as grants-in-aid to the Board. The Board in turn sanctions grants-in-aid to the Regional Boards for carrying out their activities.

**INTER MINISTRY TOURNAMENTS**


**ALL INDIA CIVIL SERVICES TOURNAMENTS**

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

13.9 The Board has conducted All India Services Tournaments in eight Sports disciplines during the year 2004-2005, till 31.12.2004, in collaboration with the State/UT Governments.

**BOARD’S AFFILIATION TO NATIONAL FEDERATIONS.**

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

**TREKKING PROGRAMMES**

13.11 The Board sponsors trekking programmes for Central Govt employees in collaboration with the Youth Hostels Association of India. The board also encourages Central Govt employees to undertake trekking programmes of their own. A part of expenditure on these programmes is met by the Board. Twelve Central Government employees have availed these facilities during the year 2004-2005.

**PLAYING FACILITIES MAINTAINED BY THE BOARD**

13.12 The Board provides playing facilities in Delhi for the Central Government employees and has a sports complex at Vinay Marg, New Delhi which has facilities for Football, Hockey, Cricket, Athletics and Tennis.

13.13 The Board also maintains Tennis Courts at Bharati Nagar, R.K. Puram, Brassey Avenue and Vinay Marg. There are Cricket Practice pitches at Brassey Avenue and Vinay Marg Sports Complex, and a Volley ball & Shootingball court at Brassey Avenue. Facilities are also available for Carrom, Chess and Table Tennis at Nirman Bhavan. These facilities are extensively used by the Central Government employees and their dependants.
GRIH KALYAN KENDRA

13.14 Grih Kalyan Kendra (GKK) is a society registered under the Societies Registration Act, 1860, with the following objectives:-

(i) To promote social, cultural and educational activities for the benefit of Central Government employees and their dependants.

(ii) To impart technical and vocational training in home crafts and other household arts for fruitful utilization of leisure time of these people.

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

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

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

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

(iii) Creches and Day Care Centers for children between the age of 90 days and 12 years.

(iv) Recreational facilities like classes in Karate, Yoga, Dance, Music, Aerobics, Weight lifting and Indoor Games.

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

13.16 Supporting and organizing recreational activities with a view to promoting physical fitness among Central Government employees and their family members is a part of the activities of GKK. The Kendra has accordingly set up a Health Club and 8 other Gym/Fitness Centres in Delhi, Bangalore, Chennai, Mumbai and Nagpur. These Health Centres have had an encouraging response from the beneficiaries.

13.17 Grih Kalyan Kendra administers 40 Samaj Sadans, out of which 25 are in Delhi and 15 outside Delhi. These Samaj Sadans are made available on hire for organizing various social and cultural functions, to the Central Government employees, and where available, to others. Hiring out of these Sadans is an important source of revenue for the GKK. In these Sadans, facilities like Indoor Games, Health club, Multi-Gyms, Karate, Yoga, Dance and Music classes, etc. are provided. In addition, GKK also runs its welfare activities in 19 other premises in Delhi and 11elsewhere. It receives grants-in-aid from the Government. An amount of Rs. 25.00 lakh has been released during the year 2004-2005, till 31.12.2004.

KENDRIYA BHANDAR

OBJECTS OF THE ORGANISATION

13.18 The Central Government Employees Consumer Cooperative Society Ltd., New Delhi, now functioning in the name of KENDRIYA BHANDAR was set up in 1963 as a Welfare Project for the benefit of the Central Government Employees. The society endeavours to serve the Central Government Employees and the public at large by (i) providing quality goods of daily needs at reasonable prices and (ii) supplementing the Public Distribution System through its retail outlets.

NETWORK

13.19 Today the Society operates a network of 114 stores in Delhi, Maharashtra, Tamilnadu, Andhra Pradesh, Karnataka, Cochin, Damian, Goa, Uttar Pradesh, Uttaranchal, Rajasthan, Madhya Pradesh, Haryana, Punjab, and Chandigarh, including a fleet of 3 mobile shops in Delhi, which provide service to the customers in such colonies where stores of Kendriya Bhandar do not exist. Ministry of Personnel & Training had reviewed the performance of the Society vis-a-vis progress of the Cooperative movement in the country and issued instructions vide Office Memorandum No. 14/14/80-Welfare dated 14.7.1981 regarding purchase of Stationery and other
articles by Central Govt. Deptts., their attached and subordinate offices and other organizations financed and/or controlled by the Govt. from the Central Government Employees Consumer Cooperative Society Ltd. (Kendriya Bhandar). Accordingly, Stationery is sold to the Central Government offices at East Block and West Block, R.K. Puram, New Delhi.

13.20 Till 1986, the Society had confined its activities to Delhi only. The Society opened its first store outside Delhi in Madras (now Chennai) in January, 1987. The first store in Bombay (now Mumbai) was opened at Koliwada in October, 1987.

13.21 In line with the latest trend in retailing, Kendriya Bhandar has made concerted efforts to modernise the existing stores in terms of its ambience, display system, computerization etc. in a phased manner. Towards this end, its stores at Netaji Nagar, Pandara Road, R.K. Puram Sector - IV, Pushpa Bhawan, Pragati Vihar, Hari Nagar and Patpar Ganj have already been modernised. The others will be modernised in due course.

13.22 As part of its expansion plan, Kendriya Bhandar has recently opened stores in IIT Campus (Delhi), Bhavishya Nidhi Enclave, Malviya Nagar, Mahadev Road and Udyog Bhawan. Kendriya Bhandar has also opened its first Medical Store at Mahadev Road for the benefit of Members of Parliament and others.

13.23 Activities such as billing to customers, purchases, inventory etc. of Stationery division of Kendriya Bhandar, located at R.K. Puram (East) & (West) Blocks have been computerized through Local Area Network. Further, in the Head Office, the Accounts Department and the purchases & stocks of consumer items, pulses and spices have been computerized.

13.24 All the Stores of Kendriya Bhandar in Delhi retailing in Grocery and Consumer items have been provided with Alpha Numeric Cash Register Machines for the purpose of billing to customers.

MULTI STATE COOPERATIVE SOCIETY

13.25 Kendriya Bhandar is registered as a Multi State Cooperative Society w.e.f. 8-9-2000. With this, the Kendriya Bhandar has been able to expand its operation in other states of the Country. This heralds a new chapter in the history of Kendriya Bhandar.

13.26 Consequent upon enactment of the Multi State Cooperative Society (MSCS) Act, 2002, there has been substantial change in the composition of the management of Kendriya Bhandar. As per the by-laws adopted by Kendriya Bhandar in keeping with the provisions of the Act, there are only three Govt nominees in the Board of Directors comprising of 13 Directors and an elected Chairman.

SALES PERFORMANCE

13.27 Kendriya Bhandar has registered a phenomenal growth in sales in the recent past. Total sales and net profit during the last five years, including agency sales, are given below:

<table>
<thead>
<tr>
<th>COOPERATIVE YEAR</th>
<th>SALES Rs. Crores</th>
<th>NET PROFIT Rs. Crores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999-2000</td>
<td>Rs. 256.07</td>
<td>Rs. 4.04</td>
</tr>
<tr>
<td>2000-2001</td>
<td>Rs. 292.80</td>
<td>Rs. 6.40</td>
</tr>
<tr>
<td>2001-2002</td>
<td>Rs. 261.67</td>
<td>Rs. 6.22</td>
</tr>
<tr>
<td>2002-2003</td>
<td>Rs. 264.27</td>
<td>Rs. 5.96</td>
</tr>
<tr>
<td>2003-2004</td>
<td>Rs. 292.66</td>
<td>Rs. 5.83</td>
</tr>
</tbody>
</table>
13.28 Kendriya Bhandar has a paid-up capital of Rs. 81.31 lakhs of which Rs. 68.18 lakhs have been subscribed by the Government and Rs. 13.13 lakhs by individual members.

13.29 Kendriya Bhandar has declared a record dividend of 30% for the year 2003-04 in its Annual General Meeting held on September 26, 2004. In the previous year, the dividend declared was 20%.

The society has been paying bonus at the rate of 20% to its employees.

DEPARTMENTAL CANTEENS

13.30 As a measure of staff welfare, Departmental Canteens/Tiffin Rooms have been set up in Central Government Offices/Establishments to make available beverages, snacks and meals prepared in hygienic conditions to the employees during the working hours at reasonable rates. At present, about 1350 recognised Canteens/Tiffin Rooms are functioning in various offices of the Central Government. These Canteens are run in accordance with administrative instructions and guidelines issued by the Department of Personnel and Training from time to time.

13.31 The performance of these Canteens is periodically reviewed through liaison with various Departments and their feedback. With a view to bringing about uniformity in the accounting procedure and improvement in cleanliness, quality of service etc., detailed instructions have been issued from time to time.

13.32 On the basis of the judgement of the Hon'ble Supreme Court on 11.10.1991, the Canteen employees have been treated as Government employees w.e.f. 1.10.1991 and have been extended all the benefits that are admissible to other sections of the Government staff at comparable levels. Accordingly, the Vth Pay Commission's pay scales and other benefits including A.C.P. have also been extended to the Canteen staff.

13.33 A scholarship scheme for the children of the canteen staff to reward merit in their academic studies was introduced in the year 1998. The first of such awards was given in March, 2000 and has continued every year till date.

13.34 The Staff Inspection Unit (SIU) of the Ministry of Finance, Department of Expenditure had undertaken a norms study of the non-statutory Departmental Canteens for revision of existing norms for the staffing pattern in these Canteens. The SIU has submitted its report. Orders for implementing the SIU Report have been issued.

13.35 Relevant, useful and updated information pertaining to important aspects of the work relating to Canteen is being put on the Ministry's web site. Such information is also available with the computerized Facilitation Centre of the DOPT.

CIVIL SERVICES OFFICERS INSTITUTE (CSOI)

13.36 The Civil Services Officers Institute (CSOI) has been set up as a society registered under the Societies' Registration Act, 1860, with a view to promoting the welfare of the officers of the civil services. It has been functioning from the premises situated in M.S. Apartment, Kasturba Gandhi Marg, New Delhi. Construction of new premises for the Institute at Chanakyapuri has been taken up. Grants-in-aid are provided by the Government to the Institute for capital investments only.

SANSKRITI SCHOOL

13.37 In pursuance of a Government decision, the Civil Services Society set up a School in Delhi with the objective of providing quality education to wards of Government servants particularly those coming on transfer to Delhi. It has been decided to provide grants-in-aid assistance to the school for capital investments and setting up a corpus fund. During 2004-2005, till 28.2.2005, an amount of Rs. 5.50 crores has been released to the school.
REDEPLOYMENT OF SURPLUS STAFF

ANNUAL REPORT 2004 - 2005
14.1 A Scheme for redeployment of Surplus Staff has been in operation since 1966. The work relating to redeployment and readjustment of surplus employees belonging to Group ‘A’, ‘B’ and ‘C’ was earlier handled by Central Surplus Cell located in the Department of Personnel and Training while the work relating to redeployment and readjustment of Group ‘D’ surplus staff was handled by the Directorate General of Employment and Training, Ministry of Labour. In line with the Finance Minister’s budget announcement for the year 2001-2002, the Central Surplus Cell in the Department of Personnel and Training was redesignated as the Division of Retraining and Redeployment. Redeployment of Group ‘D’ surplus is now being dealt by the new Division. As on 1-1-2004 there were 935 surplus staff belonging to Group ‘A’, ‘B’, ‘C’, and ‘D’ (Group ‘A’ – 12, Group ‘B’ – 93, Group ‘C’-633 and Group ‘D’-197). At the end of December 2004, 636(A-9, B – 82, C –497, D –48) surplus staff are on the Surplus Rolls. The Department shall be redeploying the remaining surplus employees against suitable vacancies to be reported to the new Division. On 28.2.2002, a Special Voluntary Retirement Scheme was introduced for permanent surplus employees. So far 442 surplus employees, have availed of the facility of Special VRS till December 2004.

THE OVERALL POSITION OF SURPLUS STAFF AND THEIR REDEPLOYMENT SINCE INCEPTION OF THE SCHEME IS GIVEN BELOW:

<table>
<thead>
<tr>
<th>Category of surplus staff</th>
<th>No. of employees awaiting redeployment as on 1/1/2004</th>
<th>No. of employees added from 1/1/2004 - 31/12/04.</th>
<th>Total No. of persons accepted in the surplus Cell since inception till 31/12/04</th>
<th>No. of persons redeployed since inception of the scheme.</th>
<th>No. of persons retrenched or who have resigned</th>
<th>No. of persons retired on superannuation or those who have opted for VRS /Spl. VRS terminal benefit.</th>
<th>No. of persons awaiting redeployment as on 31/12/04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group ‘A’</td>
<td>12</td>
<td>-</td>
<td>100</td>
<td>61</td>
<td>4</td>
<td>26</td>
<td>9</td>
</tr>
<tr>
<td>Group ‘B’</td>
<td>93</td>
<td>7</td>
<td>564</td>
<td>360</td>
<td>3</td>
<td>119</td>
<td>82</td>
</tr>
<tr>
<td>Group ‘C’</td>
<td>633</td>
<td>63</td>
<td>9838</td>
<td>8787</td>
<td>65</td>
<td>489</td>
<td>497</td>
</tr>
<tr>
<td>Group ‘D’</td>
<td>197</td>
<td>-</td>
<td>269</td>
<td>151</td>
<td>-</td>
<td>70</td>
<td>48</td>
</tr>
<tr>
<td>Total</td>
<td>935</td>
<td>70</td>
<td>10771</td>
<td>9359</td>
<td>72</td>
<td>704</td>
<td>636</td>
</tr>
</tbody>
</table>
CHAPTER 15

ALLOCATION OF STAFF AS A RESULT OF REORGANIZATION OF STATES

ANNUAL REPORT 2004 - 2005
15.1 The States Reorganization Act, 1956, and subsequent enactments which deal with the Reorganization of States and Union Territories vest Powers in the Union Government to allocate the staff to the successor States and Union Territories. The responsibility for allocation and integration of the staff of the States undergoing reorganization as entrusted to the Union Government under these laws is handled by the Department of Personnel & Training in the Ministry of Personnel, Public Grievances & Pensions.

15.2 The work pertaining to allocation of staff, arising out of the States Reorganization Act, 1956 and subsequent Reorganization Acts have already been completed including integration of services after reorganization of States. Review of first stage promotion of the integrated staff of Andhra Pradesh has also been completed except where it is required to be reviewed under the orders of the Courts of Law or where the States as well as the Union Government are of the opinion that the claims of the concerned employees for such a review is justified.

15.3 Consequent on the enactment of Bihar, MP and UP Reorganization Acts, 2000, the Central Government has completed the work relating to final allocation of all the 1,62,461 State service personnel other than All India Services, to the successor States of MP/Chhattisgarh whereas in respect of Bihar/Jharkhand and UP/Uttaranhal, the State Advisory Committees, constituted by the Central Government, are examining the representations and their final recommendations are awaited. Barring few Departments in respect of which final recommendations are awaited, final allocation orders have been issued in respect of most of the Departments.
16.1 The Department of Pensions and Pensioners Welfare is the nodal agency in the Central Government pension policy as well as for redressal of grievances on retirement benefits. The Department was set up in 1985 as a part of Ministry of Personnel, Public Grievances and Pensions and has been rendering service for the benefit of pensioners. Inter-alia this Department is concerned with the formulation and implementation of rules relating to:

- CCS (Pension) Rules, 1972
- CCS (Commutation of Pension) Rules, 1981
- GPF (CS) Rules, 1960
- CPF Rules (India), 1962
- CCS (Extra-ordinary Pension) Rules, 1939

Some of the important events/decisions taken during 2004-2005 are as under:

**MERGER OF 50% DEARNESS RELIEF WITH PENSION**

16.2 From 1.4.2004 Dearness Relief equal to 50% of basic pension/family pension has been converted into Dearness Pension/dearness family pension. Consequently Dearness Relief from 1.4.2004 is payable on basic pension/family pension and on dearness pension/dearness family pension.

**DEARNESS RELIEF TO PENSIONER/FAMILY PENSIONERS**

16.3 Two installments of Dearness Relief were sanctioned to pensioners/family pensioners with effect from 1.1.2004 and 1.7.2004. To enable banks to speedily disburse these D.Rs, copies of the order were sent by Fax/E-Mail to public sector banks and also hosted on the web site of this Department.

**LIFE TIME FAMILY PENSION TO DIVORCED & WIDOWED Daughters**

16.4 The benefit of life time family pension has been extended to divorced and widowed daughters of deceased Government servants subject to certain conditions.

**ONE RANK ONE PENSION**

16.5 Inter-Ministerial committee set up under the chairmanship of Additional Secretary (Pension) submitted its report on ‘One Rank One Pension’ to Armed Forces Personnel in September 2004.
ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

ANNUAL REPORT 2004 - 2005
17.1 The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redress of public grievances relating to the States in general and grievances pertaining to Central Government agencies in particular. The Department disseminates information on important activities of the Government relating to administrative reforms and public grievance redressal through publications and documentation. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms.

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

REVIEW OF ADMINISTRATIVE LAWS

17.3 A Commission on Review of Administrative Laws was set up by the Department of Administrative Reforms & Public Grievances on 8 May, 1998 with a view to identify proposals for amendment of the existing laws, regulations and procedures having inter-sectoral impact and also for repeal of all dysfunctional laws. The Commission submitted its report on 30 September 1998. The important recommendations of the Commission include recommendations for repeal of almost 50 per cent of Central Laws (1382 out of 2500 Laws), expeditious amendments to a critical list of about 109 Acts, documentation of administrative laws, rules, regulations executive instructions, etc. by all the Ministries/Departments, harmonization of statutes and laws from the perspective of domestic and foreign investors, trade and industry, consumers, exporters and importers and development of a viable alternative disputes resolution machinery.

17.4 A Standing Committee was constituted in November, 1998 under the Chairmanship of Secretary (Personnel) to monitor the follow-up action on the implementation of the recommendations made by the Commission. The Committee meets at regular intervals to monitor the implementation position.

17.5 Out of the 1382 Central Laws of different categories recommended for repeal by the Commission, 409 Acts including 5 Wartime Permanent Ordinances have since been repealed. The various Ministries/Departments have decided to retain 819 Acts (which include 700 Appropriation Acts and 27 Reorganization Acts). As regards amendments, 51 Acts have already been amended and 18 Amendment Bills have been introduced in Parliament. The remaining Acts are at various stages of processing.

17.6 The Legislative Department has, with the assistance of NIC, placed all the unrepealed Central Acts of all-India application, which find a place in the scheme of the India Code available on NICNET and INTERNET. Action has also been initiated by the Legislative Department to make subordinate legislations also available on NICNET and INTERNET with the assistance of the concerned administrative Ministries and NIC. An Action Plan has been prepared and communicated to concerned Ministries/Departments for making all subordinate legislations available on NICNET.

17.7 Simplification/consolidation of rules and procedures will mostly follow amendments and repeal of laws. Legislative Department has taken steps to bring a sector-wise compendium of legislations beginning with compendia of Electoral Laws.
WORLD BANK PROJECT ON CAPACITY BUILDING FOR GOOD GOVERNANCE

17.8 The Department of Administrative Reforms has taken up for implementation the Sub-Project for Capacity building for Good governance with technical assistance from World Bank under the broad Project for Technical Assistance for Economic Reforms. The Sub-Project comprises the following three major components:

1. (a) Conceptualizing and implementing a Charter Mark Scheme for recognizing excellence in the implementation of Citizen Charters:
   (b) Public Grievance Redress Mechanism rating Model;
   (c) A Scheme of Awards to Institutions for Excellence in Public Service Delivery
3. Documentation and dissemination of best practices and setting up of a facility with digital repository of best practices and resources to support good governance initiatives.

17.9 The project funding is to the tune of 1.19 million US Dollars over a three-year period and a counterpart funding of Rs.9.2 million from Government of India.

17.10 Contracts have been signed with M/S. Tata Consultancy Services & Excelsoft Technologies with the approval of World Bank in March, 2004 for implementation of (i) Charter Mark PG rating etc., (ii) Records Management and (iii) Documentation & Dissemination projects.

17.11 A Joint Project Implementation and Steering Committee (J PISC) supervises the progress made in implementation of the three components of the Project.

17.12 Hardware/Software/Networking Equipments required for implementing the various components of the sub-Projects like developing of digital repository etc. have already been procured and are functional.

17.13 The activities as envisaged in the contracts signed with the respective consulting agencies about implementation of the sub-Project are in different stages of implementation.

17.14 The Digital Repository is being launched shortly. The primary objective of the Digital Repository is to provide knowledge resource and references that would help organizations, individuals, resource persons and civil societies comprehend, disseminate, share and augment their knowledge in the area of governance and public sector management.

17.15 Tacit and operational knowledge shared by practitioners would facilitate in better comprehension of the nuances of administrative and management practices and pave the way for taking up appropriate intervention for

   (i) Ushering in better governance standards
   (ii) Progressively infusing systemic changes adopting proven management practices
   (iii) Undertake selective and comprehensive administrative reforms for improved delivery of services to citizens
   (iv) Enhance sensitivities and infuse a passion for pursuing continuous improvements in the administrative systems
   (v) Bring about a transformation for performance driven culture

17.16 The information content that would be made available in the Digital Repository is structured along various governance themes, sectors/ sub-sectors, policy areas and other manifested dimensions in the context of various governance topics and would relate to the following areas:

- Policies
- Practices
- Standards
- Guidelines
17.17 Information content will be structured and organized with appropriate key word indexing, metadata and details which will encompass *inter alia* the following:

- Context and geographical attributes
- Time stamps
- Sector/ sub-sector
- Policy area description
- Information relating to author/ contributor
- Project/ programme initiative description
- Outcomes/ strategy, methodology adopted
- Agency which implemented the initiative
- Implementation time frames, project costing
- Evaluation/ review/ validation exercises etc
- Stakeholder/ Citizen feed back on impact, utility
- Policy support, infrastructure, change management
- Sustainability, operations and management
- Project management, standards, quality assurance
- Advocacy & communication

17.18 Information relating to project design, detailed project report, evaluation, audit and assessment reports, publicity material and other forms of documentation in electronic and multimedia formats would also be hosted.

17.19 **KEY FEATURES**

- Tailored information and expertise on various areas related to governance enables better understanding of the nuances of administrative practices and interventions taken up and adapted to varying local conditions
- Specific measures taken up in various parts of the country to bring about better quality of governance and to improve living conditions of citizens are brought out in case studies and practices documented by the practitioners and domain experts.
- The online web based discussion forum enables practitioners and resource persons pose wide ranging issues for discussions, comment on aspects relating to any project interventions or disseminate knowledge on any current or contemporary area of interest.
- Integrated, automated web enabled processes facilitate information and content uploading by content contributors, electronic reviewing and validation of content and ensuring dynamic updation of contents to keep them current and relevant adopted to the user needs.
- The feature provided for automated scanning of contents from the online discussions forums helps reviewers fill information gaps and endeavors to provide information that is complete, comprehensive and useful for the users.
- Intuitive presentation of contents integrated assistance, extensive cross referencing and thematic organization of content makes browsing for information less pain staking exercise for the users.
- Additional features such as *What's New, Hot Topics, Online Directory Services for resources persons and organizations, Help Desk with Back end Research Team to respond to queries and email updates enable ease of access to information being sought for and provide a “Virtual One stop” destination for obtaining information.
Project Team Members, Users and Stakeholders may evaluate project interventions along performance dimensions specified by them on the basis of (i) a consultative exercise and a consensus opinion and (ii) adoption to customize such performance matrix individually for a given project or for a group of similar comparable projects and view the results of such assessment and benchmarking.

SCHEME ON ADMINISTRATIVE REFORMS

17.20 This Department has been operating two Plan Schemes namely ‘Scheme on Modernisation of Government Offices’ and ‘Scheme on Administrative Reforms’, the former from 1986 and the latter from 2000-2001. These two Schemes have been merged from the year 2002-2003 and a composite Plan Scheme under the nomenclature of ‘Plan Scheme on Administrative Reforms’ has been formulated. The earlier Plan Scheme on ‘Modernisation of Government Offices’ is one of the components of the new Plan Scheme. The World Bank Project on Capacity Building for Good Governance is also part of this Plan Scheme. The Scheme, inter-alia, provides for empanelment of professional/research agencies to pilot projects in Administrative Reforms in the following areas:

- Evaluation and Benchmarking;
- Application of Information Technology;
- Research Projects in Administrative Reforms;
- Development of Knowledge Management Systems; and
- Assessment of Quality in Government;

17.21 A Steering Committee has been set up to operationalise the various proposals under this Scheme. The projects, which have so far been executed through such professional agencies, are (i) Evaluation of Plan Scheme on Modernisation of Government Offices; (ii) Evaluation of Citizen’s Charter; (iii) Compendium of Citizen’s Charter in Booklet and CD format; (iv) Maintenance of Website of Deptt. of AR&PG; (v) Award Scheme; (vi) Evaluation of CSN & MIG; (vii) Strengthening Quality Initiative in the Department of Administrative Reforms & PG and (ix) Assessment of Skill-sets and Competencies required in the Department of Administrative Reforms & PG and Development of a Capacity Building Programme for the Department. Some of the schemes which are under implementation by these agencies include (i) Setting up of Wide area network (WAN); (ii) Evaluation of Efficiency and Productivity in Government; (iii) Less Paper Office Initiative in the Department of Administrative Reforms & PG; and (iv) Change Management Project.

A solution framework for transitioning to Less Paper Office environment has since been developed and is being tested/validated for its deployment.

BACKGROUND

17.22 The reduction of paperwork in the Government and switching over to e-Governance is one of the priority items on the agenda for Governance Reforms. The need for transformation to an electronic work environment leveraging on ICT to bring about transparency, accountability and enhanced internal efficiency was reinforced in the plenary session of Fifth Conference of IT Managers held in 25 & 26 June 2003 at New Delhi. Secretary (P) had also given a directive for implementation of the Less Paper Initiative in the Deptt. of AR&PG.

17.23 In this context, it was found appropriate to involve select IT companies and consultancy firms with proven track record and competence in relevant areas of enabling technologies and Government business domain to be part of e-Mission to develop the solution.

17.24 The rationale for such an approach stemmed from the fact that no single IT company had the complete repository of skills, competencies and product solutions to cater to the desired requirements for developing, implementing and sustaining a transition to a “Less Paper office”. Accordingly, companies Newgen, Adobe, IBM and DSR came on a single platform to build a software solution for a less paper office environment.
SCENE

17.25 The scope of the initiative for developing and implementing a solution for less paper office (eDisha) encompass the following:

1. Routine Administrative Processes covering *interalia*
   - Human Resources (HR) covering Creation and maintenance of posts, Vacancy Situation, Seniority and Promotion, deployment
   - Attendance and Leave management
   - Budgets including Revisions and Supplementary Budgets, Status & Alerts
   - Bills/Payments etc cheque and cash management
   - Purchases comprising Capital goods, consumables, Sundries etc
   - Employee Compensation and Benefits Management covering Payroll and Pay bill preparation, Income Tax, Medical, Loans and advances (all types), LTA, GPF and Associated payments, recoveries, accounting and reconciliation
   - Travel authorization, travel advances and settlement as per allowed limits

2. Electronic File Movement Tracking and Management which encompasses
   - File creation, notings, referencing to correspondence papers, decision making, routing, closing and weeding

3. Decision making in Meetings – issue of notices, agenda papers, minutes, action-taken follow up etc.

4. Program/Project Monitoring and Status Tracking

5. Collaboration Tasks
   - Preparation of briefs, status papers, action taken reports and proposals

6. MIS

INTERFACE

17.26 An intuitive look and feel simulating the paper based environment has been recognized as an important aspect underlying the design and development of the application. The application is hence, designed to captivate the user, retain his attention, enable the moulding of his behaviour adapted to the performance of various tasks efficiently and effectively.

The system development and ingrained operations address diligently the nuances of established office procedures, processes and practices. While reinventing the specifications of processes underlying each of the activities performed by a Government agency, the sanctity and rationale of established practices that ensure accountability, transparency and responsiveness of systems have been preserved.

Outcome driven performances in Government organizations are perpetuated by facilitating MIS dashboards providing information suited to the task being performed - be it locating eDaks and eFiles, or jotting the essence of a telephonic conversation or an appointment, to more entrenched and rigorous aspects of cross referencing notings in a file to other eDaks or eFile papers.

THE ARCHITECTURE FOR ENTERPRISE SOLUTION FOR LESS PAPER OFFICE - eDISHA - ENCOMPASSES THE FOLLOWING LAYERS:

A Presentation layer with look and feel of paper and full fidelity.

A Logic layer providing the ability to embed validations, annotations, collaborative tools and digital signatures directly into the document. This layer would control the security also.

A Data layer providing the ability to capture data and move it around people applications based on the rules of the government processes allowing users to interact with the documents either online or offline.
CURRENT STATUS

17.27 The solution has been tested and validated. Several presentations have been made demonstrating its capability. The solution is being deployed in the Deptt. of AR&PG w.e.f. 01.03.2005

MINIMUM AGENDA ON E-GOVERNANCE

17.28 The Deptt. of AR&PG monitors the progress of implementation of Minimum Agenda on e-Governance in various Ministries/Departments. This Minimum Agenda, inter alia, ensures provision of a basic minimum infrastructure as well as certain Government to Government and Government to Citizen transactions. The progress of implementation of this Minimum Agenda is being monitored by the Department of Administrative Reforms & Public Grievances. The points of Minimum Agenda include making available PCs, setting up of LAN (Local Area Network), training and capacity building in IT, redress of grievances using IT, setting up of websites, making available forms on the web sites, enabling submission of forms online, and electronic publication of information in public domain including Acts and rules. Officers of the rank of Joint Secretary have been identified and designated as Information Technology (IT) Managers for the concerned Department/Ministry of the Government of India.

17.29 An analysis of reports received on Minimum Agenda for e-Governance reveals that most of the Ministries/Departments have developed their own websites. The pay-roll accounting system has also been computerized in most of the Ministries/Departments. About 90% of the reporting Ministries/Departments have provided PCs and have LAN set up. In respect of other items, many of the Ministries/Departments have initiated action. As regards electronic work flows like e-mail, on-line notice board, use of grievance redress software, submission of forms on-line and on-line delivery of services, more than one third of the Ministries/Departments have made significant achievement in this regard and the rest of the Ministries/Departments have initiated action. Most of the Ministries/Departments have notified rules, regulations and forms in their websites.

17.30 Revised Minimum Agenda for e-Governance for implementation as an outcome of the discussion held at Sixth IT Managers Conference held on 25-26 March 2004 at Hotel Ashok, New Delhi are as given below:

1. Each Ministry/Department to set up an appropriate task force for IT for implementing an Annual Action Plan for e-Governance encompassing activities, interventions to realize specific milestones and outcomes.

2. The Administrative functions relating to Human Resource Management, routine administrative tasks like GPF, leave, pay roll, Income tax, advances etc. would henceforth be done electronically.

3. Each of the Ministry/Department would implement comprehensive files, dak movement tracking and associated automation of office processes and workflows to enable monitor efficient disposal of daks and files.

4. Efforts would be made in each Ministry/Department to undertake (i) A study of various processes and procedures with a view to simplify such processes (ii) Classify and prioritize interactions with citizen and stakeholders (iii) Evolve to the extent feasible, standard forms of responses.

NATIONAL CONFERENCE ON E-GOVERNANCE

17.31 The Department of Administrative Reforms and Public Grievances has so far organized seven National Conferences on e-Governance. The 8th Conference was organized at Bhubaneswar from 3-5 February, 2005 in collaboration with the Govt. of Orissa. Prior to the Conference, regional Workshops have also been held at J ai pur, Hyderabad and Gwalior on select themes viz. (i) Deployment and management of e-learning solutions for capacity building in Government & Operation and management of help desks to facilitate persistent problem solving, (ii) Assessment of citizen/client satisfaction in e-Governance transactions & Benchmarking of e-Governance initiatives for sustained improvement, (iii) Re-purposing of office
automation solutions for transition to a less paper office environment and Documenting design, deployment and standard operating procedures for e-Governance initiatives.

17.32 In the 8th National Conference, Awards for Exemplary Implementation of e-Governance Initiatives for the year 2004 was given by the Department of Administrative Reforms and Public Grievances in New Entrants Category and Professional Category under the categories (i) Professional excellence for Process Re-Engineering, (ii) Exemplary Leadership and ICT Achievement of the year, (iii) Outstanding performance in Service Delivery, (iv) Innovative Operations and Best Practices, (v) Trail Blazing application of the year, (vi) Best Documented Knowledge Resource and Case study. 116 nominations were received from various Central Government Ministries/Departments, State Government organizations as well as private organizations.

Innovative Operations and Best Practices – Professional Golden Icon - Rural e-Seva, Andhra Pradesh Silver Icon - e-health, net Foundation Haryana Bronze Icon - SAPNET – Andhra Pradesh

SETTING UP OF NATIONAL INSTITUTE OF SMART GOVERNMENT
17.34 Setting up of National Institute for Smart Government was one of the 108 recommendations of the National Task Force on Information Technology and Software Development.

17.35 NISG was conceived to help channelise the expertise and resources available in the country and elsewhere to come up with viable public-private-partnership mechanisms that can foster growth and development in the country through smart governance. NISG would thus be serving as an institutional mechanism for accelerating e-governance and replicating success stories in a rapid, flexible, adaptable and effective manner.

17.36 The issue relating to setting up of this Institute was periodically deliberated in the High Powered Committee chaired by Cabinet Secretary for determining the options to be pursued in this regard. This was also discussed with various stakeholders and a concept paper and subsequently the business plan of NISG were prepared NASSCOM. A decision was taken to locate NISG in Hyderabad.

17.37 NISG has been registered as a not for profit company under section 25 of the Companies Act, 1956. The CEO of NISG has been appointed. Department of Information Technology has released Rs 1 crore as share of equity.

17.38 On the financing aspect of the project, the decision was that the Institute will have Rs 10 crores as equity with 49:51 ratio of government and non-government shares. NISG has been set up as a Section 25 non-profit company in Hyderabad. Required endorsements and approval for contribution of equity of Rs.1.00 crore each by Ministry of Personnel, PG & Pensions & Ministry of Communication and Information Technology are being sought.

CAPACITY BUILDING FOR POVERTY REDUCTION THROUGH DFID
17.39 Ministry of Personnel (MoP) has taken up a project for Capacity Building for Poverty Reduction with assistance from Department for International Development (DFID) (UK), which aims to facilitate achievement of 10th Five Year Plan development targets through improvements in governance, specifically in the area of public administration reform.

17.40 Experience of development in India and elsewhere has demonstrated that there are strong linkages between efficient and effective public administration, poverty reduction and growth. The MoP, which oversees a range of key functions including human resource management and administrative reform, has the potential to play an effective lead role in bringing about more effective, responsive and accountable public administration at union and state levels.

17.41 A coherent set of initiatives at central, state and district levels, which will be leading to incremental reform and change, is being taken up. In addition, the programme will support initiatives piloting reforms, implementing new service delivery models, and for knowledge and dissemination activities as well. The comprehensive set of initiatives will encompass:

- Survey, Assessment, Benchmarking of Governance Initiatives and Research to publish a study on ‘The State of Governance’ in the Centre and states;
- The establishment of a virtual citizen centre which would
(a) Continually and pro-actively elicit citizens’ perceptions and objective feedback on various services offered by the Govt. agencies,
(b) Provide information and advice for formulation of government policies and design of appropriate interventions to enhance internal efficiencies and outcomes of various programmes and activities
(c) Conceptualize strategies and interventions for enhancing citizen participation in the process of Governance.

• Audit and performance assessment of organizations vis-à-vis implementation of pro-active and dynamic vision/mission statements
• An audit of service delivery departments to assess how services impact on the citizen;
• An assessment of how public offices can reach ISO900 standards and Certification of strategic processes and administrative procedures
• Initiatives in the Collectorates for convergent delivery of citizen services and associated back end readiness/business process re-engineering
• Capacity Building/ skill development and Training of officers at the centre and state level in programme formulation, implementation and evaluation for improved service delivery;
• An analysis of the gaps in training needed to improve service delivery.

CITIZENS’ CHARTERS INITIATIVES

17.42 The Citizens’ Charter initiative in the Government started in 1996-97 and received endorsement of the Central and State Governments/UT Administrations in the Conference of Chief Ministers’ held in May 1997. As per the Action Plan for effective and responsive administration adopted at the Conference, it was decided that both Central and State Governments would formulate Citizens’ Charters starting with those which having a large public interface.

17.43. A Core Group under the Chairmanship of Secretary, Ministry of Personnel, Public Grievances and Pensions with Secretary, Department of Consumer Affairs, Principal Information Officer, Director General, National Informatics Centre (NIC) as Members and Additional Secretary, Department of Administrative Reforms and Public Grievances (DARPG) as member-secretary is functioning in the Government of India to examine the draft Citizens’ Charters of Central Government Ministries/Departments/Organisations. As on 31 January 2005, 29 Ministries/Departments of Government of India had brought out 100 Citizens’ Charters and 24 State Governments/UT Administrations Organizations have brought out 628 Citizens’ Charters.

17.44 Four Regional Seminars on Citizens’ Charters were first organised during the year 2001-02 with a view to bring National and State level organizations along with other stakeholders including NGOs, intelligentsia, media etc. on the same platform to share experiences in the formulation and implementation of Citizens’ Charters.

17.45 On the basis of the feedback received and experience gained in these seminars, it was decided to organize ‘3-days’ workshops’ on Citizens’ Charters with special focus on formulation and implementation of Citizens’ Charters. A 5-days Workshop to develop trainers and training modules on Citizens’ Charters for State Training Institutes and Civil Services Staff College was also designed.

17.46. The Public Grievance Division of Department of Administrative Reforms and Public Grievances accordingly, had organised four Workshops in Nainital, Mysore, Guwahati and Jaipur during the year 2004-05.

17.47. With a view to address the problems relating to lack of awareness about Citizens’ Charter amongst employees and citizens as well as to initiate the process of consultation with stakeholders, the Department took up a project of organizing Department specific awareness Workshop on Citizens’ Charters for State Governments. During the Financial year 2003-04, Department organized 14 such workshops for the states of Assam, Haryana, Uttaranchal, Sikkim,
Tripura, Rajasthan and Maharashtra. The progress in respect of formulations of charters by the State Government Departments are being monitored closely by the Department.

17.48. The Department brings out an Annual advertisement in Hindi and English in major newspapers across the country containing the details of Nodal Officers of Citizens’ Charters of Central Government Ministries/ Departments/ Organisations.

17.49 The Department has got developed a proforma for internal and external evaluation of Citizens’ Charter through a professional agency in the year 2002-03. These evaluation proformae had been circulated to all Central Government Ministries/ Departments and State Governments/ UT Administrations in the Year 2003-04 for implementation. This is applicable to all Citizens’ Charters in Central Government as well as in States/ UT Administrations and their implementation is being monitored closely.

17.50 The Department is in the process of developing a scheme for the award of the ‘Charter Mark’. Charter Mark is a quality standard, which encourages and rewards improvements in public service with reference to the commitments and standards notified in the Charter. The agencies that are implementing their Charters exemplarily and are providing an excellent standard of service will receive certification/ recognition in the form of a ‘Charter Mark’ after an independent assessment. The Charter Mark is to be given after assessing results, rather than just completing the process, depending upon the quality of services that the users actually receive.

17.51 A comprehensive website, www.goicharters.nic.in has been developed by the Department in collaboration with NIC which contains Citizens’ Charters issued by the Central Government Ministries/ Departments/ Organisations till date. The website provides useful information, data and links.

INFORMATION & FACILITATION COUNTERS (IFCS)

17.52 Computerised Information and Facilitation Counters (IFCs) have been set up to provide information and assistance to the citizens regarding various developmental schemes and other activities of the organizations as well as acknowledgement and status report of individual applications and grievances.

17.53. There are 103 Information and Facilitation Counters functioning in Central Government Ministries/ Departments/ Organisations as on January 31, 2005.

QUALITY IN GOVERNMENT

17.54 The Department had entered into a contract with Confederation of Indian Industry (CII) in 2001 for strengthening the quality initiative in the government. The documentation of TQM initiatives in various government departments are put together in the book ‘Quality in Government, Theory and Practice’. Under Phase II of the contract, CII is presently documenting the best practices in Delhi Metro Railway Corporation.

REDRESS OF GRIEVANCES

17.55 The grievances received in this Department are sent to the concerned Ministries/ Departments and other organisations of government for redress under intimation to the petitioner. This Department, however, ‘takes up’ about 1000 grievances every year for intensive monitoring till their disposal. This enables the Department to evaluate the effectiveness of the redress machinery of the concerned government agency. While selecting grievances/complaints for monitoring, the Department does keep in view the gravity and the nature of the grievances received as well as the frequency of similar grievances arising in any particular field of government’s work. Grievances of the women, handicapped, backward classes and senior citizens are specially picked up for ‘taken up cases’. According to the procedure adopted in the Department, communications containing grievances of the citizens are categorized into broad heads like delay, harassment/ misbehaviour, non-payment of dues etc. and such grievances are
sent to the concerned Ministry/Department/State Government agencies for appropriate action. The receipt of the grievance is acknowledged promptly and the citizen making representation is advised that the remedial action would be taken by the concerned Ministry or Department that would correspond with him directly.

17.56 With a view to ensure speedy and effective redress of public grievances, a mechanism of ‘Fast Track’ is in place. All complaints forwarded by the Prime Minister’s office, MP/MLA references and complaints received by MOS (PP) and Secretary (P) and at least one complaint in every 30 complaints received in the Department are put on ‘Fast Track’. The cases are pursued intensively with regular interventions at the highest level for speedy redress.

17.57 Meetings are held with Directors of Grievances of Ministries/Departments/Organisations with large pendency of taken up cases with a view to expedite action on pending grievances.

17.58 The Department in consultation with the Directorate of Public Grievances (Cabinet Secretariat) and the National Informatics Centre (NIC) has developed a uniform software called Public Grievance Redress and Monitoring System (PGRAMS) for installation in all Central Government Ministries and Departments. It has been installed in a number of Ministries/Departments/Organisations including Department of Administrative Reforms and Public Grievances and Directorate of Public Grievances, Cabinet Secretariat. Priority for installation of the software has been given to the Departments having large public interface. The Department has further improved the PGRAM by generating an Alert System ‘Fast Track’ and ‘Taken up’ cases and also a system is being developed for monitoring the ‘Transferred’ cases by getting the feedback from the concerned organizations.

17.59 All grievances received in Department of Administrative Reforms and Public Grievances are being put up on this system. A citizen can now lodge his/her grievance on this website and can also monitor the action taken thereon by accessing the website (http://darpg.grievance/nic.in).

17.60 During the last three years the Department of Administrative Reforms and Public Grievances received 17710 grievances from all over the country. A break-up of the grievances indicate that citizens are becoming alert of their rights and are also becoming aware of the functioning of the Department of AR & PG to help them redress their grievances. The number of grievances received electronically has also increased from 657 in 2002 to 937 in 2003 and to 1155 in 2004 up to December 31. The position is depicted below:
17.61 A Standing Committee of Secretaries for Grievance Redress was constituted in 1998. The Cabinet Secretary is the Chairman. The other Members are Chairman, Railway Board; and Secretaries of the Ministries/Departments of Personnel, Posts and Consumer Affairs, Secretary (Coordination and Public Grievances), Cabinet Secretariat; the Director General of the National Informatics Centre and the Principal Information Officer, Ministry of Information and Broadcasting. The Committee is serviced by the Department of Administrative Reforms and Public Grievances. Since September 1999, the Committee has been meeting on a monthly basis to conduct the reviews. The Committee has so far reviewed 30 Ministries/Departments, and the prominent among them are Ministries of Railways, External Affairs, Home Affairs, Finance, Defence, Petroleum and Natural Gas, Surface Transport, Tourism, Information & Broadcasting, Environment and Forests, Urban Development, Civil Aviation and the Departments of Telecommunications, Posts and Company Affairs. Since 28.7.2000 the COS has been re-reviewing the public grievance redress mechanism of Central Government Ministries and Departments.

17.62 The government has been of the view that improvement of efficiency in the delivery of services by government and its agencies depends critically on the morale of the officials working to provide the services. Government constantly strives to improve its system of incentives and disincentives as an ongoing exercise in administrative reform. It has been observed that officers often feel frustrated in the absence of an appropriate forum for ventilating their genuine grievances.

17.63 In order to strengthen and improve the existing Public Grievance Redressal (PGR) mechanism in Government agencies a Standing Committee under the chairmanship of Cabinet Secretary has been reviewing the PGR machinery of various Central Government Ministries/Departments. This review has revealed large variations in the efficiency and quality of PGR mechanism operating in various Government agencies. It is therefore, envisaged to develop a **Public Grievance Mechanism Rating System**, which could be used for self assessment as well as evaluation as part of the World Bank Sub-Project titled “Capacity Building for Good Governance”
DOCUMENTATION AND DISSEMINATION

17.64 State Governments and Union Territory administrations have taken several initiatives in Good Governance from time to time. However, the documentation of the process of conceptualising and implementing these initiatives/practices is often confined to newspaper reports and official briefs. This is largely due to the fact that the people involved in the process have little time or patience to document it and in the absence of professional documentation, it is not possible to make an evaluation of these initiatives with a view to take steps for their replication in other States/UTs or elsewhere.

17.65 The Documentation and Dissemination Division of the Department primarily carries out the activities of documentation, incubation and dissemination of good governance practices of Centre, State/UT Govts. with a view to sharing of experience with each other and replicate elsewhere. Besides, the Division also brings out periodic publications and maintains repository of reference material concerning public administration, management, information technology, human resource development in the shape of rich and well equipped library. The Division also caters to public relation requirements of the Department from time to time. Broadly, the Division carries out the following activities:

DOCUMENTATION AND DISSEMINATION OF GOOD GOVERNANCE PRACTICES -

17.66 Financial Assistance to State Governments/UT Administrations for professional documentation and dissemination of ‘Good Governance Practices’.

The objective of the Scheme is to support professional documentation of good governance practices by the State/UT governments. During the current financial year, 8 projects of good governance initiatives have been identified for funding for their documentation and dissemination. This year the assistance has been provided to State Govts. of Kerala and Gujarat.

DOCUMENTATION AND DISSEMINATION OF EXEMPLARY GOOD PUBLICATIONS AND AUDIO-VIDEO MATERIAL.

- This Division produces documentary films on exemplary best practices and converts them into CDs for disseminating amongst the policy makers, implementing agencies for sharing of experience with each other. During the current financial year (2004-05), documentary films on eleven good governance initiatives of various State Governments are under production.
- A book titled “Ideas That Have Worked” has been published which contains articles based on a series of twenty lectures organized by this Department of eminent personalities who have excelled and made outstanding contribution in their respective field. This book has been disseminated amongst senior officers of the Govt. of India. The book is being commercially marketed by a renowned publisher.
- Dissemination of important relevant material on good governance initiatives published/produced by other agencies through duplication, reprint etc.
- Documentation of proceedings of workshops, seminars, conferences on requisition organized by various Divisions of the department.

PERIODIC PUBLICATIONS

17.67 Publishing Monthly Newsletter ‘Civil Services News’ with the objective of disseminating decisions taken/orders issued from time to time by various Ministries/Departments of Govt. of India. It also showcases the effective and award winning initiatives taken by the Central/State Govts. The News letter is now in the seventeenth year of its publication. It is also available online on the website of the Department.

- Publishing Quarterly Journal ‘Management in Government’ focusing on application of management techniques to practical situations of public administration, conceptualization of principles of good management based on experience of live situations. Published since 1969, the quarterly journal is running in its thirty-fifth year.
The Department also brings out an annual publication ‘Administrative Year Book’ incorporating significant developments in the Central Government.

LIBRARY

17.68 This Division maintains and upkeeps a rich reference departmental library which has around 20,000 titles covering wide range of subjects. Public administration, Management Techniques in government and private sector, Personnel Management Reports of various Commissions and IT are prominent in them.

17.69 The library keeps a record of feed back on various activities of this department which appeared in the press in general and public grievances and administrative reforms in particular.

MAINTENANCE AND UPDATING LISTS OF
(a) Secretaries to the Government of India
(b) Secretaries level officers to the Government of India
(c) Special Secretaries of Government of India and
(d) Chief Secretaries of States and Union Territories

17.70 PUBLICITY
- Providing publicity to the activities of the Department through print and electronic media
- Organising workshops, seminars, etc. on current citizen centric issues in the Central and State Governments/Union Territory Administrations.

ORGANISATION AND METHOD ACTIVITIES

17.71 Department of Administrative Reforms and Public Grievances, being the nodal agency in the field of administrative reforms offers help and advice to the Ministries/Departments on O&M issues. It focuses on enhancement in efficiency and better delivery of services with the help of modern office aids, latest technology, incentives and training. The Department has also been working on the development of Information & Communication Technology tools conforming to the guidelines and instructions issued by it. Some of the activities of the O&M Division are outlined below:-

17.72. The Central Secretariat Manual of Office Procedure, 12th Edition which was released in May, 2003 provides for the inspection of sections, review of reports and returns, review of rules/regulations and manuals, consolidation of orders/instructions. These functions provide control mechanism to ensure proper, smooth and transparent functioning of offices. All the Ministries/Departments are required to comply with the provisions of the manual and to forward to this Department the annual compliance report. As on date, 10 Ministries/Departments have sent their compliance for the year 2003-04 as per which 93 forms and 12 rules/manuals were reviewed in that year.

17.73. One of the most important provisions of the manual is Records Management. The Department facilitates and monitors the compliance with the procedures for management of records. Till second week of the December, 2004, twelve Ministries/Departments have forwarded their reports for the year 2004-05 as per which in all 37335 files have been reviewed and 32999 files have being weeded out in the year 2004-2005. Similarly, as per the reports forwarded by 26 Ministries/Departments for the year 2003-04, 91003 files were reviewed and 76540 files were weeded out in that year.

17.74. To help the Ministries/Departments manage their records properly the Department has brought out a comprehensive book on records management which not only makes available all the events/instructions at one place, but also contains supporting guidelines and user manual for an automation programme named “Records Management Information System”. 
17.75. The Division is also working on one of the components relating to the Records Management training module for the Government employees under the World Bank Project on ‘Capacity Building for Good Governance’. The basic idea behind this component is to have a training module incorporating the best practices in India and outside to prepare the government employees to meet the challenges of the times ahead, in area of Records Management.

17.76 The Public Records Act, 1993 and the Public Records Rules, 1997 while lending statutory support to Records Management, put the records creating agencies under obligation to maintain their records properly. The impending Freedom of Information Act, 2000 would lead to an upsurge in the public demand for information and failure on that count may render officers liable for penal action. The increasing use of Information and Communication Technology tools in the Government sector has added another dimension to the challenges the records management system is facing. All these factors underline the need for an efficient and modern Records Management system. This component would address all such issues and help the employees adapt to the fast changing scenario.

17.77 The training module being developed with the help of well known experts on the subject was run on pilot basis in the presence of representatives from selected Ministries/Departments and institutions like ISTM, National Archives of India, National Informatics Centre etc. While the feedback received is being analysed, it has been decided that some generic guidelines in the form of do’s and don’ts to facilitate electronic records management will be prepared.

17.78. The Division administers a Plan Scheme on Modernisation of Government Offices. The Scheme, introduced in 1987-88, aims at enhancing efficiency of the work force by providing conducive work environment and better ambience. It lays emphasis on creation of open offices, better delivery of services to the public, systematic Records Management and job satisfaction of work. The Scheme has proved to be a success. So far Rs.25.93 crores have been sanctioned for 336 proposals of various Ministries/Departments. In the year 2004-05, a sum of Rs.1.73 crores has been disbursed till November, 2004.

17.79 The revised guidelines on the Scheme, which emphasis on comprehensive planning, standardized norms for the physical parameters of the modernisation of offices, proper maintenance of the modernized units etc., are being enforced from the current financial year i.e. 2004-05. Another dimension added to the scheme is the concept of citizen service centre. The centres are envisaged to serve as a single point facilitation counters. Some selected Ministries/Departments have been requested to forward their proposals for setting up of the citizen service centres.

17.80. On the recommendation of the Department related Parliamentary Standing Committee, it has been decided that the Department would ask the user Ministries for status report on modernisation after 45 days of the release of funds. Based on the status reports, site visits may be undertaken.

17.81. The Department is also working on a project to evaluate the norms for productivity and efficiency in Government with the help of a consultancy agency. The agency has submitted a few draft reports on some of the aspects which are under consideration.

17.82. The Department has also formulated a Suggestion Award Scheme which is proposed to be implemented at National level. However, it has been decided to test the pilot scheme in the Department itself before its former launch.

INTERNATIONAL EXCHANGE AND COOPERATION

MEMBERSHIP OF THE COMMONWEALTH ASSOCIATION FOR PUBLIC ADMINISTRATION AND MANAGEMENT (CAPAM)

17.83 The Ministry of Personnel, Public Grievances and Pensions is an institutional member of Commonwealth Association for Public Administration and Management (CAPAM), since 1997.
CAPAM, set up in 1994, with Headquarters at Toronto, Canada, is a non-profit academic association devoted to exchanging timely information on public sector management among the 54 Commonwealth countries and in countries beyond the Commonwealth.

**CAPAM INTERNATIONAL INNOVATIONS AWARD PROGRAMME**

17.84 Since 1998, CAPAM has instituted a Biennial International Innovations Awards Programme. Through this programme, CAPAM endeavors to promote new initiatives in government reform, to expose countries to varying perspectives on models of change and reform, to promote quality service to public, and to further strengthen communications and exchange among different member countries. This provides an opportunity to exchange experience on new developments and innovations in management in government of Commonwealth countries.

17.85 The Fourth International Innovations Awards Programme 2004 of CAPAM was held at Singapore in conjunction with the Conference from 21-27 October 2004. As an Institutional member of CAPAM, the Ministry of Personnel, Public Grievances and Pensions (Department of Administrative Reforms and Public Grievances) has been participating in this Programme ever since its institution and has been sponsoring best practices of the Central and State Governments for this Awards Programme. The theme of this year’s Awards Programme was ‘Innovations in Governance’ responding to the significant challenges extant in the current environment. Jury for the Awards Programme consisted of 10 internationally recognised practitioners, advisers, and academics knowledgeable in the fields of public administration and management and well versed in international economic, social and cultural contexts. A total 24 submissions received from various agencies were forwarded to CAPAM by this Department for an evaluation by a 10 member international Jury selecting finalists. There are six awards—one Gold, two Silver and three Bronze. This year’s winning entries were announced at Singapore during the CAPAM Biennial Conference on 27 October 2004 and the Indian entry entitled “Gujarat Emergency Earthquake Reconstruction Project (GEERP), Government of Gujarat” from Government of Gujarat won Gold medal under the Awards Programme-2004, thus making India win Gold medal for the fourth consecutive year in succession i.e., 1998, 2000, 2002 and 2004. Besides, another Indian entry entitled “E Seva in Andhra Pradesh”, of the Government of Andhra Pradesh also won the Silver medal. This was a remarkable feat for India in the face of stiff competition from advanced countries like Canada, Malaysia, Jamaica, Malta, New Zealand, South Africa Singapore, U.K etc.

**CAPAM BOARD OF DIRECTORS MEETING IN INDIA IN OCTOBER 2005.**

17.86 Secretary (P) is on the Board of Director’s of CAPAM in ex-officio capacity. A proposal has been received from Commonwealth Association for Public Administration and Management (CAPAM) hosting the CAPAM Board of Directors meeting by this Department including a meeting of Commonwealth training institutes in the form of high-level seminar in 2005.

17.87 CAPAM proposed to have an initiative regarding ‘Networking’ with the Commonwealth Training Institute with a view to develop training programmes having regional/international focus. The Network, as indicated by CAPAM, could initially comprise of training institutes from India, Singapore, Australia, Canada, Malaysia, South Africa and the U.K, with the other countries joining the network as circumstances warrant depending upon the respective needs and interests.

17.88 Accordingly, a proposal was considered by the Government of India and it has been decided to organizing the Networking phenomenon as a special event in the form of a High Level Seminar of Commonwealth training institutes in New Delhi, leading to the signature of an MoU at the time of the proposed regular Board of Directors meeting to be held in conjunction in India in October 2005.
MEMBERSHIP OF INTERNATIONAL INSTITUTE OF ADMINISTRATIVE SCIENCES (IIAS)

17.89 The Ministry of Personnel, Public Grievances and Pensions is also an institutional member of the International Institute of Administrative Sciences (IIAS). The IIAS was set up in 1930 with its headquarters at Brussels, Belgium. The Institute promotes development of Administrative Sciences, institutional development of the economy and of the public sector management, better organization and operation of public administrative agencies, improvement of administrative methods and techniques, etc.

17.90 A large part of IIAS activities is devoted to analysis and research, dissemination of information and consultancy. Three kinds of major meetings are organized by IIAS over a 3 year cycle: the International Congress of Administrative Sciences whose objective is to examine major trends world-wide in public administration; the Regional International Conference which focuses on a theme linked to problems of a region and Specialised International Conference which focuses on a very specific current theme.

MEMORANDUM OF UNDERSTANDING BETWEEN INDIA AND MALAYSIA

17.91 A Memorandum of Understanding on cooperation in the field of Civil Service, Personnel Management and Public Administration between Government of India, represented by the Ministry of Personnel, Public Grievances and Pensions (Department of Administrative Reforms and Public Grievances) and the Government of Malaysia, represented by the Public Service Department, was signed on 14 May, 2001 during the visit of Prime Minister of India to Malaysia.

17.92 To facilitate implementation of the MoU across various spheres of interest identified for exchange and cooperation, a Joint Working Group on Civil Service (JWGCS), which is an inter-governamental machinery of India and Malaysia, has been constituted. The JWGCS consists of members of both the countries as nominated by the concerned parties. The Secretary, Ministry of Personnel, Public Grievances and Pensions is the leader of the Indian side and the Director General, Public Service Department is the leader of the Malaysian side. The JWGCS has formed three Task Forces for each side under its supervision with specific direction to spearhead issues in the identified areas of interest.

17.93 The first meeting of the India-Malaysia JWGCS was held in New Delhi on 25 February, 2002 during the course of which its Terms of Reference (TOR) were signed, the areas of interests were identified and it was decided to set up three Task Forces by each side to work on the identified areas of interest.

17.94 The second meeting of India-Malaysia JWGCS was held in Kuala Lumpur on 23 January, 2003 during the course of which a Work Plan for the year 2003 and 2004, as prepared by the three Task Forces from both the sides was adopted by JWGCS for implementation.

17.95 The third meeting of India-Malaysia JWGCS was held in New Delhi on 07 January, 2004 to review the progress of implementation of various projects/activities charted under the Work Plan 2003 and 2004 in the identified areas of interest viz (i) Human Resource Management and Governance, (ii) Civil Service Matters, and (iii) Service Delivery & Productivity Enhancement. Both sides agreed that the next meeting of India-Malaysia JWGCS would be held in Malaysia.

17.96 An Indian delegation led by the then Secretary (P), visited Malaysia, under the MoU, in April, 2004 to discuss enhancement of bilateral working relationship and new areas of cooperation for mutual benefits of the two countries, based on the current framework of cooperation as outlines in the TOR.
GOOD GOVERNANCE

COMMITTEE ON CIVIL SERVICE REFORMS

17.97 The Cabinet Secretariat, with the approval of Prime Minister, had constituted a Committee on 3 February, 2004 under the Chairmanship of Shri P.C. Hota, former Chairman, UPSC and former Secretary (Personnel) to examine the whole gamut of Civil Service Reforms covering the All India Services and the organized Group ‘A’ Central Services and to make suitable recommendations to the Government. The Department of Administrative Reforms & Public Grievances was directed to service the Committee. The Committee was required to submit its report within six months. Accordingly, the Committee submitted its Report to the Cabinet Secretary on 30-7-2004. The Report has already been placed on the departmental website at http://darpg.nic.in for the information of general public.

ADMINISTRATIVE REFORMS COMMISSION

17.98 The United Progressive Alliance Government in its National Common Minimum Programme (May 2004) has, inter alia, envisaged setting up of an Administrative Reforms Commission (ARC) to prepare a detailed blueprint for revamping the public administrative system. The proposal to set up the ARC is under active consideration. The Task Force set up to finalise the Terms of Reference for the ARC has tentatively identified the following areas, for consideration by the ARC:

1. Organisational Structure of the Government of India
2. Ethics in Governance
3. Refurbishing of Personnel Administration
4. Strengthening of financial management systems
5. Steps to ensure effective administration at the state level
6. Steps to ensure effective District Administration
7. Local Self Government / Panchayati Raj Institutions
8. Social Capital, Trust and Participative public service delivery
9. Citizen-centric Administration
10. Promoting e-governance
11. Issues of Federal Polity
12. Crisis Management
13. Public Order

CONFERENCE OF CHIEF SECRETARIES

17.99 A day-long Conference of Chief Secretaries on “Good Governance, Administrative Reforms and related issues” was held on 2-11-2004 at Vigyan Bhavan, New Delhi, under the Chairmanship of Cabinet Secretary. The Conference was also addressed by Minister of State (PP) and the delegates subsequently met the Prime Minister for an informal discussion. At the end of the Conference, it was decided that a Model Code of Governance would be drawn up which would enshrine the fundamental principles and benchmarks of good governance. A Committee of Chief Secretaries would prepare the draft of the Code. This Code will look at governance from the point of view of the citizen, outline the framework for good governance, which can be a model for the States to follow, and would be based on identifiable benchmarks which can be used for comparison and evaluation. Further action to prepare a Model Code is underway.

STANDING COMMITTEE ON SYSTEMIC CHANGES

17.100 The Cabinet Secretariat with the approval of Prime Minister had constituted a Standing Committee under the Chairmanship of Cabinet Secretary which also includes Principal Secretary to the PM and Chief Vigilance Commissioner to recommend systemic changes in governance for developing greater probity, efficiency and transparency in the Civil Services and making it...
responsive and citizen friendly. The committee would interact with officers of various Services to get their feedback. It would also invite suggestions from other sources as and when necessary. The committee would meet once in a month. The Committee would be serviced by the Department of Administrative Reforms and Public Grievances.

17.101 With a view to suggesting systemic changes in dealing with service related grievances of officers of the level of the Joint Secretary and above working in the Central and State Governments as well as Public Sector Undertakings and autonomous organizations under their control, a Standing Committee has been set up comprising Cabinet Secretary, Principal Secretary to the Prime Minister and Secretary (Personnel). The Committee is serviced by the Department of Administrative Reforms and Public Grievances.
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<th><strong>PUBLIC ENTERPRISES SELECTION BOARD</strong></th>
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18.1 The Public Enterprises Selection Board (PESB) is a high powered body constituted by Government of India Resolution dated 3.3.1987 which was subsequently amended from time-to-time, the latest being on 19.04.2000. The PESB is headed by a full-time Chairman with two Members. The PESB has been set up with the objective of evolving a sound managerial policy for the Central Public Sector Enterprises and, in particular, to advise Government on appointments to their top management posts.

18.2 The specific functions assigned to the PESB include the following:

1. to be responsible for the selection of personnel for the posts of Chairman, Managing Director or Chairman-cum-Managing Director (Level-I), and Functional Director (Level-II) in PSEs as well as in posts at any other level as may be specified by the Government.
2. to advise the Government on matters relating to appointments, confirmation or extension of tenure and termination of services of the personnel of the above mentioned levels.
3. to advise the Government on the desired structures at the Board level, and, for senior management personnel, for each PSE or group of PSEs.
4. to advise the Government on a suitable performance appraisal system for both the PSEs and the managerial personnel in such enterprises.
5. to build a data bank containing data relating to the performance of PSEs and their officers.
6. to advise the Government on formulation and enforcement of a code of conduct and ethics for managerial personnel in PSEs.
7. to advise the Government on evolving suitable training and development programmes for management personnel in PSEs.

18.3 During the year 2004-2005 (up to December 04) the PESB held 112 meetings including discussion meetings for joint appraisal for extension/non-extension of tenure of Board level executives and made 31 recommendations for posts of Chief Executives and 60 for full-time Functional Directors in the Central Public Sector Enterprises. The PESB also made recommendations in 5 proposals for appointment of non-official part time Directors in Central PSUs.

18.4 Keeping in view the specific role assigned to the PESB vide Government of India Resolution dated 3.3.1987, the administrative Ministries/Departments have been advised to invariably consult the PESB in all cases where appointments have been made on the recommendations of the PESB, before issuing confirmation orders and extension of tenures of Board-level incumbents.

18.5 The Data Bank of the PESB Secretariat stores the bio-data of managerial personnel received from various sources - Government, public and private sector. The database has been computerized to facilitate easy storage and retrieval.
19.1 The ministry continued to make concerted efforts to promote the use of Hindi in official work and to ensure compliance with the provisions of the Official Language Act, 1963 as amended in 1967 and the Official Language (Use for Official Purposes of the Union) Rules, 1976 as amended in 1987 as also the various orders/instructions issued by the Department of Official Language from time to time with a view to ensuring proper implementation of the Official Language Policy of the Government.

IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY AND THE ANNUAL PROGRAMME

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

HINDI SALAHAKAR SAMITI
19.3 The process of reconstitution of Hindi Salahakar Samiti of the Ministry is in progress. Detailed proposal in this regard has been sent to the Department of Official Language.

OFFICIAL LANGUAGE IMPLEMENTATION COMMITTEE
19.4 During the year under report three meetings of the Official Language Implementation Committee of the Department of Personnel and Training and the Department of Pensions and Pensioners’ Welfare were held upto December, 2004.

SPECIFIC MEASURES TAKEN FOR PROMOTING THE USE OF HINDI

19.5 All the three Departments of the Ministry, as also its Attached and other offices, except certain Benches of the Central Administrative Tribunal stand notified under the provisions of the Rule 10(4) of the Official Language (Use for Official Purposes of the Union) Rules, 1976 as amended in 1987.

TRAINING IN HINDI TEACHING, HINDI TYPEWRITING AND HINDI STENOGRAPHY.
19.6 During the year, 10 officials were nominated for Hindi Language classes, 20 for Hindi Typewriting classes and 18 for Hindi Stenography classes, under the Hindi Teaching Scheme.

CASH AWARDS AND INCENTIVE SCHEMES
19.7 During the year, 10 officials of the Department of Personnel and Training and the Department of Pensions and Pensioners’ Welfare have been awarded cash prizes under the scheme of encouraging the optimum use of Hindi in official work.

CELEBRATION OF HINDI DIVAS AND HINDI PAKHWARA
19.8 On the occasion of Hindi Divas on September 14, 2004, Secretary (Personnel) issued an appeal to all the officers and staff of the Ministry as well as those of its Attached and Other Offices to make more and more use of Hindi in their official work. During Hindi Pakhwara, Hindi Stenography, Hindi Typewriting, Hindi Essay writing, Hindi Dictation, Hindi Noting and
Drafting, Hindi Quiz, Translation, Hindi Debate and Hindi Poetry Recitation Competitions were organised and the participants, who stood first, second and third and also those who came out with commendable performance were given cash prizes.

**HINDI WORKSHOP**

19.9 During the year, the Department of Personnel and Training and the Department of Pensions and Pensioners’ Welfare organised one Three Day Hindi Workshop to impart practical training to the officials to enable them to do more and more official work in Hindi.

**PROPAGATION OF INFORMATION TECHNOLOGY IN HINDI DIVISION**

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

**USE OF HINDI IN THE ATTACHED AND OTHER OFFICES**

**OFFICIAL LANGUAGE IMPLEMENTATION COMMITTEES.**

19.11 The Attached and Subordinate Offices of the Ministry have their own Hindi Units and Official Language Implementation Committees. These Committees have been meeting at regular intervals. A representative of the Ministry attends the meetings.

**TRAINING INSTITUTIONS**

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

**MONITORING AND INSPECTION**

19.13 With a view to assessing the progress made in promoting the use of Hindi in official work while complying with the Official Language Policy and implementing the Annual Programme, a team of officers from the Official Language Unit of the Department of Personnel and Training and the Department of Pensions and Pensioners’ Welfare, inspects the Attached and the Subordinate Offices of the Ministry in a phased manner and also suggests ways and means from time to time to overcome the practical difficulties experienced in the course of implementing the Official Language Policy. Besides inspecting 17 Sections of the Department, Hindi Division of the Ministry inspected Lal Bahadur Shastri National Academy of Administration, Mussoorie, as well as the Regional and Sub-Regional Offices of the Staff Selection Commission i.e. Regional Office, New Delhi, Regional Office, Mumbai and Sub-Regional Office, Raipur. With a view to monitor the progressive use of Hindi in official work, quarterly reports received from various quarters are reviewed in Hindi Division and the progress made in the progressive use of Hindi is discussed at length in the quarterly meetings of the Official Language Implementation Committee.
20.1 Personnel, Public Grievances and Pensions Infotech (PersInfotech) Division of NIC, has been providing informatics and computer networking (LAN & WAN) support to the Ministry of Personnel, Public Grievances and Pensions and also assisting the Ministry in developing and implementing various Management Information System (MIS) and Decision Support System (DSS) for effective functioning of its various offices at different levels since 1985.

20.2 One of the major strengths of this division lies in the area of developing & implementing software of high quality in various sectors of Ministry of Personnel (MOP). This division is involved in the process of developing state-of-the-art application softwares which are customized to the users needs. These Application software packages are completely indigenously & user friendly for the users of this Ministry.

20.3 This division comprises the following NIC Computer Centres in the Ministry of Personnel:
   - NIC DOPT Computer Centre, North Block
   - NIC AR&PG Computer Centre, S.P Bhawan,
   - NIC-Dept. of Pension Computer Centre, Lok Nayak Bhawan,
   - NIC-Training Division Computer Centre, old JNU Campus,
   - NIC-PESB Computer Centre, CGO Complex

20.4 The details of the Application software developed/implemented and other related tasks for maintenance of already developed & implemented application software as well as Home pages information made available by NIC/MOP on MOP web site for different Departments and other offices of the Ministry are indicated in the following paragraphs.

**MIS/DSS SOFTWARE DEVELOPED AND IMPLEMENTED AND OTHER RELATED TASKS FOR MAINTENANCE OF ALREADY DEVELOPED & IMPLEMENTED APPLICATION SOFTWARE DURING 2004-2005**

**NIC-D/O PERSONNEL & TRAINING, NORTH BLOCK**

**INTRAIAAS (INTRANET PORTAL FOR IAS OFFICERS)**

20.5 This System helps individual IAS officers to view the following information, Complete Bio-Data, Experience Details, Qualification Details, In-Service Training Details and ACR availability Status through Web with proper user name and password.

This year this portal is released for users and user manual is also prepared.

**INPUT TO THE SYSTEM**

The input to the system is as follows:

- Personal Data
- Qualification Data
- Experience Data
- Training Data

**OUTPUT (REPORTS)**

Complete Bio-Data, Experience Details, Qualification Details, In-Service Training Details and ACR availability Status of an officer.

**ULTIMATE BENEFICIARY**

The IAS & other Service Officers whose Career Profile are effectively maintained by this system for speedy consideration of placement under Central Staffing Scheme.

**DATA SOURCE**

AIS-I Section, E.O. Division, Training Division and State Personnel Departments.
SOFTWARE SOURCE
PersInfoTech Division, NIC.

SOFTWARE PLATFORM
Windows NT, SQL Server at the Back End, ASP & HTML.

INTRA MOP
20.6 This Portal helps each employees of Ministry of Personnel, PG & Pension (MOP) to view the following information:
Circulars; DOPT & D/O Pension Govt. Acts & rules; payslip, GPF & Income tax Statement; all online systems as well as online e-government applications developed & implemented by MOP; civil service news & MOP annual report; brief description of available MIS/DSS developed by MOP and birthday wishes etc. through Web with proper user name and password.

USER OF THE SYSTEM
All Officers belonging to Ministry of Personnel, PG & Pensions.

OUTPUT (REPORTS)
The complete bio-data, Experience Details, Qualification Details, In-service Training, Foreign Training, ACR Availability Status, Pay-slips, GPF Details, Income Tax Statement and Leave Details etc.

TARGET USER OF THE SYSTEM
All Officers belonging to Ministry of Personnel, PG & Pensions.

ULTIMATE BENEFICIARY
All Officers belonging to Ministry of Personnel, PG & Pensions.

DATA SOURCE:
Cash Section, Administration Division, Training Division

SOFTWARE SOURCE
PERSINFOTECH Division, NIC.

SOFTWARE PLATFORM
SQL Server, ASP

DSS FOR PANEL INFORMATION AND MONITORING SYSTEM FOR CENTRAL STAFFING SCHEME
20.7 This system is used to keep the Offer List, Vacancy Information, CSB decisions, Ministry and ACC decision. This system support the EO division of DOPT in decision making by auto-generation of the Examination Reports, Offer List Report and panels of eligible officers from the list of officers who have offered themselves for Central Deputation.
20.8 This year this system is redesigned to incorporate the training details of the candidates and qualifications. These qualifications are grouped for selection of candidates according to qualification requirements of vacancy, selection criteria to create a panel. Selection procedure of CSB to select an officer from panel has also been changed. And some very useful reports are being added for auto panel form.

SM & MM Section of E.O division

INFORMATION USERS
Establishment Officer
SM & MM Section of E.O. division
Candidates

INPUT TO THE SYSTEM
20.9 Vacancy Information, Officer List, Required Field Experience, Service preferred, CSB decision, Ministry’s Approval, ACC Approval, Officer’s joining Status and joining Date, spouse case, compulsory wait case & officers in previous years offer list.

MAJOR REPORTS/QUERY
Offer List
Examination Report
Vacancy Information
Panel(s) Status
List of Officers joined/Not joined/Selected/Debarred

HARDWARE / SOFTWARE REQUIREMENTS
A Pentium based Server with minimum of 256 MB RAM
SQL Server 7/2000
Visual Basic 6
Crystal Report 7.0/ or higher version

IMPLEMENTATION STATUS
20.10 Successfully implemented and running smoothly in the SM & MM sections of EO Division, D/o Personnel & Training
20.11 Document Monitoring Information System(DMIS) is implemented in 6 Ministries/Departments including M/O Personnel, Cabinet Sectt. & NIC HQ, DIT.
20.12 On Line Application Feeding pertaining to Foreign Training by Indian Administrative Service, Central Secretariat Service, State Civil Services and such officers of the other two All India Services viz Indian Police Service(IPS) and Indian Forest Service(IFS) and organized Group ‘A’ Central Civil Services, as are holding posts on deputation under the Central Staffing Scheme Application Software is implemented.
20.13 A Data Updation module pertaining web based integrated Personnel Information System for updating data of IAS officers belonging to respective Cadres is developed & implemented & released for all State Government’s Personnel Department. The training for updating the IAS data is also imparted to users.

INFORMATION TECHNOLOGY (IT) AND INFORMATICS DEVELOPMENT
NIC-TRAINING DIVISION, DOPT, OLD JNU CAMPUS
DELHI OFFICIAL DIRECTORY INFORMATION SYSTEM

20.14 The system is used to store and retrieve the contact details (Telephone Number-Office, Residence, and Address of the Officer) of Senior Officers of Government of India. The system has several features to enter the details of Ministries/Departments, Designation Level, Designation and Officer details. By using the query screen, the user can search the details of officer in any Ministry/Department.

USER OF THE SYSTEM

Being a directory which would be available on the website of the Ministry, anybody including officers and staff of Government of India can access and use the application.

OUTPUT

he system will provide telephone directory information to the user as per the search criteria

TARGET USER OF THE SYSTEM

As the application would be made available on the website of the ministry; all officers of Government of India may use the same.

ULTIMATE BENEFICIARY

All the Officers and staff of Government of India

DATA SOURCE

Delhi Official Directory and IWSU Section of DoPT

SOFTWARE SOURCE

Pers Info Tech Division, NIC

SOFTWARE PLATFORM

SQL Server, ASP and HTML

NIC-D/O PENSION & PENSIONERS’ WELFARE, LOK NAYAK BHAWAN

20.15 This year already developed Web Based Pension Grievances Redress & Monitoring System is implemented in D/O Pension & Pensioners’ Welfare.

NIC-D/O ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES, SARDAR PATEL BHAWAN

ONLINE ADVANCES PROCESSING SYSTEM

20.16 Description / Highlights

- Online Advances Processing System
- Web enabled and available on LAN
- Interactive for employees and dealing officials
- Employees can submit online their applications for Festival Advance, Car Advance and Scooter Advance
- Employees can view online the status of their applications for advances
- Reduces the time taken in movement of papers and in calculation thus reducing the time for processing applications for advances
- Helps to achieve Less Paper Office

USER OF THE SYSTEM

- Employees of the department
- Dealing officials of Admin Section
Accountant of the department
Under Secretary (Admin)
Director (Admin)

INPUT TO THE SYSTEM
- Application for Festival Advance
- Application for Car Advance
- Application for Scooter Advance

OUTPUT (REPORTS)
- Sanction Order for Festival Advance
- Bill for Festival Advance
- Sanction Order for Car Advance
- Bill for Car Advance
- Sanction Order for Scooter Advance
- Bill for Scooter Advance
- List of applications pending for Accountant’s certificate
- List of applications pending at Admin Section
- List of applications pending for preparation of Bills
- List of Bills sent to PAO
- List of employees for payment of Advances

QUERY
- Status of the Application for Advances

ULTIMATE BENEFICIARY
- Employees of the department are the ultimate beneficiaries of the system as it aids in speedy processing of their applications for Festival Advance, Car Advance and Scooter Advance

DATA SOURCE
- Cash Section, DARPG
- Admin Section, DARPG

SOFTWARE SOURCE
- Persinfotech Division, NIC

PLATFORM REQUIREMENTS
- Windows NT4.0 or above
- IIS 4.0 or above
- SQL 7.0 or above
- IE 4.0 or above

RECORD MANAGEMENT INFORMATION SYSTEM
20.17 RMIS covers the activities concerning recording, retention, retrieval and weeding out of Records. The system is designed on the basis of Record management instructions mentioned in Manual of Office Procedure (MOP). The system takes care of Creation, Modification and Weeding out of the records in Record room and creation of new user accounts and grant of permissions to them.

This year this system is implemented in D/O AR&PG Sardar Patel after a few modifications

USER OF THE SYSTEM
Officials and Section of D/o AR&PG
INPUT TO THE SYSTEM
Details of Closed files in various section of the department

OUTPUT (REPORTS)
Various reports as per specifications lay down in MOP.

QUERY
Regarding of review of files, files destruction and total files in record room.

TARGET USER OF THE SYSTEM
Record officer and other officials of D/o AR&PG

ULTIMATE BENEFICIARY
Record room officials

DATA SOURCE
Record Room and Sections

SOFTWARE SOURCE
PERSINFOTECH Division, NIC.

SOFTWARE PLATFORM
It is a Web enabled System. Windows with IIS and MS-SQL Server at Server end and any
windows system at Client side.

Web Based Public Grievances Redress & Monitoring System is implemented in 16 Ministries/
Departments; 16 departments of Telcom Sector; 12 deptts. of Banking Sector; 4 deptts. of
Shipping Sector; 4 departments of Insurance Sector and 4 departments of Civil Aviation Sector.

NIC PUBLIC ENTERPRISES SELECTION BOARD, CGO COMPLEX

20.18 DSS FOR PANEL INFORMATION AND MONITORING SYSTEM FOR PESB
This system has been designed for auto-generation & creation of the examination report and
panel of eligible officer from list of PSU officers who have applied against that vacancy
This system is currently under development

User of the System: PESB

INPUT
Vacancy Information, Vacancy Qualification Preference, File information, Officer List, Board/
Committee, Officer Joining Status and joining Date

OUTPUT
All Files, Examination report, Vacancy List, Vacancy Status, Officer Status, List of Officers
joined

QUERY
The System facilitates query information with respect to Files, Officer Bio-data, Vacancy status
e tc.

Data Source: PESB

SOFTWARE SOURCE
Persinfotech Division, NIC
SOFTWARE PLATFORM
SQL Server, VB 6.0 and Crystal Report

HOME PAGES ON INTERNET
The details of new homepage / websites incorporated in the Ministry’s Website are depicted department-wise as follows

20.19 NIC-DEPARTMENT OF PERSONNEL & TRAINING, NORTH BLOCK
1. IAS Civil List 2005 with modified new code file.
2. Holiday List 2005
3. Modified Secretaries List
4. Modified Chief Secretaries List
5. Civil Services Exam Result, 2004
6. Civil Services Exam Service Allocation with modified Data.
7. All India Service (AIS) Rules (Revised)
8. The Central Civil Services (Classification, Control and Appeal) Rules, 1965
9. Freedom of Information Act
11. Delhi Special Police Act, 1946
14. Facilities to Members of J.C.M.
15. New 43 circulars on various subjects pertaining to EO, Service, Establishment, Vigilance & Administrative Divisions of DOPT.

20.20 NIC DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES, SARDAR PATEL BHAWAN.
A new website for Intra-arpg was launched during 2003-2004. From 2004 onwards, it is entirely maintained by D/O Administrative Reforms & Public Grievances, Sardar Patel Bhavan.

20.21 NIC DEPARTMENT OF PENSION AND PENSIONERS’ WELFARE, LOK NAYAK BHAWAN
1. Orders on Dearness Relief
2. Orders relating to mobility of personnel between Central Govt. & Autonomous bodies as ell as orders on counting of past military service for civil pension.
3. Orders relating to exemption from rule of immediate absorptions in PSUs.
4. Various Circulars pertaining to CS Division, DOPT on various subjects like select list of Asstt. & Section Officers of various years, promotion list of Sos to Grade I and Grade I to Selection Grade. Circulars on cadre restructuring of CSS and promotion of UDCs of CSCS to Asstt. Grade etc.
5. Order on Introduction of Non-Functional Scale of Rs. 8000-13500 to SOs of CSS- a clarification.
6. Civil list of CSS Officers (Selection Grade & Grade I)
7. Circulars on various matters pertaining to Welfare Division, DOPT

20.22 NIC PUBLIC ENTERPRISES SELECTION BOARD, CGO COMPLEX
Vacancy circulars about board level appointment in Central PSUs

20.23 NIC TRAINING DIVISION, DOPT, OLD JNU CAMPUS
1. 16 Training Modules developed under UNDP Project
2. IAS In Service Training Details
3. Calendar for State Category Programme and Trainer Development Programme
4. Circulars for PGP PPPM (Post Graduate Programme in Public Policy and Management) and APPPA (Advanced Professional Programme in Public Administration).
CHAPTER 21

GENDER ISSUES

ANNUAL REPORT 2004 - 2005
21.1 The principle of gender equality is enshrined in the Indian Constitution in its Preamble, Fundamental Rights, Fundamental Duties and Directive Principles. The Constitution not only grants equality to women, but also empowers the State to adopt measures of positive discrimination in favour of women. Within the framework of a democratic polity, our laws, development policies, plans and programmes have aimed at women’s advancement in different spheres.

COMPLAINT COMMITTEE/ WOMEN’S CELL:

21.2 A ‘Women’s Cell’ was set up in the year 1997 to expedite action on complaints received from women employees as also to coordinate action for improvement of working conditions and general welfare of women employees. It comprises four women members and is headed by a Director level officer. A representative from YWCA (an NGO) has also been associated with the Complaint Committee. The Complaints Committee normally holds meetings during the year. No complaint has been received by the committee.

WOMEN IN CIVIL SERVICES:

21.3 The Department of Personnel & Training (DOPT), Government of India and United Nations Development Programme (UNDP) jointly implemented a Capacity Building Project for the civil services during the mid-nineties. It had four broad objectives. One of the objectives under Output-IV concerned issues of women in civil services.

21.4 The UNDP assisted Project aimed at providing a technical support to review career development, placement and utilization of women in higher public service, particularly at decision making levels and setting up an institutional mechanism to examine women’s issues in Civil Service regulations.

21.5 A number of activities were undertaken under this Project with regard to output IV as detailed below.

- Training of a core group of resource persons in the Graduate School, USDA, Washington;
- Conduct of a survey on Gender and the Civil Services;
- Development of a curriculum for regional workshops by Administrative Training Institutes (ATI);
- Conduct of ten regional workshops by nine ATIs.
- Final workshop of cadre controlling authorities of different civil services belonging to the Government of India;
- Establishment of a Focal Point in the DoPT.

21.6 The final Workshop of the Cadre Controlling Authorities (CCA) was held in New Delhi on October 14-15, 1998. The recommendations of this Workshop were compiled by LBSNAA, Mussoorie and were circulated by Department of Administrative Reforms to all the Ministries/Departments/ CCAs. They were requested to review the recommendations with a view to identifying their own working environment and rules, etc. and review them to remove Gender Bias and make them Gender friendly/ neutral.

21.7 Based on the project report, a Focal point was set up in DOP&T (DS/ACC) in 1998 which was transferred to Department of AR&PG for some time and is now located in CR Division. The focal point was to operate through a network of nodal points to be located in various Ministries/Departments (initially, at GOI level and eventually in various state Government).

21.8 The role of the focal point was defined in a Meeting convened by Secretary (P) on May 6, 1998 as under:-

- A To anchor conduct of review of existing rules and regulations for possible gender bias and discrimination against women and suggest corrective action;
- B To coordinate output flowing from various activities related to the issue requiring policy formulation or issue of regulation and guidelines.
21.9 As a follow-up action of the post project scenario, it was decided in June 2000 to form a Steering Committee under the Chairmanship of the Secretary (P) with the following constitutions:

- Secretary – Chairperson, Ministry of Personnel, PG & Pensions.
- Additional Secretary – Vice Chairperson, Department of AR&PG
- JS(Trg.), Department of Personnel & Training.
- Director (LBSNAA)
- Director General, YASHADA, Pune.
- Director, MP Admy. of Administration, Bhopal.
- Smt. (Dr.) Sarojini Thakur, JS, Deptt. of Women & Child Development.
- Smt. Vjayalakshmi Joshi, CVO, CAPART.
- Dy. Secy. (MM), Department of Personnel & Training.

21.10 The Steering Committee had following terms of reference:-

- Review of rules and regulations by Ministries/departments/CCAs to remove Gender bias;
- Give adequate publicity to enable women to enter government service;
- Introduce training programmes on Gender sensitization by all CCAs, as well as activities originated by the Focal point. It was also decided to follow-up on the initiatives taken by the Department of Women and Child Development to set up nodal points in all Ministries/Departments to handle and coordinate Gender related matters.

21.11 At a meeting of the Steering Committee held on 6-11-2000 under AS (AR&PG) tentative minimum agenda was formulated and was circulated to CCAs on 19-2-2001. At the next meeting of the Steering Committee held on 16-3-2001, a 12 point minimum agenda (Six item in phase I which can be implemented quickly and six in phase II, of long duration, was finalized) A reporting mechanism was also devised to report/monitor action taken by the concerned Departments/CCAs.

21.12 A copy of the Agenda was sent to CCAs on 1-6-2001 for status report in respect of all the points listed in the minimum agenda. The file was also submitted to the then MOS(PP) for calling a conference of CCAs. MOS(PP) desired that this aggregated data may be collected before a conference is convened. Last time, this subject was discussed at meeting by Secretary (P) was on 26-3-2002.

21.13 In the meantime, we have received data/feedback on the items of minimum agenda, especially Gender disaggregated data from majority of the Cadres except a few. A reminder has been issued to defaulting Cadres on 4-2-2003. On receipt of the same, the conclusion will be drawn and put up to the Chairman, Steering Committee. However, based on the part information available through replies received from CCAs, following board conclusions can be drawn.

- The representation of women in civil services, though much below the desired level, is steadily increasing.
- All the CCAs try to accommodate Husband/wife at the same place as far as possible.
- There are no rules/regulations which permit Gender bias/discriminations.
- Gender Sensitising Training Programmes conducted by most of the CCAs.
- Regarding setting up of Daycare centers/crèches, such facilities are provided on the basis of request received in consultation with women staff.

21.14 The Conduct Rules for the All India Services and Central Services prohibit the giving, taking or abetting the giving or taking of dowry or demanding the same directly or indirectly from the parents or guardians of the bride or bridegroom in accordance with the provisions of the Dowry Prohibition Act, 1961. Further, the All India Services (Prevention of Sexual Harassment) Regulations, 1998 have been made effective since 1998 in respect of All India Service officers for prevention of sexual harassment of working women in the work place.

21.15 Grievances received from female employees and women in general are given priority/importance under the Public Grievances redress mechanism.
AUDIT OBJECTIONS

ANNUAL REPORT 2004 - 2005
22.1 The accounts of the Ministry of Personnel, Public Grievances and Pensions and its various offices are being audited by the inspection teams of the Director General of Audit (Central Revenues)/Accountant Generals of the States at an interval of two years or more. As per available information, the total number of outstanding audit objections as on 31.12.2004 was 157 as per office-wise break-up given below:

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<thead>
<tr>
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<tbody>
<tr>
<td>1.</td>
<td>Staff Selection Commission</td>
<td>45</td>
<td>34</td>
</tr>
<tr>
<td>2.</td>
<td>Central Administrative Tribunal</td>
<td>35</td>
<td>43</td>
</tr>
<tr>
<td>4.</td>
<td>Central Vigilance Commission</td>
<td>04</td>
<td>12</td>
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<tr>
<td>5.</td>
<td>Lal Bahadur Shastri National Academy</td>
<td>04</td>
<td>07</td>
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<tr>
<td>6.</td>
<td>Union Public Service Commission.</td>
<td>03</td>
<td>15</td>
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<td>7.</td>
<td>Central Bureau of Investigation</td>
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<td>-</td>
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<td>8.</td>
<td>Institute of Secretariat Training and Management</td>
<td>15</td>
<td>15</td>
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<tr>
<td>9.</td>
<td>Department of AR &amp; PG</td>
<td>15</td>
<td>17</td>
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<tr>
<td>TOTAL</td>
<td></td>
<td>145</td>
<td>157</td>
</tr>
</tbody>
</table>

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