ANNUAL REPORT

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
GOVERNMENT OF INDIA
NEW DELHI
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DEPARTMENT OF PERSONNEL & TRAINING
The Ministry of Personnel, Public Grievances and Pensions is the coordinating agency of the Central Government in personnel matters, specially in respect of issues concerning recruitment, training, career development, staff welfare and the post retirement dispensation. The Ministry also works towards promotion of responsive, people-oriented and modern administration.

The Ministry comprises of three Departments, viz. the Department of Personnel and Training, the Department of Administrative Reforms and Public Grievances and the Department of Pensions and Pensioners’ Welfare.

1. ORGANISATIONAL SET-UP

This Ministry is under the over all charge of the Prime Minister, assisted by a Minister of State and two Secretaries, who are being assisted by one Special Secretary, two Additional Secretaries, four Joint Secretaries and other supporting officers and staff. The Departments of the Ministry of Personnel, Public Grievances and Pensions are:–

1. Department of Personnel and Training having the following six divisions

   (i) Establishment Officer
   (ii) Services and Vigilance
   (iii) Establishment
   (iv) Administrative Tribunal and Administration
   (v) Training
   (vi) Central Services

2. Department of Administrative Reforms and Public Grievances

3. Department of Pensions and Pensioner’s Welfare.
2. DEPARTMENT OF PERSONNEL AND TRAINING AND VARIOUS AGENCIES UNDER ITS ADMINISTRATIVE CONTROL

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 policies and the watchdog of the Government to ensure that certain accepted standards and norms pertaining to recruitment, regulation of service conditions and deputation of personnel as well as other related issues, as laid down by it, are followed by all Ministries / Departments. Towards this end, guidelines have been issued by it for the benefit of all Ministries / Departments. The implementation of these guidelines is also being monitored by the Department.

The Department also advises all organisations 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). It also operates the Central Staffing Scheme under which suitable officers from All India Services and Group ‘A’ Central Services are selected and then placed in posts at the levels of Deputy Secretary / Director and Joint Secretary, on the basis of tenure deputation. The Department also deals with cases of appointment to the posts of Chairman, Managing Director, full time functional Directors / Members of the Boards of Management of various Public Sector Undertakings / Enterprises, Corporations, Banks and Financial Institutions. It also looks into the assignment of Indian experts to various developing countries.

2.1 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.
2.2 PUBLIC ENTERPRISES SELECTION BOARD

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

2.3 RECRUITMENT AGENCIES

Two organizations through which the Department ensures recruitment of personnel for the Union/Central Government are the Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC). The UPSC has been constituted under a provision of the Constitution and is responsible for conducting examinations for appointments to the higher civil services and civil posts under the Union Government, including recruitment to the All India Services. There is a provision for consulting the Commission on matters relating to methods of recruitment, principles to be followed in making promotions and transfers from one service to another and on disciplinary matters.

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

2.4. JOINT CONSULTATIVE MACHINERY (JCM)

A well structured machinery is in place for joint consultation between the Central Government and its employees for promoting harmonious relations and securing the greatest measure of cooperation between the Central Government and the general body of employees in matters of common concern. The objective is to increase the efficiency of public services along with the well-being of the employees. It is a three-tier machinery consisting 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 / organisations under various Ministries / Departments.
The Scheme has proved to be an effective forum for amicable settlement of grievances of the Central Government employees relating to their service matters etc.

**OPTIMISATION OF DIRECT RECRUITMENT TO CIVILIAN POSTS**

The Finance Minister while presenting the Budget for 2001-02 had stated that “all requirements of recruitment will be scrutinized to ensure that fresh recruitment is limited to 1 per cent of total civilian staff strength. As about 3 per cent of staff retire every year, this will reduce the manpower by 2 per cent per annum achieving a reduction of 10 per cent in five years as announced by the Prime Minister” / This has already been implemented and was applicable till 2006, and has been further extended up to March, 2009.

**2.5 CENTRAL ADMINISTRATIVE TRIBUNAL**

In spite of the elaborate system of rules and regulations which govern personnel management, there are Government employees who feel aggrieved by the Government decisions. In order to provide speedy and inexpensive justice to the employees aggrieved by Government decisions, the Government set up the Central Administrative Tribunal (CAT) in 1985, which now deals with all cases relating to service matters, which were previously dealt with by Courts up to and including the High Courts.

There are now 17 regular Benches of the CAT functioning in various parts of the country, including its Principal Bench in Delhi.

**2.6 STAFF WELFARE**

Realising that improvement in the working and living conditions of the employees and their families leads to efficiency and high morale, the Department supports various welfare programmes, which are provided in various Ministries / Departments, Central Government Employees Welfare Coordination Committees in Central Government Offices located outside Delhi, Resident Welfare Associations / Area Welfare Officers, Benevolent Fund and Departmental Canteens. The Department of Personnel and Training is the nodal agency for four registered societies set up for the welfare of the Government employees and their families. These societies are the
Central Civil Services Cultural and Sports Board, Grih Kalyan Kendra, Kendriya Bhandar and Civil Services Officers Institute (CSOI). These are located in Delhi.

2.7 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 maintaining discipline and eradicating corruption from public services. In order to step up efforts towards containment of corruption, the three-pronged strategy for prevention, surveillance and detection supplemented by deterrent and punitive action adopted during the preceding years, continued to be followed during the current year also. Towards this end, the implementation of the Anti-corruption Action plan of each Ministry / Department has been monitored through quarterly reports. Emphasis continued to be laid on preventive vigilance that might involve appropriate changes in the existing rules / regulations / procedures in selected areas.

2.8 CENTRAL VIGILANCE COMMISSION

The Central Vigilance Commission (CVC) was originally set up by a Resolution of the Government dated 11th February, 1964. The Government has accorded statutory status to the Commission by the Central Vigilance Commission Act, 2003 (No.45 of 2003). Under the Act, the CVC has been empowered to inquire or cause an inquiry or investigation on a reference made by the Central Government. It is also empowered to exercise superintendence over the vigilance administration of the various Central Government Ministries, Departments and organizations. With the enactment of the CVC Act, 2003, the superintendence of the Delhi Special Police Establishment in so far as investigation of offences under the Prevention of Corruption Act, 1988 are concerned, vests with the Central Vigilance Commission. Through the “Public Interest Disclosure and Protection of Informers” Resolution dated 21st April 2004, the Government has designated the Central Vigilance Commission as the agency to act on the complaints from “whistle blowers”.

Introduction
2.9 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.

2.10 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.

3. 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 for redressal of public grievances relating to the States in general and those pertaining to Central Government agencies in particular. The Department endeavours to document and disseminate successful good Governance Practices by way of audio-visual media and publications. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms. The mission of the Department is to act as a facilitator, in consultation with Central Ministries / Departments, States / 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.
4. 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 relating to retirement benefits. The Department was set up in 1985 as a part of the Ministry of Personnel, Public Grievances and Pensions and has ever since been rendering service for the benefit of pensioners. 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.
1. THE ALL INDIA SERVICES (PERFORMANCE APPRAISAL) RULES, 2007

With a view to improving the performance evaluation and appraisal of all senior civil servants for better human resource management, for the first time, the Annual Confidential Roll (ACR) Rules were replaced by the All India Services (Performance Appraisal) Rules 2007. Based on the recommendations of the Surendranath Committee, the new format of performance appraisal for the All India Service Officers brings in a great degree of transparency and objectivity into this process. The new format prescribes an interactive method of evaluation in which the officers being appraised and the Officer appraising, both are involved. The broad contours of the system include use of the performance appraisal for career planning and training, preparation of a working plan, health check up, numerical grading, disclosure of the report, etc. This new performance appraisal procedure brings the best global practice in this area for the first time in evaluating the performance of All India Service Officers.

2. ANNUAL HEALTH CHECK-UP FOR ALL INDIA SERVICE OFFICERS

With a view to bringing greater health consciousness among the officers, which would be conducive to greater efficiency and also reduce the costs of illness to the Government, a comprehensive annual health check-up has been made mandatory for all the AIS officers. The Central Government is, for the first time, authorizing some 13 private hospitals (apart from 5 government hospitals) for conducting medical check-up of All India Service officers in order to bring in private participation and improve accessibility for All India Service officers.

3. THE PUBLIC SERVICES BILL

The Government is committed and accordingly, has been taken, to bring in a Public Services Bill to provide a statutory basis for the regulation of the Public Services in India, as enshrined in Article 309 of the Constitution of India, to regulate the appointment and conditions of the Public Servants, to lay down and review the fundamental values of Public Services, the
Public Services Code of Ethics, Public Service Management Code, to establish Public Services Authority for facilitating review and proper development of Public Services and in order to develop Public Services as a professional, neutral, merit based and accountable instrument for promoting good governance and better delivery of services to the citizens.

4. **THE STABILITY OF TENURE OF THE ALL INDIA SERVICE OFFICERS**

The stability of tenure of the All India Service Officers, especially in the States, has been a subject of concern for a long time now. Frequent and arbitrary transfers of Officers before completing a reasonable tenure on any post has always been considered as a major reason for the declining standards of administration. With a view to bringing in a degree of stability and transparency in the matter of appointment and transfer, the relevant All India Service Rules have been amended for the first time providing a minimum tenure of two years for all cadre posts except the post of Chief Secretary and equivalent. The notifications are under issue.

5. **MID CAREER TRAINING FOR ALL INDIA SERVICE OFFICERS**

With an objective to train the officers at various stages of their career to enhance their horizon of knowledge and learning and to equip them in the discharge of their duties in a better and efficient manner, a mandatory Mid Career Training Programme consisting of Phase III, IV and V, has been introduced for IAS officers. The IAS (Pay) Rules have been amended to make the completion of the relevant phase of training a mandatory requirement for further promotion and benefits at the relevant stages in an officer’s career. The various phases of the training are being conducted in collaboration with top of the line international Universities like the Maxwell School of Government, Syracuse University; the Kennedy School of Government, Harvard University; the Duke Centre for International Development, Duke University and premier management institutions of the country like IIM, Ahmedabad and IIM, Bangalore. Similar provisions are being finalized for the IPS and IFS officers.

6. **DOMESTIC FUNDING OF FOREIGN TRAINING.**

The Department of Personnel & Training has been sponsoring officers for training programmes abroad. In the past, these programmes were funded
by bilateral or multilateral aid. However, over the years this aid has come down. Keeping in view the importance and benefits of providing international exposure to the officers, a scheme of Domestic Funding of Foreign Training (DFFT) was started in 2001. This covers both long term and short-term training in reputed universities/institutes in several countries. During the financial year i.e. 2007-08, 39 officers have been deputed for long term training programmes to 9 Universities/Institutes abroad and 8 more officers are being deputed in January 2008. As regards short term training programmes 164 officers have been deputed for such programmes during this financial year and 56 more officers are being deputed for short term programmes from January to March 2008. During the current financial year, 8 officers were selected for Partial Funding of foreign study under the Scheme of Partial Funding of Foreign Study.

7. **DELEGATION OF POWERS UPTO TO THE PERIOD OF 3 YEARS FOR MAKING ADHOC APPOINTMENT/PROMOTION IN GROUP “C” & “D”**

The DOPT in November 2007 has delegated the powers to make appointment/promotions on adhoc basis upto the period of 3 years in Group “C” and “D” posts to the concerned Ministry/Department subject to certain conditions therein.

8. **COMMERCIAL EMPLOYMENT**

The rules regarding grant of permission for post-retirement commercial employment of retired Group ‘A’ officers of Central Civil Services/Posts were rationalized. The period of two years after retirement, during which Government permission was necessary for taking up post-retirement commercial employment has been reduced to one year, and the guidelines in granting or refusing permission have been simplified and made generally positive, except in the cases where the organization the retired Government servant proposes to join, has been known to be in any way in conflict with or prejudicial to India’s foreign relation, national security and domestic harmony.

9. **SPECIAL CASUAL LEAVE FOR PERSON WITH DISABILITIES**

As a welfare measure for differently abled persons, orders were issued for granting special casual leave for not more than 10 days in a calendar year
to differently abled Central Government employees with disabilities as defined in the Persons with disabilities (Equal Opportunities Protection of Rights and Full Participation) Act, 1995 for participating in the Conferences/Seminars/Training/workshop related to disability and development related programmes organized at National and State level agencies.

10. SPECIAL CASUAL LEAVE FOR FAMILY WELFARE SCHEME

Keeping in view the changes/advancements in the technology/surgical procedures, the existing instructions for grant of special casual leave for the various family welfare schemes were reviewed and modified orders issued.

11. ENHANCEMENT OF THE PERIOD OF STUDY LEAVE FOR CHS DOCTORS

With a view to achieve an acceptable standard of good health amongst the general population and in order to meet the shortage of doctors in certain Specialties, the Government has enhanced the maximum amount of study leave in respect of CHS Doctors for pursuing PG courses from 24 months to 36 months. The provision of Rule 51 of CCS(Leave) Rules 1972 has, accordingly, been amended. This will encourage the CHS doctors to go in for higher studies.

12. DEPUTATION

The Government has delegated the powers for extending the deputation in respect of Group ‘C’ & ‘D’ officials beyond the fifth year or second year in excess of the period prescribed in the Recruitment Rules of the ex-cadre posts, to the Borrowing Authorities/Administrative Ministries/Departments.

13. TONING OF STATE PUBLIC SERVICE COMMISSION

While addressing the Chief Secretaries of States on 20.7.2006, the Prime Minister had, inter alia, drawn the attention to the reports of the malfunctioning of some of the State Public Service Commissions. The State Governments were emphasized that the object of any process of selection for entry into public service is to secure the best and most suitable person for the job, avoiding patronage and favouritism and that the Members in the State PSCs play a crucial role in this regard. State Governments were advised to ensure that their Public Service Commissions are manned by competent, honest and independent persons of outstanding ability and
high reputation who command the confidence of the people and who would not allow themselves to be deflected by any extraneous considerations from discharging their duty of making selections based strictly on merit.

14. MINORITY WELFARE

In pursuance of the Prime Minister’s new 15 point Programme for welfare of minorities, guidelines in the direction of measures to give special consideration to minorities in recruitment had been issued. In pursuance of the Sachar Committee recommendations on posting of muslim Police personnel in thanas and muslim health personnel and Teachers in muslim concentrated aeras, the concerned Ministries were advised to implement the recommendations and issue appropriate guidelines for the purpose. Necessary action for sensitization of Government functionaries, especially field staff is also taken by the Training Division. The State Governments have also been requested to implement the above recommendation of the Sachar Committee

15. SPECIAL RECRUITMENT DRIVE FOR SCS/STS

The Government has been very sensitive to the protection of the interests of the Scheduled Casts and the Scheduled Tribes in general and to their adequate representation in services in particular. The Government launched a special Recruitment Drive to fill up the backlog reserved vacancies of the Scheduled Castes and the Scheduled Tribes. About 20,500 SC/ST candidates were inducted into Government jobs and approximately 30,000 SC/ST candidates who were already in services were given promotion by way of the drive.

16. RESERVATION FOR PERSON WITH DISABILITIES

The Government has streamlined the scheme of reservation for persons with disabilities during last two years as a result of which visually handicapped and hearing handicapped persons have been able to get entry into the most prestigious services like the Indian Administrative Service.

17. IMPLEMENTATION OF THE AT AMENDMENT ACT, 2006

Implementation of the Administrative Tribunal Amendment Act, 2006 was carried out this year and appointment of Members was done as per the new eligibility criteria prescribed in the amended Act.
18. ORGANISATIONS BROUGHT UNDER THE PURVIEW OF CAT

A total of 103 organisations have been brought under the purview of CAT this year from 46 last year.

19. PLACEMENT SYSTEM

To make the ‘placement system’ more transparent and efficient, a software has been developed which generates panels of names, for vacancies under the Central Staffing Scheme, by matching the experience profile, educational qualifications and training profile of the officer with the job requirement of the post. For the purpose, an Online Application Form has been introduced for the Central Staffing Scheme from the year 2008. The officers can apply online, giving details of their experience, educational qualification, trainings etc which are later, matched when placement to a particular Ministry is considered. Each officer can also give 3 preferences for his posting to the Ministries depending on his area of interest and experience. The software also takes into account the preferred Ministry/Department that the officer may like to work in.

Efforts are on to provide an interface of this software to all the State Governments and the Cadre Controlling Authorities of the Group ‘A’ Services so that they can even validate the application forms, give vigilance and cadre clearance etc online. This would save time and bring in efficiency in the system by capturing, in real time the data of officers for placement in the Central Government. The system should also speed up the process of placements so that the officers coming to the Government of India on deputation can get more time to shift and take care of other requirements for settling down.

20. INTRODUCTION OF EXPERIENCE CODE DIRECTORY

The Career Management Section of the office of the Establishment Officer is responsible for maintaining a database of all IAS officers and such officers of other Services who are on Central Deputation. This database captures each officers’ profile including the areas of ‘experience’ that he/she has acquired over the years, and is reflected in the officers’ Executive Record Sheet. This data contained in the Cadre Management Division, especially pertaining to the experience profile of officers is, at times crucial, as it is
used for selecting names of suitable officers for various Foreign Assignments and other important assignments in the Government. An exercise was conducted in which the experience ‘fields’ available in the code directory were rationalised to make them more topical and relevant to the current requirements. The ‘old’ and the ‘new’ code directory of ‘experience’ fields was placed on the website of the Department. Suggestions from officers across the board were called for. The relevant suggestions were considered, and the changes incorporated. The existing database of all the officers was then converted as per the newly formulated experience Code Directory.

21. ACC VACANCY MONITORING SYSTEM

To make the ACC (Appointments Committee of the Cabinet) Vacancy Monitoring System more effective, an Online Web Based Monitoring Software was designed to ensure timely submission of proposals for appointments to the posts requiring approval of the ACC. The AVMS (ACC Vacancy Monitoring System) has been made available to all the Ministries/Departments so that they can keep a close watch on the vacancy position and take timely steps to send proposals to the Secretariat of the Appointments Committee of the Cabinet.

22. SECOND ADMINISTRATIVE REFORMS COMMISSION (ARC)

As envisaged in the National Common Minimum Programme (NCMP), the Second Administrative Reforms Commission (ARC) was constituted under the Chairmanship of Shri Veerappa Moily on 21.08.2005 as a Commission of Inquiry, for preparing a detailed blueprint for revamping the public administration system. The Commission was required to furnish its Reports to the Government within one year of its constitution, i.e. by 31.08.2006. However, the term has now been extended upto 31.03.2008.

23. PM’S AWARD FOR EXCELLENCE IN PUBLIC ADMINISTRATION

The Prime Minister, Dr. Manmohan Singh, gave away the Prime Minister’s Awards for Excellence in Public Administration for the year 2005-06, on the Civil Service Day held on 21st April, 2007. The two Awardees were Shri Rajeev Chawla, Secretary, Government of Karnataka for implementing “Bhoomi” - a computerized land records system for delivery, updating and storing of land records in Karnataka and Shri R.S. Pandey, Secretary, Ministry of Steel, for his initiative in enabling participation of the user community in the management of public institutions and services in Nagaland.
24. CHIEF SECRETARIES CONFERENCE

A Conference of Chief Secretaries was held on 20th April, 2007. Shri B.K. Charturvedi, Cabinet Secretary, while setting the agenda for the Conference, highlighted some thrust areas that needed attention. He said that the public service delivery can be improved only if corruption is minimized with transparency and simplification of the existing procedures and systems. The Conference deliberated on the issues relating to internal security, food security, Sarva Shiksha Abhiyan, National Rural Health Mission, Improving Business Climate and Strategy for improving governance. Chief Secretaries’ Conference serves the twin purpose of assessing the performance of different states over a period of time, as also, appraising progress made in respect of various flagship programmes of the Government of India. Over a period of time, this has proved to be a useful platform to deliberate upon and sorting out bottlenecks on critical issues like - law and order, education, health, employment and rural development.

25. INTERNATIONAL COOPERATION:

The D/o Administrative Reforms and Public Grievances is working as the nodal point in respect of matters relating to international cooperation in the field of Public Administration and Governance, which includes organizing programmes and visits of the foreign delegations in India and visit of Indian delegation abroad as part of project/bilateral measures taken up in accordance with the MOU/Agreement, signed between India and other countries (bilateral), viz, China and Malaysia, in the field of Civil Service, Personnel Management and Public Administration; and with South Africa in the field of Governance, Administration and other related areas. An MoU (multilateral) among India, Brazil and South Africa, on cooperation in the field of Public Administration and Governance was signed by the representatives of the three countries on 17 October 2007 during the 2nd IBSA Summit meeting held in South Africa. The Ministry is an institutional member of Commonwealth Association for Public Administration and Management (CAPAM) since 1997 and of International Institute of Administrative Sciences (IIAS) since 1998, which provides an opportunity to exchange experience on new developments and innovations in management in Governments of member countries. In the year 2007-08, a 7-member Vietnamese delegation led by Deputy Director General of the Research Institute of State Organisation Sciences; and an 11-member Latvian
delegation led by their Special Assignments Minster for Electronic Government Affairs visited the Ministry to have an interaction and share Indian experiences in the field of Public Administration and Governance.

26. **E-GOVERNANCE INITIATIVES**

The Department of Administrative Reforms and Public Grievances promotes and supports e-Governance initiatives in Government. It also collaborates with Department of Information Technology in the implementation of National e-Governance Policy (NeGP), and is also implementing a Mission Mode Project of e-Office which is looking at a less paper environment in Central Government offices and improving its operational efficiency.

27. **REGIONAL CONFERENCE ON EXCELLENCE IN PUBLIC SERVICE DELIVERY**

During the year 2007-08, the Department of Administrative Reforms & Public Grievances has organized Regional Conferences on “Excellence in Public Service Delivery” at Mussoorie, Pune, Guwahati and Thiruvananthapuram. The main objective of the Conference is to generate awareness amongst the participants about the recent reforms for promotion of good governance and to bring national and state level organizations along with other stakeholders on the same platform to share experiences in the formulation and implementation of good governance practices in order to facilitate speedy and efficient delivery of public services.

28. **MODERNIZATION OF CS DIVISION**

The CS Division utilized the “Plan Scheme of Modernization of Government Offices”, of Department of Administrative Reforms & Public Grievances (D/o AR&PG) to modernize the freshly allotted premises to the CS Division at Lok Nayak Bhawan. A sum of about Rs. 80 lakh was obtained from the D/o AR&PG to provide a modern office along with latest I.T facilities, internet connectivity, compactors and work stations for the CS Division. This modernization was inaugurated by Secretary(P) in March 2007. The restructuring of the Central Secretariat Services had also envisaged increase in the manpower of CS.I Division, which deals with cadre management of Central Secretariat Services. The modernized premises with latest amenities and excellent functional layout in the CS.I Division have helped improve the functioning and efficiency of the CS Division. During the current year the remaining Sections of the CS Division are being taken up for modernization.
29. CADRE TRAINING PLAN

‘The Cadre Training for the CSS Officers of various Grades has been finalized. The details of the training programmes for all officers of CSS have been circulated on 15.12.2006. The ISTM has prepared its training schedule for CSS Officers of various grades for the year 2007-08. These training programmes are mandatory in nature and linked with the next promotion of the Officers. The objective of in service training programmes at various levels is to develop their skills and capabilities, necessary for shouldering the higher responsibility besides updating their knowledge about the latest concepts. The Officers of CSS cadre are being nominated for these training programmes right from the UDC Grade to Deputy Secretary/ Director levels.

30. INTER-ACTIVE SESSIONS WITH CADRE CONTROLLING AUTHORITIES

As a first time initiative, it was proposed that a team of Officers of CS Division would hold inter-active sessions in different Government Offices, which house several Ministries/Departments. These inter-active sessions were to apprise the Cadres of the issues and problems faced by CS Division in cadre management of the three Central Secretariat Services. Secondly, it was also felt that this opportunity could be used to resolve the problems at the cadre level being faced by individual Ministry/Department, across the board. Four inter-active sessions were held by CS Division during 8-17th January, 2008 at Shastri Bhawan, Nirman Bhawan, Shram Shakti Bhawan and North Block. These inter-active sessions have helped disseminate information relating to important policy matters such as reporting of vacancies, maintenance of ACRs, rotational transfer policy, ad-hoc and regular promotions, preparation of data base of Central Secretariat Services etc. All user Departments appreciated this effort and requested that such inter-active sessions should be held at frequent intervals to enable them to resolve pending matters pertaining to the three Central Secretariat Services and help improve cadre management in the Central Secretariat.

31. PUBLIC GRIEVANCES REDRESSAL SYSTEM

The Department of Administrative Reforms and Public Grievances in the Ministry of Personnel, P.G. & Pensions, is the nodal agency for initiating, implementing and monitoring policy guidelines on handling of public grievances in Government of India. Detailed policy guidelines have been
formulated for redress of grievances by the Ministries and Departments of Government of India. This Department in consultation with the NIC has developed Public Grievances Portal website: http.pg.portal.gov.in which has been introduced in all Ministries/Departments of the Govt. of India in May, 2007 for prompt redressal of public grievances. The portal has a facility for the citizens to lodge their grievances and also monitor the progress of redress. The portal also provides a facility to the Director of Grievances (Joint Secretary level officer in each Ministry) to monitor the receipt, disposal and pendency of the grievances through the Centralised Public Grievance Redress & Monitoring System (CPGRAMS). The portal is primarily aimed to facilitate the receipt and handling of grievances from aggrieved citizens online and thus to help scrutinize, forward and monitor the action taken by the concerned Ministries/Departments as well as the concerned nodal agencies. Necessary training has been provided to the Directors of Public Grievances and subordinate functionaries in Ministries/Departments to handle public grievances on CPGRAMS.

32. **CITIZEN’S CHARATERS**

The main objective of the exercise to issue the Citizen’s Charter of an organisation is to improve the quality of public services. This is done by letting people know the mandate of the concerned Ministry/Department/Organisation, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Citizen’s Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights. Various Central Government Ministries/Departments/Organisations have brought out their Citizens’ Charter. Nodal Officers have been appointed in the concerned Central Ministries/Departments/Organisations. Ministry of Personnel, P.G. & Pensions has also brought its Citizens’ Charter and put on the web-site of the Ministry.

33. **SOCIAL COPORATE RESPONSIBILITY i.e.. IMPLEMENTATION OF RESERVATION POLICY.**

As per the various provisions of the Constitution, the Government has issued various instructions providing for reservation in services for the members of the Scheduled Castes (SCs), the Scheduled Tribes (STs) and the Other Backward Classes (OBCs) in direct recruitment. There is no provision of reservation in promotion for OBC candidates. Section 33 of the Persons
with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 (PWD Act) provides that every appropriate Government shall appoint in every establishment such percentage of vacancies not less than three 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) locomotors disability or cerebral palsy; in the posts identified for each disability. Section 32 of the Act requires the Government to identify posts in establishments which can be reserved for the persons with disability.

Ministry of Personnel, P.G. & Pensions, follows the instructions issued for implementation of the reservation policy. The Position of the officers in the Ministry (Proper) as on 31.12.2007 is as under:

<table>
<thead>
<tr>
<th>S. No</th>
<th>Category of the Post</th>
<th>Total Strength</th>
<th>SC</th>
<th>ST</th>
<th>OBC</th>
<th>Physically Handicapped</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Group A</td>
<td>127</td>
<td>12</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>Group B (Gazetted)</td>
<td>171</td>
<td>17</td>
<td>7</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>Group B (Non-Gazetted)</td>
<td>217</td>
<td>19</td>
<td>18</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>Group C</td>
<td>196</td>
<td>13</td>
<td>4</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>Group D</td>
<td>169</td>
<td>56</td>
<td>8</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>880</td>
<td>117</td>
<td>41</td>
<td>27</td>
<td>4</td>
</tr>
</tbody>
</table>

Liaison Officer for SC/ST category and a separate Liaison Officer for OBC for looking into the matters concerning reservation for these categories have been appointed in the Ministry of Personnel, P.G. & Pensions as per the existing provisions.

34. IMPLEMENTATION OF THE RTI ACT -2005

The culture of secrecy in the working of the Government has been replaced by the system of transparency by enacting the Right to Information Act. In order to ensure effective implementation of the provisions of the Act, Ministry of Personnel, P.G. & Pensions has issued instructions requiring all public authorities to update records, improve infrastructure and bring out necessary manuals as provided in the Act; designate the first appellate
authorities along with the Public Information Officers and publish their particulars; comply with the provisions regarding suo-motu disclosure; and create a central point within the public authority to receive applications for information and appeals. Government has also published a Guide for the guidance of persons, who want to seek information under the Act and is in the process of publication of a guide for the CPIOs, who are supplying the information. Government have also clarified various issues under the RTI Act, 2005 and is in the process of the implementing the recommendations contained in the ARC’s report on ‘Right to Information’: Master Key to Good Governance (June 2006). This Ministry has nominated 89 CPIOs in the Ministry (Proper) During the year 2007 (from January to December, 2007) under the RTI Act 2005 this Ministry has received 2092 applications for seeking various types of information. Information against 1940 applications was furnished and information against 129 was not furnished/not required to be furnished and 23 applications transferred to the concerned Ministry/Department/Organisation.

35. CAPACITY BUILDING AND AWARENESS GENERATION FOR RIGHT TO INFORMATION

In partnership with UNDP, a comprehensive approach has been taken under the Capacity Building programme on Access to Information up to operationalize the Right to Information Act, 2005. The project aims to work in 2 districts each in all states in India to enhance the capacities of government officials as information providers, of citizens as information seekers, and a range of actors to facilitate the sharing of information. Nearly 39,00 participants have been trained under the project. The project has created a bank of RTI manuals and guides. Almost all states have translated the RTI Act and Manuals/Guides into the local language. Mass awareness activities have been undertaken in various states through various media modes including more than 7 lakh pamphlets, brochure and posters, 100 radio programmes, 900 television adverts/shows and 300 kalajathas/road shows/puppet shows. It has brought important stakeholders together on different platforms to discuss and deliberate on key issues. The project has enabled an online knowledge and networking hub on RTI through a web-enabled portal – www.rti.org.in. This portal is one of its kinds in India and provides a wide breadth of information and networking opportunities for RTI practitioners and citizens.
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 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 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.

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.

1.4 A Screening Committee chaired by the Cabinet Secretary comprising Secretary (P) and Finance Secretary has been constituted for approval of cases of Foreign Assignments and assignments under Rule 6 (2)(ii) of the IAS (Cadre) Rules 1954. The approval of the PM is taken on the recommendations of the Committee for JS and above.
APPOINTMENTS

1.5 A total of 365 officers were appointed to posts at the levels of Joint Secretary/equivalent and below under the Central Staffing Scheme during the period from 1st January, 2007 to 31st December, 2007. Out of these, 137 belong to the IAS, 14 to the CSS and 214 to other organized Group ‘A’ Services.

1.6 In addition to the appointments under the Central Staffing Scheme (as mentioned at Para 1.5) a total number of 342 appointments of Chairman-cum-Managing Directors (CMDs), MDs, Executive Directors, Functional Directors, Non-Official Directors were made on the Board of Public Sector Undertakings and Banks/Financial Institutions, and 2 appointments were made of Member & Managing Directors in Autonomous Bodies from 1-1-2007 to 31-12-2007. During the same period, 134 appointments were made at the level of General Managers/Additional General Managers/Members/Additional Members/Chairman/DG, Secretary in Indian Railways, Chief Security Commissioners, Financial Commissioners, and appointments were made to the Higher Administrative Grade in Rs. 22400 - 24500/ Rs.24050-26000 to various Group ‘A’ Services under the Ministry of Railways. A total of 158 cases were also processed during this period for holding additional charge/current charge/extension of tenure/services of CMDs/MDs, Executive Directors, Functional Directors, Non-official Directors in PSUs/Banks, Additional Charge of Chairman/Upgradation/Other Miscellaneous appointments.

1.7 During the period, appointments of 64 Chief Executives were made in various autonomous bodies. Likewise, 98 appointments were made to the posts of Member/Chairman/Vice Chairman in various Administrative Tribunals/Labour Courts.

1.8 A total of 1278 officers were approved for appointment (including promotion and deputation) to posts, of and above the level of Joint Secretary, in various organized Central Services which are not included in the Central Staffing Scheme, and postings in various Indian Embassies/Missions abroad.

1.9 114 Secretary level and equivalent, 118 Additional Secretary level and equivalent, 444 Joint Secretary level and equivalent, 701 Director
level and equivalent and 399 Deputy Secretary level and equivalent officers stand posted under the Central Staffing Scheme as on 31-12-2007.

FOREIGN TRAINING

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

1.11 During the year 2007, nominations for 12 long term foreign training programmes (duration of approximately one year) under the Domestic Funding Scheme, were finalized and a total of 51 officers were deputed to these programmes. These programmes were: Manila - Master in Development Management at Asian Institute of Management (4 officers); University of Duke, USA - MA in International Development Policy (5 officers); Hubert H. Humphrey Institute, University of Minnesota, USA - MPA (4 officers); George Mason University, Washington - Master of Public Policy (3 officers); Carnegie Mellon University, Australia - Master in Public Policy and Management (2 officers); Maxwell School, Syracuse University, USA - MA in Public Service (5 officers); ISS, the Hague, the Netherlands - MA in Public Policy and Management (4 officers); IDS, Sussex, UK - MA in Governance & Development (5 officers); University of Birmingham, UK - MA in Public Service (6 officers), University of Ljubljana, Slovenia - MBA (6 officers); University of Melbourne, Australia - PG Diploma in Arts (Public Policy & Management) (2 officers); and Australian National University, Australia - Master in Public Policy (3 officers). In addition, 2 officers were also deputed for a long term programme under the Domestic Funding Scheme - Master in Public Management programme at National University of Singapore.

1.12 Apart from the long term programmes mentioned above, officers were also deputed to various short-term programmes available under the Domestic Funding Scheme. Under this Scheme, a total of 159 officers were deputed to various Institutes in the Hague, Bangkok, U.K., Manila, Australia and USA.
1.13 For the first quarter of the year 2008, 2 IAS officers have been selected for attending NDC Course in January, 2008.

1.14 In addition to these, the Foreign Funded Training programmes for more than 4 weeks duration are also processed. During the year 2007, about 70 such Foreign Funding programmes have also been processed for various courses.

ELECTION OBSERVERS

1.15 During the year 2007, the Election Commission of India sought 1400 nominations of IAS officers for appointment as General Observers during General Elections to the Legislative Assemblies of H.P., Meghalaya, Nagaland, Tripura, J&K, M.P., Mizoram, Delhi & Chhattisgarh and a few bye-elections to Lok Sabha and various Legislative Assemblies to be held in 2008 and 882 nominations were sent in 2007.

1.16 In 2007, the ECI sought 40 nominations and some reserves for the Presidential Elections, 2007 and 54 nominations were sent for this purpose.

1.17 Further, during 2007, 365 nominations were sent for the General Elections to the Legislative Assemblies of Goa, Gujarat, Manipur, Punjab, Uttranchal and Uttar Pradesh.

1.18 In all, 1301 nominations were sent in 2007.
Department of Personnel & Training is the Cadre Controlling Authority in respect of ALL India Services and Central Secretariat Services viz. Indian Administrative Service (IAS), Central Secretariat Service (CSS), Central Secretariat Stenographers' Service (CSSS) and Central Secretariat Clerical Service (CSCS). The details of these services are as under :-

(A) ALL INDIA SERVICES

CADRE STRENGTH OF IAS

2.1 The authorised cadre strength of the IAS as on 01.01.2007 was 5,422 and the number of officers in position was 4,731. The corresponding figures as on 01.01.2008 were 5,460 and 4,761 respectively. The authorised 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</td>
<td>1,232</td>
<td>957 (Including 336 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1961</td>
<td>1,862</td>
<td>1,722 (Including 215 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1971</td>
<td>3,203</td>
<td>2,754 (Including 88 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1981</td>
<td>4,599</td>
<td>3,883</td>
</tr>
<tr>
<td>1991</td>
<td>5,334</td>
<td>4,881</td>
</tr>
<tr>
<td>2001</td>
<td>5,159</td>
<td>5,118</td>
</tr>
<tr>
<td>2002</td>
<td>5,159</td>
<td>5,051</td>
</tr>
<tr>
<td>2003</td>
<td>5,159</td>
<td>4,871</td>
</tr>
<tr>
<td>2004</td>
<td>5,159</td>
<td>4,791</td>
</tr>
<tr>
<td>2005</td>
<td>5,261</td>
<td>4,788</td>
</tr>
<tr>
<td>2006</td>
<td>5,337</td>
<td>4,790</td>
</tr>
<tr>
<td>2007</td>
<td>5,422</td>
<td>4,731</td>
</tr>
<tr>
<td>2008</td>
<td>5,460</td>
<td>4,761</td>
</tr>
</tbody>
</table>
2.2 There is a provision for quinquennial cadre review in respect of every cadre of the three All India Services under the relevant Cadre Rules.

2.3 In the year 2007, 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) Himachal Pradesh
- (ii) Kerala
- (iii) Maharashtra

**Indian Police Service**
- (i) Himachal Pradesh
- (ii) Haryana
- (iii) Nagaland
- (iv) Tamil Nadu

**Indian Forest Service**
- (i) Himachal Pradesh
- (ii) West Bengal

2.4 **INTER CADRE DEPUTATIONS/TRANSFER**

The Government has taken the following decisions in the matter of inter cadre deputation/transfer:

(i) The special dispensation for deficit cadres is for allowing officers to proceed on deputation irrespective of whether they have put in 9 years in the cadre or whether they are in the supertime scale. It is relevant only to the starting point of deputation. Once this is relaxed, the officer is logically entitled to the maximum period of deputation, i.e. five years.

(ii) The special dispensation for the AIS officers opting for inter-cadre deputation to North East cadres, will also apply, *mutates mutandis,*
to officers opting for inter-cadre deputation to the State of Mizoram and Arunachal Pradesh also, within the AGMUT cadre. Further, cases of officers hailing from any of the North Eastern States opting for inter-cadre deputation to his/her home State in the North East, will be considered on case to case basis.

(iii) If officers from outside cadres go on deputation to North East cadres, the conditionalities of cooling off would be waived off, provided he completes a term of deputation of at least five years. In other words, an officer from any other Cadre would be allowed to go on deputation to the Northeast directly after a full period of Central deputation without cooling off. Conversely, an officer from any other cadre would be given a full term of Central deputation directly after a full term of deputation in the Northeast for at least five years, without cooling off, on the basis of the officer’s own request and subject to cadre clearance.

(iv) In cases of inter-cadre transfer of officers on ground of ‘marriage’, the couple should normally be transferred to one of the two Cadres on which they are borne. In case of refusal of both Cadres to accept the officers, in the first instance, the matter should be taken up formally a second time with both the Cadres. In case of continued refusal of both the Cadres to accept the officers on grounds that are deemed by the Central Government to be genuine and satisfactory, the couple shall be transferred to one of the deficit Cadres with the concurrence of the State Government concerned. The matter shall be re-visited after the category of ‘deficit Cadres’ ceases to exist.

CIVIL SERVICES EXAMINATION, 2007

2.5 In 2007, the Union Public Service Commission conducted the Civil Services Examination for recruitment to the following 21 services out of which 18 are Group ‘A’ services and the remaining 3 are Group ‘B’ services:

i) The Indian Administrative Service

ii) The Indian Foreign Service

iii) The Police Service
iv) The Indian P & T Accounts and Finance Service, Group ‘A’

v) The Indian Audit and Accounts Service Group ‘A’

vi) Indian Revenue Service (Customs & Central Excise), Group ‘A’

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

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

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

x) The Indian Postal Service, Group ‘A’

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

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

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

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

xv) Post of Assistant Security Officer, Group ‘A’ in Railway Protection Force.

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

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

xviii) The Indian Trade Service, Group ‘A’ (Grade-III)

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

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

xxi) The Delhi Andaman & Nicobar Islands, Ladshadweep, Daman & Diu and Dadra & Nagar Haveli Police Service Group ‘B’
2.6 On the basis of the results declared in the year 2007 of the Civil Service Exam -2006, 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>45</td>
<td>24</td>
<td>13</td>
<td>7</td>
<td>89</td>
</tr>
<tr>
<td>IFS</td>
<td>9</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>IPS</td>
<td>51</td>
<td>28</td>
<td>16</td>
<td>8</td>
<td>103</td>
</tr>
<tr>
<td>Central Civil Services (Group ‘A’)</td>
<td>113</td>
<td>66</td>
<td>38</td>
<td>18</td>
<td>235</td>
</tr>
<tr>
<td>Central Civil Services (Group ‘B’)</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>218</td>
<td>125</td>
<td>73</td>
<td>34</td>
<td>450</td>
</tr>
</tbody>
</table>

REVIEW OF THE EXISTING SCHEME OF THE CIVIL SERVICES EXAMINATION

2.7 The Union Public Service Commission constituted a Committee on 19th July, 2000 to review the existing scheme of the Civil Services Examination. This Committee comprised the following members:-

1. Prof Yoginder Kumar Alagh Chairman
2. Shri Tejinder Khanna Member
3. Dr. B P Mathur Member
4. D. 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
2.8 The broad terms of reference for this Committee was 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 submitted its report in 2001 and the recommendations of the Committee alongwith the comments of the UPSC were considered by the Government which has now sought the comments of the Administrative Reforms Commission.

CENTRAL SECRETARIAT SERVICE (CSS)

2.9 The Central Secretariat Service Division, known as CS Division in the Department of Personnel & Training is the cadre controlling authority in respect of the following three services under respective service Rules:

(i) Central Secretariat Service (CSS);

(ii) Central Secretariat Stenographers Service (CSSS); and

(iii) Central Secretariat Clerical Service (CSCS).

2.10 THESE SERVICES COMPRISE OF GRADES AS INDICATED BELOW

<table>
<thead>
<tr>
<th>Grade</th>
<th>Classification</th>
<th>Strength</th>
<th>Pay Scales (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Selection Grade (Director)</td>
<td>Group-'A' (Gazetted)</td>
<td>110</td>
<td>14,300-18,300</td>
</tr>
<tr>
<td>Selection Grade (Deputy Secretary)</td>
<td>Group-'A' (Gazetted)</td>
<td>332</td>
<td>12,000-16,500</td>
</tr>
<tr>
<td>Grade-I (Under Secretary)</td>
<td>Group-'A' (Gazetted)</td>
<td>1405</td>
<td>10,000-15,200</td>
</tr>
<tr>
<td>Section Officer’s Grade</td>
<td>Group-‘B’ (Gazetted)</td>
<td>3000</td>
<td>6,500-10,500</td>
</tr>
<tr>
<td>Assistant’s Grade</td>
<td>Group-'B' (Non-Gazetted)</td>
<td>4904</td>
<td>6,500-10,500</td>
</tr>
</tbody>
</table>

*Non Functional Scale - Rs. 8,000-13,500 after 4 yr. approved service in the grade.
2.11 All the above grades, except Senior Selection Grade(Director), Selection Grade(Deputy Secretary) and Grade-I(Under Secretary) of CSS are decentralized into 36 cadres. These cadres are responsible for appointment and promotion of eligible officials in these grades in accordance with the laid down rules/regulations/instructions. However, in pursuance of the Government’s decisions on Cadre Restructuring of CSS, the cadre management, including postings in all the grades of CSS has been centralized with the CS Division of the Department of Personnel and Training.

2.12 This Division coordinates the process of filling up the vacancies in various grades of CSS/CSSS/CSCS reported by 36 cadre authorities. Accordingly, as provided under the Statutory Rules and extant instructions, it issues zone for promotion in respect of vacancies to be filled up through Seniority Quota on the basis of seniority-cum-fitness; whereas, in respect of vacancies to be filled up through direct recruitment as well as limited departmental competitive examination(s) it reports vacancies to the recruiting agencies, namely, the UPSC and the SSC.

2.13 Cadre Training Plan: The Cadre Training for the CSS Officers of various Grades has been finalized. The details of the training programmes for all officers of CSS have been circulated on 15.12.2006. The ISTM has prepared its training schedule for CSS Officers of various grades for the year 2007-08. These training programmes are mandatory in nature and linked with the next promotion of the Officers. The objective of in service training programmes at various levels is to develop their skills and capabilities, necessary for shouldering the higher responsibility besides updating their knowledge about the latest concepts. The Officers of CSS cadre are being nominated for these training programmes right from the UDC Grade to Deputy Secretary/ Director levels.

2.14 Stability List of Senior Selection Grade(Director): The Officers included in the suitability list of Senior Selection Grade upto the year 2003 have been promoted.

2.15 Select List of Selection Grade(Deputy Secretary): Select Lists of Deputy Secretary for the year 2002 has been issued in November 2007. Further action to prepare the Select List for the year 2003 has been initiated.
2.16 **Select List of Grade-I(Under Secretary):**

(i) The Select Lists of Grade-I(Under Secretary) of the CSS have gone in arrears due to protracted Court Cases. The Select Lists for the years 2001 and 2002 have been finalized and issued on 20th August, 2007. Necessary action is being taken to finalize the Select List for the year 2003.

(ii) About 224 Section Officers have been promoted to the Grade of Under Secretary on ad-hoc basis during the financial year 2007-08.

2.17 **Ad-hoc Promotion of CSS Officers:** Ad-hoc promotion in the various grades of CSS have been made from time to time to meet the functional requirements of all the Ministries/Departments.

2.18 **Civil List:** Draft List of Grade-I(Under Secretary) of CSS and above as on 01.07.2007 has been prepared and further action to publish/print the List is under process.

2.19 **Section Officer’s Grade:**

(i) The Limited Departmental Competitive Examination for the year 2005 was held in the last week of December, 2006. The results thereof and finalization of the select list are expected to be issued in 2008.

(ii) Select List(Seniority Quota) for the years 2004 and 2005 will be finalized during the year(2008).

2.20 **Assistant’s Grade:**

(i) The final results of the Combined Main(Graduate Level) Examination for the years 2004 and 2005 have been declared by SSC in December 2007. After completion of pre-appointment formalities and undergoing training in ISTM, candidates are expected to join in various Departments by the end of 2008.

(ii) Supplementary Common Seniority List(SCSL) of Assistants upto the year 1995 has been issued. Draft SCSL for the years 1996 and 1997 have been prepared and circulated inviting objections and expected to be finalized in 2008.
2.21 Modernization of CS Division: The CS Division utilized the “Plan Scheme of Modernization of Government Offices”, of Department of Administrative Reforms & Public Grievances (D/o AR&PG) to modernize the freshly allotted premises to the CS Division at Lok Nayak Bhawan. A sum of about Rs.80 lakh was obtained from the D/o AR&PG to provide a modern office along with latest I.T facilities, internet connectivity, compactors and work stations for the CS Division. This modernization was inaugurated by Secretary(P) in March 2007. The restructuring of the Central Secretariat Services had also envisaged increase in the manpower of CS.I Division, which deals with cadre management of Central Secretariat Services. The modernized premises with latest amenities and excellent functional layout in the CS.I Division have helped improve the functioning and efficiency of the CS Division. During the current year, the remaining Sections of the CS Division are being taken up for modernization.
CENTRAL SECRETARIAT STENOGRAPHERS’ SERVICE (CSSS)

2.22 Select Lists of the Sr. PPS: Select List for the years 2000, 2001, 2002 and 2003 have been issued. Action to prepare the Select Lists for the years 2004, 2005 and 2006 has been initiated and a proposal in this regard has been sent to UPSC.

2.23 Select Lists of the PPS: Select Lists for the years 1999, 2000, 2001 and 2002 have been issued. Action to prepare Select Lists for the Years 2003, 2004 and 2005 has been initiated.

RECRUITMENT /APPOINTMENT IN STENO. GRADE ‘A’ & ‘B’ (MERGED), GRADE ‘C’ AND GRADE ‘D’ OF CSSS.

2.24 The number of candidates recruited as Steno. Grade ‘A’ & ‘B’ (Merged), Steno. Grade ‘C’ and Steno. Grade ‘D’ of CSSS through the Limited Departmental Competitive Examination (LDCE) and Open Examinations in the last seven Select List (SL) years are 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>Open Exam Quota (50%)</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>09</td>
</tr>
<tr>
<td>2003</td>
<td>17</td>
<td>15</td>
<td>X</td>
</tr>
<tr>
<td>2004</td>
<td>04</td>
<td>27</td>
<td>X</td>
</tr>
<tr>
<td>2005</td>
<td>$</td>
<td>113</td>
<td>X*</td>
</tr>
<tr>
<td>2006</td>
<td>^</td>
<td>#</td>
<td>X*</td>
</tr>
</tbody>
</table>

X Examination not conducted
* It has been decided to discontinue direct recruitment to Steno. Grade ‘C’ w.e.f. 2005.
# Result awaited
$ Examination is being conducted in the year 2006
^ Examination not yet held
CENTRAL SECRETARIAT CLERICAL SERVICE (CSCS)

2.25 The number of candidates recruited to Upper Division/Lower Division Clerk grades of the CSCS through the Open/Limited Departmental competitive/Qualifying Examinations against the vacancies in the last seven select list years, is as given below:

<table>
<thead>
<tr>
<th>Select List</th>
<th>UD Grade Limited departmental competitive Examination (25%)</th>
<th>LD Grade Open Examination</th>
<th>Limited Departmental Qualifying Examination</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>32</td>
<td>71</td>
<td>37</td>
</tr>
<tr>
<td>2001</td>
<td>38</td>
<td>57 (reallocated to M/o External Affairs)</td>
<td>43</td>
</tr>
<tr>
<td>2002</td>
<td>34</td>
<td>*</td>
<td>41</td>
</tr>
<tr>
<td>2003</td>
<td>26</td>
<td>*</td>
<td>31</td>
</tr>
<tr>
<td>2004</td>
<td>115</td>
<td>*</td>
<td>33</td>
</tr>
<tr>
<td>2005</td>
<td>99</td>
<td>*</td>
<td>42</td>
</tr>
<tr>
<td>2006</td>
<td>114</td>
<td>*</td>
<td>$</td>
</tr>
<tr>
<td>2007</td>
<td>xx</td>
<td>*</td>
<td>xx</td>
</tr>
</tbody>
</table>

* It has since been decided to discontinue the direct recruitment in the grade.
xx Result awaited
$ Did not participate due to non-availability of vacancies.

ZONES FOR PROMOTION IN DECENTRALIZED GRADES

2.26 For minimizing disparities in the promotional prospects in the decentralized grades of CSS/CSSS/CSCS, zones of promotion are reviewed and notified annually for each grade separately. 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.

2.27 Select List of PS (Steno Grade ‘A’ & ‘B’ (Merged): Nominations through Central Panel for the Select List year 2004 have been made.
2.28 Select List of PA (Steno Grade ‘C’) : Nominations through Central Panel for the select List year 2004 have been made.

2.29 Select List of UDC: 166 LDCs have been promoted on regular basis from Central Panel for the select year 2005 during the year 2007.

In Addition, 203 PAs and 359 Grade ‘D’ stenographers and 1349 UDCs have been promoted to the next higher grade on regular/ad hoc basis during the year 2007.

All orders relating to fixing of zones for promotions and regular/ad hoc promotion orders and policy guidelines in respect of CSS, CSSS and CSCS are posted on the website of the Department of Personnel and Training as soon as they are issued.
3.1 The 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 Other than the All India Services such as IAS, IPS and IFS the Department of Personnel & Training periodically reviews cadre structure of all Group ‘A’ Central Service/Cadres. The cadre review of a Group ‘A’ Central Service is held ordinarily at an 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 The 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 of report, the Cadre Review Committee (CRC), chaired by the Cabinet Secretary, approved the cadre review proposals of Indian Railway Personnel Service (IRPS). The Cadre Review proposal of Indian Railway Protection Force (IRPF) was also placed before the CRC for approval. The CRC decided that a separate Meeting of Secretary (Home) and Secretary (Personnel) may be called to discuss this matter. The Ministry of Railways / Railway Board has been advised to recast the proposal of IRPF, without
disturbing the existing IRPF’s hierarchical structure and also providing for improved promotion prospects for the senior batches of IRPF.

### 3.5 Cadre Review proposal of the following Services are under examination in the Cadre Review Division, in consultation with the respective Cadre Controlling Authorities:

(i) Indian Defence Service of Engineers (IDSE) (Including Surveyor Cadre & Architect Cadre)

(ii) Central Engineering Service (CES) (CPWD)

(iii) Central Electrical & Mechanical Engineering Service (CE&MES) (CPWD)

(iv) Central Architects Service (CAS) (CPWD)

### 3.6 During the year, the Web-site material relating to Cadre Review of all 58 Group ‘A’ Services has been recast and updated. Efforts are also on to present the data relating to ‘Threshold Analysis’ of all the Group ‘A’ Services in a graphical manner for easy yet precise analysis.
Establishment Division of the Department of Personnel & Training frames the personnel policies from time to time in respect of various services matters applicable to the Central Government employees. Some of the policies framed during the year 2007 are as under:

4.1 A provision exists for grant of study leave to the Central Government employees for a period of 24 months during his entire service inclusive of similar kind of leave for study or training granted under any other rules. This facility has since been increased from 24 months to 36 months in respect of Central Health Service officers for prosecuting post graduation course in October, 2007.

4.2 The special concessions/benefits granted to Central Government employees working in Kashmir Valley and relief to Kashmiri migrant employees of Central Government and PSUs have been extended for a further period of one-year w.e.f. 1.7.2007 to 30.6.2008. Instructions in this regard have been circulated/issued to all Ministries/Departments of the Government of India in October, 2007.

ENHANCEMENT OF SERVICE PERIOD:

4.3 In order to consider the proposals for extension of service of specialists in medical and scientific fields beyond the age of superannuation and up to 62 years, Standing Peer Review Committees have been constituted in Scientific Ministries under the Chairmanship of Secretaries of those Departments.

4.4 By an amendment in F.R. 56(bb), the age of superannuation in respect of specialists included in the Teaching, Non-Teaching and Public Health Sub-cadres of Central Health Service was enhanced from 60 to 62 years.

4.5 An amendment was made in F.R. 56 to provide for extension in service in public interest to Secretary, Department of Space and Secretary, Department of Atomic Energy up to the age of 66 years.
4.6 LEAVE TRAVEL CONCESSION:

(i) Instructions were issued in 1960 that home town LTC can be availed in combination with transfer/tour. This facility was extended to All-India LTC (anywhere in the country) for a block of four years and instructions were issued in February, 2007 that All India LTC can be availed in combination with transfer/tour.

(ii) Travel by private airlines was permitted under LTC to non-entitled officers subject to the condition that reimbursement of fare would be restricted to the entitled class by rail other than Rajdhani/Shtabadi Express. Further liberalization was done in May, 2007. Instructions were issued restricting the reimbursement of fare to the entitled class by rail including Rajdhani/Shtabadi Express.

(iii) Rules 14 & 15 of LTC Rules provide that a claim for reimbursement of expenditure incurred is to be submitted within three months after the completion of the return journey, if no advance had been drawn and within one month after the completion of the return journey if advance had been drawn. The powers to relax these time limits up to 3 months and 6 months respectively, have been delegated to the Ministries/Departments.

4.7 CENTRAL CIVIL SERVICES (CONDUCT) RULES, 1964 AND CENTRAL CIVIL SERVICES (CLASSIFICATION, CONTROL AND APPEAL) RULES, 1965.

(i) Observance of proper procedure in official dealings between the administration and members of parliament and state legislatures.

The instructions/guidelines issued by this Department in regard to the procedure to be adopted by officers in official dealings between the administration and MPs/MLAs have been reiterated with a view to ensuring that the guidelines are scrupulously followed.

(ii) Suspension - review of rule 10 of the CCS (CCA) rules, 1965.

The provision in rule 10 of the CCS (CCA) Rules, 1965 for review of the cases of suspension of a Government servant within ninety days has been amended to the effect that such a review shall not be necessary, if
the Government servant continues to be under detention at the time of completion of ninety days of suspension and that the ninety days’ period for review in such cases will count from the date the Government servant detained in custody is released from detention or the date on which the fact of his release from detention is intimated to his appointing authority, whichever is later.

(iii) Consultation with UPSC.

Article 320(3) of the Constitution of India provides the instances in which the Union Public Service Commission shall be consulted. The procedure to be followed while disagreeing with the advice of the Commission by the competent authorities in various Ministries/Departments was reviewed and simplified. Now, a second reference to the Commission to reconsider its earlier recommendation may be made only when a new fact/evidence having a bearing on the case became available earlier but the Commission could not be informed of the same, before it made its recommendations.

4.8 COMPASSIONATE APPOINTMENT:

On a demand raised by the Staff Side in Standing Committee of the National council (JCM) for review of the compassionate appointment policy, DOPT has reviewed the policy and relaxed the method of calculation for existing ceiling of 5% for compassionate appointment by calculating 5% on total Direct Recruitment vacancies arisen in a year (excluding technical posts) in respect of Group “C” and “D” posts prior to optimization [O.M. No. 14014/3/2005-Estt.(D) dated 14.06.2006].

4.9 RELAXATION OF UPPER AGE LIMIT IN RESPECT OF RESIDENTS OF J&K

DOPT in December 7, 2007 has further extended the relaxation in upper age limit in respect of the residents of Jammu & Kashmir for recruitment to Central Civil Services and Posts by another two years i.e. upto 31.12.2009.

4.10 SERVICE BOOK

The existing form of Service Book has been revised in consultation with the C&AG, which will be applicable to the new entrants in the various Ministries/Departments of the Government of India.
5.1 In April 1996, Government issued operational guidelines on the National Training Policy which lays emphasis on imparting training to all levels of Government employees. Accordingly, the Department of Personnel and Training has taken up a number of programmes to address the training needs of different levels of Government employees. These are:-

1. Post Graduate Programmes in Public Policy
2. In-service Training
3. Strengthening of State Level Administrative Training Institutes (ATIs)
4. Support to State Training Programmes
5. Trainer Development Programmes
6. Equipment Support to State ATIs
7. Development of Training Software
8. Mid Career Training of IAS Officers
9. Capacity Building related to Right to Information Act, 2005
10. Capacity Building for Poverty Reduction (Training Component)

A IN-SERVICE AND INDUCTION TRAINING

In-service training of IAS

IN-SERVICE AND INDUCTION TRAINING FOR IAS FOR THE YEAR 2007-08

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

1) Infrastructure Development and Financing
2) Negotiating Strategies and Public Private Partnership.
3) Quantitative Methods and Operational Research for Public Policy and Management
4) E-Governance: Opportunities & Challenges
5) Basic and Advance Course on WTO
6) Ethical Issues in today’s Administration
7) Emerging Trends in Administrative Law
8) Public Private Partnership
9) Urban Management
10) Infrastructure De-regulation
11) Community Mobilization and Participatory Management Techniques
12) Disaster Management
13) Management of Environment and Natural Resources
14) IT Management & Governance
15) Ethics in Public Governance
16) Integrating Socio-economic and Environmental Impacts of Infrastructural Projects
17) Environmental Impact Assessment of Development Projects
18) WTO & New Trade Regime

5.3 In addition to the above 1-week training programmes, two special 2-week training programmes have also been conducted on Joint Civil Military Training Programme on National Security, at LBSNAA, Mussoorie, a 5-day Civil Military training programme on National Security for NE States was conducted at AASC, Guwahati during 23-27 July, 2007 and a 1-week Joint Civil Military training programme on National Security was conducted at SPIPA, Ahmedabad during 1-5 October, 2007.

MID-CAREER TRAINING PROGRAMME FOR IAS OFFICERS

5.4 The mandatory Mid-Career Training programme for IAS officers was introduced in 2007.
5.5 The aforesaid training programmes is now a mandatory requirement for further promotions at certain stages in an officer’s career, and would henceforth be a necessary but not a sufficient condition for promotion at those stages. The IAS (Pay) Rules, 1954 were amended accordingly and notified on 20th March 2007.

5.6 Participation in the Phase V programme is the minimum requirement for empanelment as Additional Secretary or Secretary to the GoI and for increments after the 28th year of service. The first round of the Phase-V programme was conducted at IIM Ahmadabad during 2nd - 25th January 2007 with the participation of 94 officers.

*Inauguration of Phase V programme*

5.7 Participation in the Phase-IV programme is the minimum requirement for getting the Super Time Scale. The first round of the Phase-IV programme was conducted at LBSNAA, Mussoorie, from 23rd April to 25th May 2007 with the participation of 107 officers and the exposure visit to South Korea was conducted from 30th September to 11th October 2007.

*Inauguration of Phase IV programme*

5.8 Participation in the Phase-III programme is the minimum requirement for getting the Junior Administrative Grade. The first round of the Phase-III programme was conducted at LBSNAA, Mussoorie, from 11th June to 20th July 2007 with the participation of 118 officers and the exposure visit to USA was conducted from 21st July to 3rd August 2007.

**OTHER IN SERVICE PROGRAMMES**

*Post graduate programmes in public policy*

5.9 Consequent to the discontinuance of UNDP assistance for the Public Policy Programmes conducted at Indian Institute of Management, Bangalore, these programmes are being funded by Government of India from the 4th Programme onwards. 31 officers participated at the 4th Programme and 28 officers are participating at the 5th Programme which commenced in June, 2006.

5.10 In pursuance of an MoU signed with TERI School of Advanced Studies
in January, 2005, the 2nd MA Programme in Public Policy and Sustainable Development commenced at the TERI School in January, 2007. 21 officers from various services are attending the programme.

5.11 In pursuance of a MoU signed with Management Development Institute, Gurgaon and 1st Post Graduate Diploma in Public Policy and Management at this Institute commenced in September, 2006. 19 officers are participating in the programme.

5.12 An MoU was concluded with the Indian Institute of Management Ahmedabad in June, 2006, for conduct of one year Post Graduate Programme in Public Management and Policy (PGP-PMP). The first programme commenced in April, 2007 and 10 officers are attending the programme.

5.13 The Public Policy Programmes conducted by IIM, Bangalore, TERI School of Advanced Studies, New Delhi, Management Development Institute, Gurgaon as also the Post Graduate Programme in Public Management and Policy to be conducted at IIM, Ahmedabad, have got a foreign component. The expenditure on the foreign component is borne by the Department of Personnel and Training from the budget provision under Domestic Funding of Foreign Training. During the year 2007-08, 26 officers participating in the 6th Post Graduate Programme in Public Policy and Management at the Indian Institute of Management, Bangalore and 21 officers undergoing the 2nd MA (Public Policy and Sustainable Development) at TERI School of Advanced Studies, New Delhi were deputed for short term foreign training under the Scheme.

5.14 The thirty fourth Advanced Professional Programme in Public Administration (APPPA) is being conducted by the Indian Institute of Public Administration (IIPA), New Delhi from July 2007 to March 2008. The nine month post-graduate programme is meant for senior officers with 10 years of service in Gr. A. It aims at providing an understanding of the socio-economic environment and of the tools and techniques that are useful in meeting the challenges of development administration. It also seeks to develop in the participants interpersonal skills and sensitiveness to the people’s needs with a view to make administration more responsive.
5.15 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.

CAPACITY BUILDING THROUGH EXTERNALLY AIDED PROJECTS

UNDP PROJECT ON CAPACITY BUILDING FOR ACCESS TO INFORMATION

5.16 The training Division is executing a UNDP funded project on Capacity Building for Access to Information to be completed by December 2009. Among other activities the project envisages capacity building by preparing training modules, Training of Trainers at national, state and district level, including research, documentation and dissemination for effective implementation of Right to Information Act 2005. The scope of this project has been enhanced and the same is being implemented across the country in collaboration with their respective ATIs.
5.17 The annual workshop was held in Uttarakhand Academy of Administration Nainital.

DFID PROJECT: CAPACITY BUILDING FOR POVERTY REDUCTION (TRAINING COMPONENT)

5.18 The DfID project on Capacity Building for Poverty Reduction is being implemented by the Department of AR&PG. However, one of the initiatives relating to capacity building through training for improved service delivery is being implemented by Training Division, Department of Personnel and Training. The project aims at capacity building of the cutting edge level functionaries for improved service delivery by imparting intensive training.

5.19 The project was implemented in select districts and sectors in the first year. The states taken up for implementing the pilot project were, Madhya Pradesh, Maharashtra, Tamil Nadu and West Bengal. Based on the experience of the pilot project implemented in these states a replicable model has been developed. The Phase-I report and the replicable model developed were released in a national workshop held on 10th August 2007 at New Delhi. The new states have been included in the project during the year 2007-08.
SUPPORT TO STATE TRAINING PROGRAMMES

5.20 The Training Division sponsors training programmes for the state government and public sectors and autonomous bodies officials, which are conducted in the State Training Institutes, District Training Centres and Secretariat Training Branches of the states. These programmes are designed to develop knowledge of state officials in different areas and equip them with the management and technical skills. These programmes also sensitise them in the new and upcoming areas. The programmes cover a large variety of subjects like Computer Awareness and IT, Participatory Administration, Decentralised Planning and Governance, Change Management, Disaster Management, State Financial Management, Gender Issues, Human Rights, Ethics and Human Values, Management of Finance for non-Finance officers, Economic Reforms and Rural Poor, Office Procedure, Citizen Charter, In-Service Training for Clerical Staff, Management of Training, Training Needs Analysis and Evaluation of Training etc. The Division has invited proposals for conducting training courses in new areas like Right to Information, Gender & Gender Budgeting etc. in the next year.

5.21 During the year 2007-2008 (as on date), 525 courses with the budget ceiling of Rs. 2.18 crore were sponsored thereby proposing to cover 13,125 participants in different States of the country.

DEVELOPMENT OF TRAINING SOFTWARE

5.22 As a part of the process for building up of 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.

TRAINER DEVELOPMENT PROGRAMMES

5.23 Under the Trainer Development programme (TDP) the following courses are sponsored by this Department:
<table>
<thead>
<tr>
<th></th>
<th>Training Policy and Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Direct Trainer Skills (DTS)</td>
</tr>
<tr>
<td>2</td>
<td>Design of Training (DoT)</td>
</tr>
<tr>
<td>3</td>
<td>Management of Training (Trainers) [MoT(T)]</td>
</tr>
<tr>
<td>4</td>
<td>Management of Training (MoT)</td>
</tr>
<tr>
<td>5</td>
<td>Training Need Analysis (TNA)</td>
</tr>
<tr>
<td>6</td>
<td>Training Techniques (TT)</td>
</tr>
<tr>
<td>7</td>
<td>Evaluation of Training (EoT)</td>
</tr>
<tr>
<td>8</td>
<td>Distance Learning Methodology (DLM)</td>
</tr>
<tr>
<td>9</td>
<td>Distance Learning Methodology-Workshop (DLM-workshop)</td>
</tr>
<tr>
<td>10</td>
<td>Mentoring</td>
</tr>
<tr>
<td>11</td>
<td>Facilitation</td>
</tr>
<tr>
<td>12</td>
<td>Experimental Learning Tools (ELT) previous name Direct Trainer Skills-II (DTS - II)</td>
</tr>
<tr>
<td>13</td>
<td>National Training Policy (NTP)</td>
</tr>
<tr>
<td>14</td>
<td>TDP workshop on RTI</td>
</tr>
<tr>
<td>15</td>
<td>Computer programmes on ICT Tools for e-Readiness in Govt.</td>
</tr>
<tr>
<td>16</td>
<td>Workshop on e-Governance</td>
</tr>
</tbody>
</table>

**5.24** These programmes are conducted in various State Training Institutes across the country and in some select Central Training Institutes.

**5.25** During the year 2007-2008, the Training Division organised 37 courses on Direct Trainer Skills (1-week), 27 on Design of Training (1-week), 1 on Management of Training (Trainers), 10 on Management of Training, 14 on Training Need Analysis (2-week), 1 on Distance Learning Methodology (2-week), 1 on Distance Learning Methodology-Workshop (3-days), 1 on Training Techniques (2-week), 17 on Evaluation of Training (1-week), 8 on Experimental Learning Tools (ELT) previous name Direct Trainer Skills-II (1-week), 4 on Mentoring and 3 on Facilitation under the ‘Trainer Development programmes’. 14 ICT Tools for e-Readiness in Government (2-week) and 3 Workshops on e-Governance (1-week) designed by the National Informatics Centre’ (NIC) New Delhi are also sponsored by this Division under TDP.
5.26 While some of these programmes focus on imparting skills, others focus on bringing about attitudinal change. Most of these programmes are in the form of Training of Trainers (ToT) modules. These programmes also develop a cadre of trainers in the selected areas to create a multiplier effect.

5.27 In addition, 2 courses on National Training Policy (2-days) and 6 TDP Workshops on RTI (5-days) have also been sponsored during this financial year under the ‘Trainer Development programmes’. In all, 149 training programmes are being sponsored and about 2500 officers are expected to be trained during the financial year (2007-2008).

5.28 The Training Division has been implementing the Trainer Development Programme, which has helped in creating a Skilled Cadre of Master Trainers and Recognised Users (MTs&RUs) in the area of design and delivery of training programmes. The Master Trainers are involved in organising Recognised User Development Programmes. Recognised Users are the trainers who conduct base level programmes. This is an ongoing process. 4 MTs and 36 RUs are expected to be developed during 2007-08.

*Participants of the DTS course at AoA, Nainital*

5.29 Under TDP, a Workshop of Master Trainers & Recognised Users (MTs&RUs) is organised every year to discuss issues relating to Trainer Development Programme to achieve overall objective of “Training for All” laid down in the National Training Policy of the Government of India. The MTs and RUs come together from all over the country to deliberate on issues of common concern. The Annual Workshop of MTs/RUs for the year 2007-08 was held at NIO, Goa under the aegis of GIRDA, Goa on 15-16 November, 2007.

*Joint Secretary (Trg.) addressing the MTs/RUs Workshop at NIO, Goa*

**Faculty Development Scheme**

5.30 The Faculty Development Scheme was launched in the year 2002-03 to provide an opportunity to faculty members and trainers to improve their knowledge and skill base. Unless trainers get an opportunity to keep abreast of latest developments, training programme become outdated and they provide no new learning. Faculty development comprises of structured
training programmes and attending conferences/seminars, which help in new learning. This scheme is gaining popularity and is being appreciated by the trainers fraternity.

5.31 During the current financial year, nominations from State Administrative Training Institutes, Institute of Secretariat Training & Management, New Delhi and Lal Bahadur Shastri National Academy Of Administration, Mussoorie including Master Trainers/Recognised Users have been received. It was felt that an opportunity for faculty development will help not only in upgrading the quality of trainers and but also act as an incentive for better quality of people to come as faculty members. Till now the Faculty Development Committee has given approval for nominations of 40 officers to attend different training programmes under Faculty Development Scheme all over the country.

DOMESTIC FUNDING OF FOREIGN TRAINING.

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

5.33 During the current financial year i.e. 2007-08, 39 officers have been deputed for long term training programmes to 9 Universities/Institutes abroad and 8 more officers are being deputed in January 2008. As regards short term training programmes 164 officers have been deputed for such programmes during this financial year and 56 more officers are being deputed for short term programmes from January to March 2008. During the current financial year, 8 officers were selected for Partial Funding of foreign study under the Scheme of Partial Funding of Foreign Study.
Chapter 6

Administrative Vigilance

6.1 The Administrative Vigilance Division (AVD) of the Department of Personnel & Training is the nodal agency in the field of Vigilance and Anti-corruption. Its main tasks, inter-alia, are to oversee and provide necessary directions to the Government’s programme of maintenance of discipline and eradication of corruption from public services. 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 continued to be followed during the current year also. The implementation of the Anti-corruption Action plan of each of the Ministry / Department has been monitored through quarterly reports. Emphasis continued to be laid on preventive vigilance that might involve appropriate changes in the existing rules / regulations / procedures in selected areas.

6.2 CHIEF VIGILANCE OFFICER:

The AVD has been responsible for appointment of Chief Vigilance Officers (CVOs) in Central Public Sector Undertakings. This Section also deals with the matter relating to extension in tenure of the CVOs, their premature repatriation and debarment of the officers who fail to take the assignment of CVO consequent upon their selection. During the year 2007, 36 panels were sent to various Ministries/Departments for finalizing selection for appointment of CVO in PSUs under their respective administrative control. Out of these, 28 officers have been appointed as CVOs and 6 panels are in process. During the year, 14 CVOs have been granted extension of tenure. One officer has been debarred from central deputation for not joining the post after his selection.

6.3 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 Government has accorded statutory status to the Central Vigilance Commission by the Central Vigilance Commission Act, 2003 (No. 45 of 2003), notified in the Gazette of India Extraordinary on 12.9.2003.
6.4 In exercise of the powers conferred by clause (b) of sub-section (2) of Section 8 of the Central Vigilance Commission Act, 2003 (45 of 2003), the Government has notified, vide Notification No. 418/2/2004 dated 12th September, 2007, the level of officers of the corporations established by or under any central act, the Government companies, societies and other local authorities owned or controlled by the Central Government for the purpose of clause (D) of sub section (1) of Section 8 of the Act.


6.6 The Department of Personnel & Training handles all policy and administrative matters pertaining to the Central Vigilance Commission and is responsible for laying Annual Report of the Central Vigilance Commission before each House of Parliament. The Annual Report of the Commission for the year 2006 has been laid on the Table of both the Houses in December 2007.

6.7 As per the annual report of the CVC, penalties were imposed against 2442 officers as a result of the Commission’s persistent efforts. The percentage of the cases where punishments were awarded, to the number of cases received in the Commission, worked out to more than 50%. Major penalties of the higher orders viz. dismissal, removal and compulsory retirement from service were imposed on 139 officers from various organizations.

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

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

DISAGREEMENT BETWEEN THE DISCIPLINARY AUTHORITY, CVC AND UPSC

6.10 With a view to bringing about greater uniformity in existing disciplinary cases on behalf of the President, the advice tendered by the Central Vigilance Commission and taking decision thereon, this Department is consulted by the Ministries/Departments, before they finally decided to differ from/not to accept any recommendation of the Central Vigilance Commission in those cases, which relate to Gazetted Officers for whom the appointing authority is the President. Similarly, disciplinary cases where Central Vigilance Commission advises major penalty and the UPSC favours a minor penalty or recommends exoneration, before the Disciplinary Authority takes a final view, the matter 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 disposed of 25 such cases during the year, 2007.
DISCIPLINARY PROCEEDINGS AND SANCTIONS FOR PROSECUTION

6.11 The Vigilance Division of the Department of Personnel & Training is responsible for examination of disciplinary cases in respect of IAS officers working under the Central Government and officers (Group I and above) of the Central Secretariat Service (CSS). The Division also processes cases referred by the State Governments and Ministries / Departments under Government of India on the following issues:

(i) Proposals from States to impose major penalty of dismissal / removal / compulsory retirement on members of Indian Administrative Service

(ii) Proposals from State seeking permission under the AIS (DCRB) Rules to initiate action against retired members of IAS

(iii) Proposals from State for imposing penalty of cut in pension

(iv) Proposal to initiate disciplinary proceedings/suspension of IAS officers working under the Government of India

(v) Appeals against suspension submitted by IAS officers serving in the States

(vi) Requests for sanction for prosecution under the Prevention of Corruption Act, 1988 against the above categories of officers

(vii) Providing advice / clarification to the State Governments / Departments on the procedural aspects of disciplinary proceedings

(viii) Providing 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 a Computerised Vigilance Information System has been operationalised with a central data base and facility can be accessed by the concerned requisitioning Divisions of this Department.

6.12 During the year 2007, a total number of 84 complaints (IAS 83, CSS 1) were disposed off. Final orders in disciplinary proceedings were issued in 19 cases (IAS 12, CSS7). Request of CBI and State Investigation Agencies for grant of sanction for prosecution under Prevention of Corruption Act,
1988 were decided in 12 cases (IAS 10, CSS 2) and orders issued. In 3 cases, permission was conveyed to the State Governments to initiate disciplinary proceedings against retired IAS officers under the provisions of AIS (DCRB) Rules.

UNITED NATIONS CONVENTION AGAINST CORRUPTION

6.13 This Division has been actively involved in formulating Government’s stand in the United Nations Convention against Corruption. Government of India had been represented by an Inter-Ministerial Delegation in the negotiations have been successfully completed after Seven Sessions and led to the finalisation of the United Nations Convention against Corruption. India has signed the United Nations Convention against Corruption on 9th December, 2005/

6.14 The Convention prescribes a series of measures for preventing corruption which include formulating and implementing effective anti-corruption policies and practices; constituting preventive anti-corruption bodies; adopting transparent system for recruitment, promotion etc. of civil servants; establishing criteria of candidature for election to public office and ensuring transparency in the funding of candidature for elected public office/political parties; establishing a Code of Conduct for public officials; establishing systems based on transparency, competition and objective criteria in public procurement and management of public finances; public access to information; prevention opportunities of corruption among members of judiciary; enhancing transparency and proper conduct of business in the private sector; active participation of community based organisations in fighting against corruption and instituting regulatory and supervisory regime for financial institutions in order to deter and detect money laundering.
7.1 The Government has taken several steps for the upliftment and welfare of the Scheduled Castes, Scheduled Tribes, Other Backward Classes and other weaker sections of the society. One of such steps is to give them reservation in services under the State.

RESERVATION FOR SCs, STs AND OBCs

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

7.3 RESERVATION IN DIRECT RECRUITMENT: Reservation for SCs, STs and OBCs is available in all groups of posts in case of direct recruitment. While in case of direct recruitment on all India basis by open competition, reservation for SCs, STs and OBCs is respectively 15%, 7.5% and 27%, in case of direct recruitment on all India basis otherwise than by open competition it is 16.66%, 7.5% and 25.84% respectively. In case of direct recruitment to Groups C and D posts normally attracting candidates from a locality or a
region, percentage of reservation for SCs and STs is generally fixed in proportion to the population of SCs and STs in the respective States/UTs and reservation for OBCs in such cases has been so fixed that it is not more than 27% and total reservation does not exceed the limit of 50%.

7.4 RESERVATION IN PROMOTION: Reservation in promotion by non-selection method is available to SCs and STs in all groups of services viz. A, B, C and D at the rate of 15% and 7.5% respectively. In case of promotion by selection method, reservation to SCs and STs is available up to the lowest rung of Group ‘A’ at the same rates. In case of promotion, there is no provision of reservation for OBCs. In promotion by selection to posts within Group ‘A’ which carry an ultimate salary of Rs.18300/- or less, there is no reservation, but the Scheduled Caste/Scheduled Tribe officers who are senior enough in the zone of consideration for promotion so as to be within the number of vacancies for which the select list is to be drawn up, are included in that list provided they are not considered unfit for promotion.

7.5 REPRESENTATION OF SCs, STs & OBCs: Representation of SCs, STs and OBCs in the Central Government Services as on 1-1-2005 is given in the statement at Appendix-I. Representation of OBCs in services, as per information received from various Ministries/Departments is quite low. It is because reservation for them started only in 1993. The information also does not appear to include such members of the Other Backward Communities who were appointed prior to introduction of reservation to them or who fall within the creamy layer. It is, however, expected that their representation in services would increase in due course of time. Almost all the vacancies reserved for SCs/STs/OBCs in the All India Services and other Central services to which recruitment is made through the Civil Services Examination have been filled by the candidates of respective categories in the recent years. Vacancies reserved and filled in Indian Administrative Service, Indian Foreign Service and Indian Police Service in the year of Examination 2006 are given in Appendix-II.

7.6 RELAXATIONS AND CONCESSIONS: Various concessions are given to SC and ST candidates so as to improve their representation in services. For example relaxation is given in the upper age limit; they get unlimited number of chances within the relaxed age limit prescribed for appearing in the competitive examinations; and exemption is given from payment of
examination fee and relaxation in standards of suitability. Likewise, the OBC candidates get concessions like relaxations in the upper age limit upto three years and relaxation in number of chances upto seven within the relaxed age limit for appearing in the Civil Services examination etc. The SC/ST/OBC candidates appointed on their own merit are adjusted against unreserved vacancies. To ensure that posts reserved for SCs, STs and OBCs are filled by candidates belonging to these categories of persons only, there is a ban on dereservation of posts in case of direct recruitment.

7.7 EXCHANGE OF RESERVATION: Prior to introduction of post based reservation in 1997, there was a provision that in case of non-availability of SC candidate for a vacancy reserved for SCs, an ST candidate could be appointed against such vacancy subject to some conditions and vice versa. This provision of exchange of reservation between SCs and STs has been stopped after introduction of post-based reservation. If exchange of reservation between SCs and STs is permitted, number of employees of one reserved category of employees appointed by reservation will go beyond reservation prescribed for that category which would be against the spirit of the Supreme Court judgement in the R.K. Sabharwal’s case.

7.8 CONSTITUTIONAL AMENDMENTS: Interests of SCs and STs were adversely affected by some judgements of the Supreme Court. In order to remove such adverse impact, four amendments, namely the 77th, 81st, 82nd and 85th amendments were made to the Constitution. The 77th amendment has permitted reservation in promotion for SCs/STs. The 81st amendment has permitted treatment of backlog/ carry forward reserved vacancies of earlier years as a separate and distinct group on which the ceiling of 50% would not apply. The ceiling of 50% on filling of reserved vacancies in a year, as a result of this amendment, applies only on reserved vacancies which arise in the current year. The 82nd amendment has restored the relaxations in qualifying marks and standards of evaluations in the matters of reservation in promotion for SCs and STs. The 85th amendment has provided consequential seniority to SC/ST candidates in case of promotion by virtue of rule of reservation. All the above four amendments were challenged in the Supreme Court on the ground that they destroyed the basic structure of the Constitution. The Supreme Court in the case of M. Nagaraj and Others V/s. Union of India and Others has upheld all the four amendments.
7.9 **LIAISON OFFICERS:** 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 supposed to have a Cell within the Ministry/Department under the direct control of the Liaison Officer to assist him to discharge his duties effectively. In offices under the control of Head of Department also, a Liaison Officer is nominated for work relating to representation of Scheduled Castes and Scheduled Tribes. The duties of Liaison Officers for offices under 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 matters relating to Physically Handicapped and Ex-servicemen. 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.

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

7.11 **LEGISLATION ON RESERVATION:** The National Common Minimum Programme of the Government provides that a reservation Act will be enacted. To fulfil the commitment, 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. The Chairman, Rajya Sabha referred the Bill to the Department Related Standing Committee on Personnel, Public Grievances, Law & Justice which has submitted its report. A Group of Ministers is examining the report.

7.12 SPECIAL RECRUITMENT DRIVE: The National Common Minimum Programme stipulates that all reservation quotas, including those relating to promotions will be fulfilled in a time-bound manner. Accordingly, a Special Recruitment Drive was launched in August, 2004 to fill up all backlog vacancies of SCs and STs. As a result of concerted efforts, about 53,444 backlog vacancies had been filled up by way of the Drive upto November, 2007.

RESERVATION FOR PERSONS WITH DISABILITIES

7.13 STATUTORY PROVISION: Section 33 of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 (PWD Act) provides that every appropriate Government shall appoint in every establishment such percentage of vacancies not less than three 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. Section 32 of the Act requires the Government to identify posts in establishments which can be reserved for the persons with disability.

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

7.15 PRESENT POSITION: With a view to streamlining the procedure of reservation for persons with disabilities, the Department of Personnel and Training, Government of India issued consolidated instructions on the subject in December, 2005. As per these instructions, reservation for persons
with disability is now available in all Groups of posts in case of direct recruitment. In case of promotion it is available when promotions are made within Group D, from Group D to Group C and within Group C identified posts. As provided in the Act, the benefit of reservation goes to persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotor disability or cerebral palsy, each category being entitled to 1% reservation. The cases of orthopaedically handicapped persons are covered under the category of locomotor disability or cerebral palsy.

7.16 RELAXATIONS AND CONCESSIONS ADMISSIBLE TO THE PERSONS WITH DISABILITIES: Various concessions are given to persons with disabilities like upper age limit for persons with disabilities shall be relaxable (a) by ten year (15 years for SCs/STs and 13 years for OBCs) in case of direct recruitment to Group ‘C’ and Group ‘D’ posts; (b) by 5 years (10 years for SCs/STs and 8 years for OBCs) in case of direct recruitment to Group ‘A’ and Group ‘B’ posts where recruitment is made otherwise than through open competitive examination; and (c) by 10 years (15 years for SCs/STs and 13 years for OBCs) in case of direct recruitment to Group ‘A’ and Group ‘B’ posts through open competitive examination. The relaxation in age limit shall be applicable irrespective of the fact whether the post is reserved or not, provided the post is identified suitable for persons with disabilities. Apart from age relaxation, they also get exemption from payment of application fee and examination fee and relaxation in standards of suitability.

RESERVATION FOR EX-SERVICEMEN

7.17 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 monitors the implementation of these orders in the Central Government Agencies.

7.18 HORIZONTAL AND VERTICAL RESERVATION: Reservation for ex-servicemen and physically handicapped persons is termed as “horizontal” reservation and reservation for SCs, STs and OBCs is termed as “vertical” reservation. Guidelines exist explaining how the “horizontal” reservation is to be adjusted against the “vertical” reservation.

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

Wherever a Selection Committee/Board exists or has to be constituted for making recruitment to 10 or more vacancies in Group ‘C’ or Group ‘D’ posts/services, it is mandatory to have one member belonging to SC/ST/OBC and one member belonging to Minority Community in such Committees/Boards. One of the members of the Selection Committee/Boards, whether from the general category or from the minority community or from SC/ST/OBC, should be a lady failing which a lady member should be co-opted on the Committee/Board. It is also to be ensured that where the number of vacancies against which selection is to be made is less than 10, no effort should be spared in finding a Scheduled Caste/Scheduled Tribe/Other Backward Classes Officer, a Minority Community officer and a lady officer for inclusion in such Committees/Boards.
REPRESENTATION OF SCs, STs AND OBCs IN THE CENTRAL GOVERNMENT SERVICES AS ON 1-1-2005

<table>
<thead>
<tr>
<th>GROUP</th>
<th>TOTAL</th>
<th>SCs</th>
<th>%</th>
<th>STs</th>
<th>%</th>
<th>OBCs</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>80589</td>
<td>9551</td>
<td>11.9</td>
<td>3448</td>
<td>4.3</td>
<td>3791</td>
<td>4.7</td>
</tr>
<tr>
<td>B</td>
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<td>19194</td>
<td>13.7</td>
<td>6230</td>
<td>4.5</td>
<td>3252</td>
<td>2.3</td>
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<tr>
<td>C</td>
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<td>6.5</td>
<td>119968</td>
<td>5.9</td>
</tr>
<tr>
<td>D</td>
<td>767224</td>
<td>140469</td>
<td>18.3</td>
<td>53032</td>
<td>6.9</td>
<td>32973</td>
<td>4.3</td>
</tr>
<tr>
<td>(Excluding Sweepers)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sweepers</td>
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<td>48067</td>
<td>59.2</td>
<td>4012</td>
<td>4.9</td>
<td>1834</td>
<td>2.3</td>
</tr>
<tr>
<td>Total (Excluding Sweepers)</td>
<td>3023874</td>
<td>502922</td>
<td>16.63</td>
<td>194388</td>
<td>6.43</td>
<td>159984</td>
<td>5.29</td>
</tr>
<tr>
<td>Total (Including Sweepers)</td>
<td>3105048</td>
<td>550989</td>
<td>17.74</td>
<td>198400</td>
<td>6.39</td>
<td>161818</td>
<td>5.21</td>
</tr>
</tbody>
</table>

NOTE: It does not include information in respect of two Ministries.
APPENDIX-II

VACANCIES RESERVED AND FILLED IN INDIAN ADMINISTRATIVE SERVICE, INDIAN FOREIGN SERVICE AND INDIAN POLICE SERVICE ON THE BASIS OF CIVIL SERVICES EXAMINATION - 2006.

<table>
<thead>
<tr>
<th>Services</th>
<th>Vacancies</th>
<th>Vacancies</th>
<th>Vacancies</th>
<th>Vacancies</th>
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<td>89</td>
<td>13</td>
<td>14#</td>
<td>7</td>
<td>7</td>
<td>24</td>
<td>31@</td>
</tr>
<tr>
<td>I.F.S.</td>
<td>20</td>
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<td>5</td>
<td>5</td>
<td>—</td>
<td>—</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>I.P.S.</td>
<td>103</td>
<td>102*</td>
<td>16</td>
<td>16</td>
<td>8</td>
<td>8</td>
<td>28</td>
<td>28</td>
</tr>
</tbody>
</table>

@ 7 OBC candidates have been adjusted against unreserved vacancies.
# 1 SC candidate has been adjusted against unreserved vacancy.
* 1 vacancy of IPS is under process to filling up.
8.1 The Central Government is the largest single employer in the country and bears the major responsibility for looking after the welfare of a large number of employees spread all over the country. Realizing that improvement in the working and living conditions of the employees and their families leads to efficiency and high morale, the Department of Personnel and Training supports various staff welfare measures. A brief account of various welfare measures dealt with by Welfare Division is given below:

**WELFARE MEASURES**

*Residents’ Welfare Association*

8.2 In order to foster a spirit of mutual help and goodwill among residents of Government colonies and to promote social, cultural and recreational activities, the Residents Welfare Associations, which have adopted the Model Constitution prescribed by DOPT, have been recognized in Delhi/New Delhi and other parts of the country. At present, there are 66 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 only to recognized Associations, subject to a maximum of Rs.4500/-per annum for an Association.

**AREA WELFARE OFFICERS**

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

CENTRAL GOVERNMENT EMPLOYEES WELFARE COORDINATION COMMITTEES (CGEWCCS)

8.4 The Central Government Employees Welfare Coordination Committees (CGEWCCs) have been formed outside Delhi, at places where there are at least five Central Government Offices and the total number of Central Government Employees is not less than 1000. These Committees are responsible for coordinating the welfare activities of the Central Government employees serving within their jurisdiction. At present, there are 41 Coordination Committees in place in the country. The senior most officer at the station functions as the Chairman of the Committee. The quantum of grant based on the staff strength is sanctioned by the Department of Personnel and Training to the CGEWCCs.

BENEVOLENT FUND

8.5 To provide financial assistance to the Central Government employees in the event of their prolonged illness, death, etc., the Benevolent Fund has been in operation in the Central Government Departments since 1966. The employees who are members of this Fund have to contribute Rs. 20/- each per annum. The Government’s contribution to this Fund is at the rate of Rs. 1/- per head per annum on the sanctioned staff strength of the concerned Ministry/Department. An amount of Rs.30,000/- has been sanctioned as loan from April, 2007 till 31.1.2008 by the Department.

CENTRAL CIVIL SERVICES CULTURAL & SPORTS BOARD (CCSCSB)

8.6 The CCSCSB is a registered body under the Societies Registration Act, 1860. It 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 amongst the Central Government employees located in Delhi only. In course of time, the activities of the Board have increased manifold to cater to the needs of the Central Government employees located outside Delhi. Therefore, the Regional Sports Boards were set up where the number of
Central Government Employees were more than one thousand. At present, there are 21 such Regional Boards. The Government provides grant-in-aid to the Board every year to carry out their activities. During the year 2006-2007, an amount of Rs. 40 lakh was released as grant-in-aid to the Board. The Board in turn sanctions grants-in-aid to the Regional Boards for carrying out their activities. During the year 2007-2008, a budget of Rs. 50 lakhs has been provided for grant-in-aid to the CCSCSB the amount of Rs. 50 lakh has already been released to the Board up to 31st January, 2008.

**INTER-MINISTRY TOURNAMENTS**

8.7 The Board had conducted Inter Ministry Tournament in 12 Sports disciplines and 2 Cultural disciplines during the period from September, 2007 to 31st January, 2008.

**ALL INDIA CIVIL SERVICE TOURNAMENTS**

8.8 The All India Civil Service Tournaments in sports and cultural events are jointly organized by the Board and the State/Union Territory Government. The allocation of responsibility for holding these tournaments is coordinated by the Board after ascertaining the convenience and choice of the State/UTs. A part of the expenditure for conducting the AICS Tournaments is met by the Board in the form of financial assistance to the States/UTs 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.

The Board has conducted All India Services Tournaments in four sports disciplines till 31st January, 2008 in collaboration with the State/UT Governments.

**BOARD’S AFFILIATION TO NATIONAL FEDERATION**

8.9 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

8.10 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. 13 Central Government employees have availed of this facility till 30 November, 2007.

PLAYING FACILITIES MAINTAINED BY THE BOARD

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

The Board also maintains Tennis Courts at Bharati Nagar, R.K. Puram, Brassey Avenue and at Vinay Marg. There are Cricket practice pitches at Brassey Avenue and Vinay Marg Sports Complex, and a Volleyball & Shooting 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 dependents.

GRIH KALYAN KENDRA

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

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

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

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

8.13 The GKK is administered by Grih Kalyan Kendra Board. The Board is responsible for the organization & administration of GKK. Additional Secretary (S &V), DOPT is the President of the GKK Board.
8.14. In pursuance of its objectives, GKK has been conducting the following activities:-

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

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

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

Recreational facilities like Health Club-cum-Fitness Centre, Multi-Gyms and weight lifting, Indoor Games like Badminton, Table Tennis and classes in Karate, Yoga, Dance, etc.

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

8.15. The GKK is running 29 Craft Centers, 16 Creche / Day-Care Centers and 25 Nursery Schools in Delhi and a few in other cities. It has been supporting and organizing recreational activities with a view to promoting physical fitness among the Central Government employees and their family members as a part of the activities of GKK. The Kendra has accordingly set up a Health Club and 9 Gym/Fitness Centers in Delhi, Bangalore, Chennai, Mumbai and Nagpur. These Health Centers have received good response. The GKK administers 43 Samaj Sadans, out of which 28 are in Delhi and 15 Outside Delhi. These Samaj Sadans are made available on hire for organizing various social and cultural functions to the Central Government employees and, wherever available, to others. Hiring of these Sadans is the main revenue-earning source of the GKK. In these Samaj Sadans facilities like Indoor Games, Health Club, Multi Gyms, Karate, Yoga, Dance and Music classes etc. are provided. In addition, the GKK also runs its welfare activities in 15 other premises in Delhi and 11 at Outstations. It receives grant-in-aid from the Government. In the Budget for the year 2007-2008, an amount of Rs.25 lakh has been allocated to the GKK. Out of this amount, Rs.15 lakh has already been sanctioned to GKK till 31st January, 2008.
KENDRYA BHANDAR

8.16 Objective Of The Organisation: The Central Government Employees Consumer Cooperative Society Ltd., New Delhi, now operating 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 endeavors to serve the Central Government employees and general public at large by (i) providing quality goods of daily needs at reasonable prices and (ii) playing an effective role in the Public Distribution System through its retail outlets.

8.17 Nationwide Network: The Society operates a network of 114 stores in Delhi, Maharashtra, Tamil Nadu, Andhra Pradesh, Karnataka, Kerala, Daman, Goa, Uttar Pradesh, Uttaranchal, Rajasthan, Madhya Pradesh, Haryana, Punjab and Chandigarh. Stationery is sold to the Central Government offices at East Block and West Block, R.K.Puram, New Delhi through the DOPT vide O.M. dated 05.07.2007, it has been decided as under in consultation with Ministry of Finance:- (a) That Ministries / Departments are permitted to make purchases at their discretion of all items required for office consumption upto Rs. 1 lakh on each occasion directly from Kendriya Bhandar / NCCF without calling for quotations. The responsibility for ensuring reasonableness of rates, quality, specifications etc. will be equally that of purchasing Ministry / Department and Kendriya Bhandar / NCCF. The reasonableness of rates, quality, specifications etc. should be certified by the local purchase Committee as envisaged under Rule 146 of the GFRs, 2005.

(b) For procurement of all items of office consumption beyond Rs. 1 lakh to Rs. 25 lakh, where limited tenders are to be invited as per Rule 151 of the GFRs, 2005, Kendriya Bhandar and NCCF among others shall also be invited to participate in such limited tenders, in case these cooperatives are functioning at the station. Other things being equal, Purchase Preference will be granted to Kendriya Bhandar / NCCF, if the price quoted by the cooperatives is within 10% of the L1 price and if these cooperatives are willing to match the L1 price. No price preference over and above the L1 price shall be given to these cooperatives. However, Kendriya Bhandar / NCCF will be exempted from furnishing bid security (Earnest Money Deposit).
(c) Supply orders upto Rs. 25 lakh, in respect of office equipments covered under the DGS&D rate contract may also be procured from Kendriya Bhandar and NCCF provided Kendriya Bhandar / NCCF offer the items at DGS&D rate contracted prices as also fulfill all the contractual obligations which the manufacturers / suppliers of such products are required to meet under the DGS&D rate contract. The Ministries / Departments shall make their own arrangements for inspection and testing of such goods where required.

(d) The above dispensation shall be applicable only upto 31.03.2010. In line with latest trend in retailing, the Kendriya Bhandar has taken up concerted efforts to modernize the existing stores in terms of its ambience, display system, computerization etc. in a phased manner. In this direction, Netaji Nagar and Pandara Road, R.K. Puram Sector - IV, Pushpa Bhawan, Pragati Vihar, Hari Nagar, Krishi Kunj, R.K.Puram - I, Patel Dham and Patparganj Stores of Kendriya Bhandar have been modernized and action is in hand to modernize other stores in a phased manner.

The Kendriya Bhandar has also opened its Medical Stores at Mahadev Road, R.K.Puram, Sector- IV and Delhi University (North) Campus.

Kendriya Bhandar has also opened new retail stores at lancer Road, Lawrence Road, Lodhi Road Shopping Complex, Pushp Vihar Market (Sector-IV), Sadiq Nagar, Jamia Millia and Jamia Hamdard in the accommodations acquired by Kendriya Bhandar occupied on lease basis. Kendriya Bhandar has also opened new retail store in Indian Airlines Colony at Vasant Vihar in the accommodation allotted by Indian Airlines to the Kendriya Bhandar.

Activities such as billing to customers, purchase, inventory etc. of Stationery division of Kendriya Bhandar, located at R.K. Puram (East) & (West) Blocks are computerized through local area network. Further, in Head office, purchases & stocks of consumer items, pulses and spices are computerized.

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

The Kendriya Bhandar is registered as a Multi State Cooperative Society w.e.f. 08.09.2000. with this change in its status, the kendriya Bhandar is able to expand its operation in other states of the country.

8.19 SALES PERFORMANCE

The Kendriya Bhandar has registered significant growth in the recent past. Total sales and net profit during 2006-07 were Rs. 218.79 crores and Rs. 1.84 crores respectively.

The Kendriya Bhandar has a paid-up capital of Rs. 86.29 lakh of which Rs. 68.18 lakh have been subscribed by the Government and Rs. 18.11 lakh by individual members as on 31.03.2007. The Kendriya Bhandar has declared dividend of 10% for the year 2006-07. It has also contributed to the National exchequer by way of taxes and dividend for the year 2006-07 to the extent of Rs. 123.04 lakhs. The society has been paying bonus @ 20% to its employees for the last many years. Kendriya Bhandar has completed 44 years of its existence on 1.7.2007.

8.20 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 the wards of the 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. During 2007-08, an amount of Rs. 50 lakhs has been released to the School upto 31st January, 2008.

8.21 CIVIL SERVICES OFFICERS INSTITUTE(CSOI)

(i) The Civil Services Officers Institute (CSOI), a Society registered under the Societies Registration Act, 1860 was set up in 1998. The main objective of the Institute is to promote welfare of the officers of the Civil Services and to bring them together in order to secure complete integration of the services and to build a corps of officers imbued with the spirit of cooperation in all aspects of civil services.
(ii) The Institute has been functioning from the premises situated at M.S. Apartments, Kasturba Gandhi Marg, New Delhi. Grants-in-aid assistance is provided by the Government for Capital investments only.

8.22 DEPARTMENTAL CANTEENS

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

(ii) Performance of these Canteens is periodically reviewed through liaison with various Departments and feedback reports. With a view to bring about uniformity in the accounting procedure and improvement in cleanliness, quality of service etc., detailed instructions had been/are being issued from time to time.

(iii) On the basis of the judgment 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 of 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.

(iv) A scholarship scheme in favour of children of Canteen Staff showing merit in their academic studies was introduced in the year 1998. The first batch of such awards was given in March, 2000 and subsequently, it is being awarded every year.

(v) The Staff Inspection Unit (SIU) of the Ministry of Finance, Department of Expenditure had undertaken a norms study of the non-statutory Departmental Canteens for revision of the existing norms for the
staffing pattern in these canteens. The report submitted by SIU has been processed and accepted in this Department. Accordingly, all the Ministries/Departments have been requested to implement the recommendations of the SIU. The information received in this regard is being compiled in different registers (category wise) and also in the computer for further record. Further, on account of the SIU recommendations and revision of pay scales, the ACP benefits have been extended to the Canteen employees.

(vi) Relevant, useful and updated information pertaining to the various important aspects of the Canteen Section’s work have been put on the Ministry’s web site. After coming into force of RTI Act, 2005, voluntary disclosure of information have been made on the website.
9.1 In the context of a modern, development-oriented welfare state and with a view to containing expenditure on establishment and improving efficiency of public services, a scheme for redeployment of Surplus Staff has been in operation since 1966. The concerted efforts of the Department have resulted into redeployment of 9990 persons out of the total 11540 persons accepted in the Central (Surplus Staff) Cell, re-designated as Retraining and Redeployment Division, since inception of the scheme till 1.11.2007.

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

9.3 As on 1.1.2007, there were 431 surplus staff belonging to Group ‘A’, ‘B’, ‘C’ and ‘D’ (Group ‘A’- 15, Group ‘B’-34, Group ‘C’-330 and Group ‘D’- 52). At the end of November, 2007, 571 (Group ‘A’- 16, Group ‘B’-19, Group ‘C’-246 and Group ‘D’- 290) staff are on the Surplus Rolls. The Department shall be redeploying the remaining surplus employees against suitable vacancies to be reported to it. Furthermore, in line with the instructions of the Establishment Division dated 28.2.2002 regarding special VRS for permanent employees declared surplus, 564 surplus staff have availed of the facility of Special VRS till November, 2007.

9.4 The overall position, as on 1.12.2007 of surplus Staff and their redeployment since inception of the scheme of Redeployment of Surplus Staff in 1966 is given in table:-
<table>
<thead>
<tr>
<th>Category of Surplus Staff</th>
<th>No. of Surplus employees awaiting redeployment as on 1.1.2007</th>
<th>No. of surplus employees added from 1.1.2007 to 30.11.2007</th>
<th>Total No. of employees accepted in the surplus Cell since inception till 30.11.2007</th>
<th>No. of persons redeployed since inception of the Scheme till 30.11.2007</th>
<th>No. of persons retrenched/resign or who have resigned till 30.11.2007</th>
<th>No. of persons retired on superannuation/expired or those who have opted for VRS/Spl. VRS/terminal benefits etc till 30.11.2007</th>
<th>No. of persons awaiting redeployment as on 1.12.2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 'A'</td>
<td>15</td>
<td>5</td>
<td>114</td>
<td>66</td>
<td>4</td>
<td>28</td>
<td>16</td>
</tr>
<tr>
<td>Group 'B'</td>
<td>34</td>
<td>5</td>
<td>585</td>
<td>426</td>
<td>3</td>
<td>137</td>
<td>19</td>
</tr>
<tr>
<td>Group 'C'</td>
<td>330</td>
<td>119</td>
<td>10238</td>
<td>9261</td>
<td>65</td>
<td>666</td>
<td>246</td>
</tr>
<tr>
<td>Group 'D'</td>
<td>52</td>
<td>253</td>
<td>603</td>
<td>237</td>
<td>-</td>
<td>P 76</td>
<td>290</td>
</tr>
<tr>
<td>Total</td>
<td>431</td>
<td>382</td>
<td>11540</td>
<td>9990</td>
<td>72</td>
<td>907</td>
<td>571</td>
</tr>
</tbody>
</table>
10.1 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 Languages Act, 1963 as amended in 1967 and Rules framed thereunder as also the various orders/instructions issued by the Department of Official Language from time to time with a view to ensuring proper implementation of the Official Language Policy of the Government.

IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY AND THE ANNUAL PROGRAMME

(a) Machinery for Implementation

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

(b) Hindi Salahakar Samiti

10.3 Meeting of the Hindi Salahakar Samiti of this Ministry is scheduled to be held on 25.03.2008 under the Chairmanship of Minister of State for Personnel, Public Grievances and Pensions.

(c) Official Language Implementation Committee

10.4 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 during the year. The Fourth meeting of OLIC is yet to be conducted in March, 2008.
SPECIFIC MEASURES TAKEN FOR PROMOTING THE USE OF HINDI

10.5 For promotion of the use of Hindi, following measures were undertaken:


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 Languages (Use for Official Purposes of the Union) Rules, 1976 as amended in 1987.

(ii) Training in Hindi Teaching, Hindi Typewriting and Hindi Stenography.

Out of a total of 30 Typists (Clerks), 08 are trained in Hindi Typing and out of a total of 74 Stenographers, 31 are trained in Hindi Stenography. 07 Stenographers have been nominated for receiving training at present for Hindi Stenography.

(iii) Cash Awards and Incentive Schemes

An incentive scheme to encourage officers and employees to do their work in Hindi is in vogue in the Ministry. Under this scheme cash awards are given for doing noting and drafting in Hindi.

This year cash prizes of total of Rs 5300/- were awarded to 10 personnels for Noting & Drafting.

(iv) Celebration of Hindi Divas and Hindi Pakhwara

On the occasion of Hindi Divas on September 14, 2007, Secretary (Personnel) issued an appeal to all the officers and staff of the Ministry to make more and more use of Hindi in their official work. During Hindi Pakhwara (from 14th September, 2007 to 28th September, 2007), Hindi Stenography, Hindi Typewriting, Hindi Essay writing, Hindi Dictation, Hindi Noting and Drafting, Hindi Speech Competition, Translation, and Hindi Poetry Recitation Competitions were organized and the participants, who stood first, second
and third and also those who came out with commendable performance were given cash prizes on 27.09.2007 by Secy.(P).

A total of 30000/- were given in the form of cash prizes to 50 successful contestants. Out of the above 50 successful contestants, women stake was 20. It is worth mentioning that in the Hindi Poeting recitation competition all the five prizes were bagged by our Revered female fellow officers.

(v) Hindi Workshops

Two Hindi Workshops were organized on 07.11.2007 and 19.02.2008 at Lok Nayak Bhawan to impart practical training to the officials to enable them to do more and more official work in Hindi in which 34 and 11 personnels respectively, partifipated. Another Hindi worship was organized on 20.12.2007 in North Block in which 35 personnels participated.

10.6 Propagation of Information Technology In Hindi Section: The Hindi Section of the Ministry has been provided with four computers. Hindi typing work of the Hindi Division as well as of the different Divisions/Sections/Desks of the Ministry is done through 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.

10.7 Use of Hindi in the attached and other offices:

The following are the steps for use of Hindi in the Attached and Other offices:

(i) Official Language Implementation Committees

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

(ii) Training Institutions

The two Training Institutions under the Ministry viz., Lal Bahadur Shastri National Academy of Administration, 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. The post of Hindi Officer in Lal Bahadur Shastri National Academy of Administration, Mussoorie has been restored. This Ministry is pursuing with Department of Official Language to fill up the post expeditiously.

(iii) Monitoring and Inspection

With a view to assessing the progress made in promoting the use of Hindi in official work while complying with the Official Language Policy and implementing the Annual Programme, a team of officers from the Official Language Unit of the Department of Personnel and Training and the Department of Pensions and Pensioners’ Welfare, inspects the Attached and the Subordinate Offices of the Ministry in a phased manner and also suggests ways and means from time to time to overcome the practical difficulties experienced in the course of implementing the Official Language Policy. With a view to monitor the progressive use of Hindi in official work, Hindi Section of the Ministry inspected 15 sections during the year. Quarterly Reports received from various quarters are reviewed in Hindi Section and the progress made in the progressive use of Hindi is discussed at length in the quarterly meetings of the Official Language Implementation Committee of the Ministry and remedial measures taken to remove the shortcomings.
11.1 The 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.

11.2 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 indigenous & user friendly for the users of this Ministry.

11.3 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

The details of the Application software developed/implemented and other related tasks for maintenance of already implemented application software as well as web sites by NIC/MOP for different Departments and other offices of the Ministry are indicated in the following paragraphs.

11.4 MIS/DSS SOFTWARE DEVELOPED AND IMPLEMENTED

NIC-D/o Personnel & Training, North Block

1. Central Staffing Scheme Processing System

As per the recommendations of Civil Services Board, a web enabled system
(Central Staffing Scheme Processing System) is being developed. The system consists of three modules namely (a) application for offer list for inviting applications online from eligible officers under Central Staffing Scheme (b) Recommendation / validation by the Cadre Controlling Authorities and (c) Preparation of Panels for the vacancies. The following two modules have been developed, implemented and are made available on the web site of the Ministry.

11.5 ON-LINE APPLICATION FOR OFFER LIST

An Officer who wants to apply for the Offer List can submit the details namely personal, qualification, training & experience using the Online Application form. After filling up the details, the concerned officer can take printout of the details along with Annexure, which are made available in the system and forward the same to the Department of Personnel and Training through their respective Cadre Controlling Authority. An officer can take printout at a later stage also by providing the Identity Number which has been e-mailed to the officer after filling up the online application. As on date (17/01/2008), the total no of applications entered into the system by the officers are 810. Out of these, 423 applications has been finalized by the officers and forwarded.

11.6 PREPARATION OF PANELS

As per the new procedure for auto generation of Panels for Deputy Secretary/Director and Joint Secretary Posts under Central Staffing Scheme, application software has been developed and implemented for the EO Division, which is based on various parameters like Field Experience, Educational Qualification, and Training etc.

11.7 INTEGRATED DOCUMENT MANAGEMENT INFORMATION SYSTEM (DMIS)

An Integrated DMIS, Single Application, covering the requirement of the entire Ministry located at various locations viz. D/o Personnel and Training (North Block), D/o Administrative Reforms (Sardar Patel Bhawan), CS Division (Lok Nayak Bhawan), Training Division (Old JNU Campus), PESB (Block-14, CGO Complex) has been developed and implemented. A short duration training programme was also conducted during 1st August to 3rd August,
2007 for the officials of the entire Ministry in batches. The training was conducted in 12 batches for 394 officials.

The following Output reports are made available in the System:

1. Date Wise Diary/File Register
2. Date Wise List of Receipts/Files Received
3. Date Wise List of Receipts/Files Forwarded
4. Pendency Status of Receipts/Files
5. Inflow/Outflow status of Receipts/Files
6. List of Receipts Merged in File
7. List of Closed Receipts/Files

11.8 DOCUMENT MANAGEMENT INFORMATION SYSTEM (DMIS)

Implementation and training on DMIS has been completed at NDMC, NEEPCO, MTNL (Mum,Del), DDA, D/o Disinvestment, Department of Pension, Ministry of Tribal Affairs, ITPO, NHB, Tuticorin Port Trust, National Institute of Hydrology, Roorkee, CCPD.

11.9 ACC VACANCY MONITORING SYSTEM (AVMS)

A Web enabled AVMS has been developed and implemented to build a master database that contains entire information about the posts coming under the purview of ACC in all the Ministries / Departments / PSUs etc. A Training Programme on AVMS has been conducted for all the Nodal Officers from 78 Ministries / Departments.

11.10 IAS OFFICERS DOSSIERS MANAGEMENT SYSTEM (IASDOSSMAN)

This allows for storage, indexing and retrieval of scanned dossiers of IAS (Regular Recruit) Officers in a secure environment. It allows flexible dual mode operation (i.e. provides for both online & offline scanning). It allows for secured multi-tier access to the databank. The scanned files are stored in a single central repository and accessible only through the software and are not littered on the hard disk.

11.11 Module for Assignment of Year of Allotment & Fixation of Seniority for officers inducted into Indian Administrative Service.
The D/o Personnel & Training is responsible for the induction of Officers into the Indian Administrative Service through Appointment by Selection and Appointment by Promotion. These officers are assigned their year of allotment and their inter-se seniority fixed according to the Regulation of Seniority Rules, 1987. A software module has been developed to enable issuance of Appointment orders and assigning the year of allotment and fixation of inter-se seniority.

11.12 INTER-CADRE DEPUTATION OF IAS OFFICERS INFORMATION SYSTEM

The D/o Personnel & Training is responsible for the inter-cadre deputation of IAS Officers. Requests for inter-cadre deputation are received from the officers/state governments. They are scrutinized and after obtaining the concurrence of the concerned State governments, a proposal is put up before ACC. Notification is issued after the approval of ACC.

11.13 RTI REQUEST & APPEAL MANAGEMENT INFORMATION SYSTEM (RTI-MIS)

RTI-MIS has been enriched to incorporate new features as suggested during the various training programmes organised for RTI-MIS (like: Attaching scanned Request, Forwarding to Deemed PIO, Multiple forwarding to PAs, Generation of Annual Return and other additional reports).

A separate system to cater the needs of the Central Assistant Public Information Officers (CAPIO) of the Post Offices all over the country has been developed and implemented.

11.14 A Half day Training Programme has also been organised at NIC HQ for all Ministries / Departments for a week duration. Subsequently, separate training cum awareness programmes on RTI-MIS was conducted for each of the Ministry (Ministry of Power and attached PSUs, Ministry of Petroleum and their attached PSUs, D/o Ayush, D/o Health and Family Welfare, M/o Youth Affairs and Sports, M/o Urban Poverty Alleviation and for officers attending Training at ISTM).

11.15 RECRUITMENT RULES FORMATION, AMENDMENT AND MONITORING SYSTEM

All the Ministries and Departments have to take the approval of D/o
Personnel & Training for all the Recruitment Rules to be framed or amended. To collect and monitor all the recruitment Rules Formation or Amendment of posts framed by the Ministries/Departments, a web enabled system has been developed and being implemented.

11.16 ACC PROPOSAL MONITORING SYSTEM (APMS)

ACC proposals Monitoring System (APMS) has been modified to meet the requirement of Cabinet Secretary and EO Division. A new module has been incorporated to monitor the directions issued by ACC. Besides above new reports have also been generated like Proposal Clearance Status report, average time taken on a proposal etc.

11.17 VIS (VIGILANCE INFORMATION SYSTEM) REMINDER LETTER GENERATION MODULE:

Regarding vigilance case / complaint details clarifications, letters are to be sent to the concerned Cadre Controlling Authority and reminders by Director(vigilance), Additional Secretary. All these communications between vigilance division and cadre controlling authorities has been tracked and captured. Provision for automatic reminder letter generation has been developed and implemented for Vigilance Division.

11.18 NIC-TRAINING DIVISION, DOPT, OLD JNU CAMPUS

Information System for Mid-Career Programme pertaining to IAS officers

The mandatory Mid Career Training Programme, consisting of Phases III, IV and V, for IAS Officers having experience of 7-9 years, 14-16 years and 26-28 years respectively, was approved by the Prime Minister and was started in January 2007. The first round of all the three phases of 2007 was successfully completed. The IAS (Pay) Rules 1954 have been amended and notified to give effect the mandatory nature of the Mid Career Training. Successful completion of the programme by the Officers of various levels is a pre condition for promotions/increments/empanelment at certain stages of an officer's career.

A Web based system has been designed, developed and implemented in the Training Division. An online Enrolment Form has been developed and made available in the IntraIAS Portal (http://intraias.nic.in). All the Eligible
IAS Officers submit the necessary information and their confirmation status for the programme. Upon submitting the details, an e-mail has been sent to the officer alongwith the welcome message about the programme.

11.19 LONG TERM TRAINING PROGRAMME INFORMATION SYSTEM

The Training Division of Department of Personnel and Training receives large number of applications for Long Term Training Programme which are conducted in various Training Institutes across India. A system has been designed, developed and implemented to enter the details of applications and generation of several reports.

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

Pensioners' Portal.

The Pensioners' Portal was redesigned and launched on 30th March, 2007 by Hon'ble Minister of State (Personnel, Public Grievances & Pensions) for the usage of retiree, Central Government ministries/departments/organization, pensioners' associations & retired central government pensioners. This portal has a combination of interactive & non interactive components and this will serve as one stop information for the pensioners of Government of India (especially civil pensioners) across the country.

11.21 WEB BASED CENTRALISED PENSION GRIEVANCES REDRESS & MONITORING SYSTEM (CPENGRAMS).

A Centralized web-enabled Pension Grievances Redress and Monitoring System (CPENGRAMS) System was developed & implemented. This software supports two integrated modules namely Netizen and Office. Netizen module is used by the retiree/pensioners for online lodging the grievance & monitoring the latest redress status of his/her lodged grievance using any web browser. The office module is used by all ministries/departments/organizations for lodging, redress and monitoring the status of pensioner's grievance. The target users of the system is Pensioner/Family Pensioner, Pensioners' Associations, Designated Pension Grievance Officers / Secretariat Staff of all central government Ministries / Departments / Organizations and the nodal department namely Deptt. of Pension & Pensioners' Welfare.
11.22 TRAINING ON CPENGRAMS

An extensive training programme was conducted for 80 central government ministries/departments/organization in November, 2007 for usage of CPENGRAMS. The training programme on CPENGRAMS was organized by Dept. of Pension & Pensioners Welfare in association with NIC. Participants representing various Ministries/Departments along with the NIC officers of the respective Ministries/Departments have attended the training.

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

Centralized Public Grievances Redress And Monitoring System (CPGRAMS)

Centralized Public Grievance Redress And Monitoring System (CPGRAMS) has been successfully implemented for the on-line transmission of Grievances received by DARPG (nodal agency) and the respective Ministries/Departments. This has been integrated with On-line Grievance Lodging and Monitoring System and made as a Public Grievances Portal (http://pgportal.gov.in). The portal available at http://pgportal.gov.in has other guidelines and static information related to Public Grievances.

11.24 TRAINING ON CPGRAMS

The training programme on Centralized Public Grievance Redress And Monitoring System (CPGRAMS) was organized by Dept. of Administrative Reforms and Public Grievances in association with NIC. Participants representing various Ministries/Departments along with the NIC officers of the respective Ministries/Departments have attended the training sessions. There were around 150 participants in all during these sessions. More than 100 organisations started using CPGRAMS effectively.

11.25 ENRICHMENT / MAINTENANCE OF THE WEBSITES/PORTAL

The following web sites of the entire Ministry are being maintained.

http://persmin.gov.in
http://righttoinformation.gov.in
http://intraias.nic.in
http://intramop.nic.in
http://darpg.gov.in
http://arc.gov.in
http://pensionersportal.gov.in
http://persmin.gov.in/pesb
http://pgportal.gov.in

The above websites are being updated regularly on various items related to Circulars, tender documents, Acts & Rules, RTI, Training, publications, etc. Apart from above, the website for the Ministry (http://persmin.gov.in) was redesigned.

11.26 NICNET CONNECTIVITY

The LAN of both the Department of Personnel & Training and Department of Administrative Reforms and Public Grievances has been connected to NICNET/Internet using high speed Fibre Optics cable with Leased Line as a backup.
12.1 The Right to Information is implicitly guaranteed by the Constitution. Nevertheless, recognizing a need for setting out a practical regime for securing information by citizens from the public authorities and to promote transparency and accountability in the working of all public authorities, the Parliament enacted the Right to Information Act in 2005.

12.2 The new law is very comprehensive and covers almost all matters of governance and has the widest possible reach. It is applicable to Government at all levels- Union, State and Local and also to the bodies owned, controlled or substantially financed directly or indirectly by funds provided by the government. It covers both the Houses of Parliament, State Legislatures, the Supreme Court, High Courts, Subordinate Courts including their administrative offices, Constitutional Authorities like Election Commission, Comptroller & Auditor General, Union Public Service Commission etc.

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

12.4 The Act creates an elaborate machinery to ensure supply of information which consists of Public Information Officer, Assistant Public Information Officer, independent Central Information Commission and State Information Commissions etc. A Public Information Officer is required to send information called for at the specified address within 30 days. In case of information concerning the life or liberty of a person, the information is
provided within forty eight hours. If the information is not provided within the prescribed period, the Act makes provision for imposition of stringent penalty on the Public Information Officer. The Public Information Officer may have to pay a penalty of Rs.250 per day of delay subject to a maximum penalty of Rs. 25,000/-. 

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

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

12.7 The Government of India has constituted the Central Information Commission and all the 27 States to which the Act applies have constituted State Information Commissions. These Commissions are high powered independent bodies which interalia can look into the complaints made to them and decide the appeals. The Commissions have power to impose penalty on the defaulting Public Information Officers. Central Information Commission entertains complaints and appeals in case of offices, financial institutions, public sector undertakings, etc. under the Central Government and the Union Territories while the State Information Commissions entertain appeals pertaining to offices, financial institutions, public sector undertakings, etc. under the concerned State Government.
12.8 The Act enables the respective Governments to make rules to carry out its provisions. The Central Government has notified two sets of rules namely; the Right to Information (Regulation of Fee and Cost) Rules, 2005 and the Central Information Commission (Appeal Procedure) Rules, 2005.

12.9 The Fee Rules provide that a request for obtaining information shall be accompanied by an application fee of rupees ten by way of cash against proper receipt or by demand draft or bankers’ cheque or Indian Postal Order payable to the Account Officer of the public authority.

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

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

(iii) Rs.50 per floppy or diskett

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

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

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

12.11 The Appeal Rules prescribe the procedure for deciding appeals by the Central Information Commission. In particular, these rules provide for the following aspects of the appeal:

(i) Contents of the appeal

(ii) Documents to be enclosed with the appeal

(iii) Procedure for deciding appeal

(iv) Procedure for service of notice by the Commission

(v) Personal presence of the appellant

(vi) Order of the Commission
12.12 In order to ensure effective implementation of the provisions of the Act, the Government has issued instructions requiring all public authorities to update records, improve infrastructure and bring out necessary manuals as provided in the Act; designate the first appellate authorities alongwith the Public Information Officers and publish their particulars; comply with the provisions regarding suo-motu disclosure; and create a central point within the public authority to receive applications for information and appeals. Government has also published a Guide for the guidance of persons, who want to seek information under the Act.
Chapter 13  Gender Issues

13.1 The Department of Personnel & Training (DoPT), Government of India and United Nations Development Programme (UNDP) jointly implemented a Capacity Building Project for 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.

13.2 The UNDP assisted Project aimed at providing a technical support to review career development, placement and utilisation 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.

13.3 A number of activities were undertaken under this Project with regard to Output IV as detailed below:

(i) Training of a core group of resource persons in the Graduate School, USDA, Washington

(ii) Conduct of a survey on gender and the Civil Services

(iii) Development of a curriculum for regional workshops by Administrative Training Institutes (ATI)

(iv) Conduct of ten regional Workshops by nine ATIs

(v) Final Workshop of Cadre Controlling Authorities of different Civil Services belonging to the Government of India

(vi) Establishment of a Focal Point in the DoPT

13.4 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, Mussouri 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.
13.5 Based on the Project Report, a Focal Point was set up in DoPT at the Desk of 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 point to be located in various Ministries/Departments (initially at GOI level and eventually in various State Governments).

13.6 The role of the Focal Point was defined in a Meeting convened by Secretary (P) on May 6, 1998 as under:

(i) to anchor conduct of review of existing rules and regulations for possible Gender bias and discrimination against women and suggest corrective action

(ii) to coordinate output flowing from various activities related to the issue requiring policy formulation or issue of regulation and guidelines

13.7 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 Secretary (P) with the following constitutions:

(i) Secretary - Chairperson, Ministry of Personnel, PG & Pensions
(ii) Additional Secretary - Vice Chairperson, Department of AR&PG
(iii) JS (Trg.), Department of Personnel & Training
(iv) Director (LBSNAA)
(v) Director General, YASHADA, Pune
(vi) Director, MP Academy. of Administration, Bhopal
(vii) Smt. (Dr.) Sarojini Thakur, JS, Deptt. of Women & Child Development
(viii) Smt. Vijayalakshmi Joshi, CVO, CAPART
(ix) Dy. Secy. (MM), Department of Personnel & Training

13.8 The Steering Committee had following terms of reference:

(i) Review of Rules and Regulations by Ministries/Departments/CCAs to remove Gender bias
(ii) Give adequate publicity to enable women to enter Government Service

(iii) 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

13.9 At a meeting of 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 finalised. A reporting mechanism was also devised to report/monitor action taken by the concerned Departments/CCAs.

13.10 An analysis of the data received from the CCAs in 2003, revealed that:-

(i) The representation of women in Civil Services, though much below the desired level, is steadily increasing.
(ii) All the CCAs try to accommodate Husband/Wife at the same place as far as possible
(iii) There are no Rules/Regulations which permit Gender bias/discrimination
(iv) Gender Sensitising Training Programmes conducted by most of the CCAs
(v) Regarding setting up of Daycare centers/crèches, such facilities are provided on the basis of request received in consultation with women staff

13.11 Special steps have been taken to ensure that women officers get adequate representation in the training programmes of the DOP&T. During the year 2007, 8 women officers (IAS-4, others-4) were deputed for long term training programmes and 39 women officers (IAS-11, Others-28)
were deputed for short term training programmes under the Domestic Funding Scheme.

13.12 To ensure that women officers get adequate representation in the higher echelons of management, attention is paid to their cases during empanelment of officers to JS rank to include women officers.

13.13 To facilitate posting of couples in the same station, it has been approved that in case of a woman officer, whose husband is posted under the Government of India, the ‘cooling off’ period may be waived upto six months so that she may get a posting at the station where her husband is posted.

13.14 During the year 2007, a total of 69 women officers (IAS - 17, CSS - 1, Group 'A' - 51) were appointed at JS/Director/DS level under the Central Staffing Scheme. In addition to the appointments under the Central Staffing Scheme, under Board Level Appointments, a total of 20 women officers were appointed in various bodies (Additional Member - 1, General Manager - 3, Higher Administrative Grade - 3, Railway Claim Tribunal - 1, Functional Directors - 6 & Non-Official Directors in PSUs - 6). Further, 7 women Chief Executives were appointed in various autonomous Bodies, 7 women were appointed as Member/Chairman/Vice-Chairman in various Administrative Tribunals/Labour Courts. Likewise, 127 women were approved for appointment (including promotion and deputation) to posts of and above the level of Joint Secretary, in various organized Central Services, which are not included in the Central Staffing Scheme and postings in various Indian Embassies/Mission Abroad.

SPECIAL PROVISIONS

13.15 As per guidelines of allocation, women employees are to be allotted to a successor State as per their option only (whereas the men are allotted on the basis of option, domicile and juniority in their cadre).

To mitigate the difficulties, guidelines have been issued to allot wife and husband to anyone of the successor State as per their option.

13.16 OTHER PROVISION :

(i) Guidelines were issued to allot the physically handicapped employees as per their option only
(ii) Employees with the following medical problems are allocated based on their option, as far as possible:-

(a) Cancer patient- Self or family

(b) Blindness- Self only

(c) Heart Bye-pass surgery - Self only if done within two years from the date of representation is considered by the Committee.

(d) Kidney Transplantation/Kidney failure and continuing on dialysis- Self or family

(e) Mental illness- Self or family, restricted to indoor treatment for at least three months.

In the above medical hardship cases the definition of family has been expanded to include the dependent parents also.
14.1 The accounts of the Ministry of Personnel, Public Grievances and Pensions and its Various Subordinate/Attached Offices are being audited by the inspection teams of the Director General of Audit, Central Revenues/Accountant Generals of the States at an interval of two years or more. As per available information, the total number of outstanding audit objections as on 31.12.2007 were 150 as per office-wise break-up given below:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Staff Selection Commission</td>
<td>19</td>
<td>34</td>
</tr>
<tr>
<td>2.</td>
<td>Central Administrative Tribunal</td>
<td>42</td>
<td>49</td>
</tr>
<tr>
<td>4.</td>
<td>Central Vigilance Commission</td>
<td>NIL</td>
<td>NIL</td>
</tr>
<tr>
<td>5.</td>
<td>Lal Bahadur Shastri National Academy</td>
<td>11</td>
<td>22</td>
</tr>
<tr>
<td>6.</td>
<td>Union Public Service Commission.</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td>7.</td>
<td>Central Bureau of Investigation</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>8.</td>
<td>Institute of Secretariat Training and Management</td>
<td>NIL</td>
<td>10</td>
</tr>
<tr>
<td>9.</td>
<td>Department of AR &amp; PG</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>111</td>
<td>150</td>
</tr>
</tbody>
</table>

14.2 All the concerned authorities have been instructed to take steps for early settlement of the audit objections.
Chapter 15
Reorganisation of States: Allocation of Staff

15.1 The States Reorganization Act, 1956, and subsequent Acts regarding Reorganisation of States and Union Territories bestow powers with the Union Government Ministry of Personnel, Public Grievances and Pensions for allocation of State Government employees of State cadre (other than All India Service) between the successor States/Union Territories.

15.2 The three States viz., Chhattisgarh, Uttarakhand and Jharkhand were created out of the erstwhile states of Madhya Pradesh, Uttar Pradesh, and Bihar respectively with the issuance of notification of following Acts on 25.8.2000:-

- The Madhya Pradesh Reorganisation Act, 28/2000
- The Uttar Pradesh Reorganization Act, 29/2000
- The Bihar Reorganisation Act, 30/2000

15.3 The issuance of the notifications for the above acts entailed the responsibility of allocation of State Government employees with on the Department of Personnel and Training. The Central Government had constituted State Advisory Committees (SAC) to advise The Central Government in the matter of allocation between the successor states. The progress of allocation of employees in respect of three states is given below:-

**Madhya Pradesh & Chhattisgarh**

15.4 Based on the recommendation of SAC, the allocation of all the 1,68,000 State Government employees of State Cadre other than All India Services between the successor States was completed in September, 2002. The representation of some the aggrieved employees were considered by another SAC headed by Shri K.S. Sharma. Decisions of the Committee on the representations were communicated to the MP State Government for implementation. During this year another Committee was constituted under the Chairmanship of Shri C.B. Paliwal, Joint Secretary (E), DOPT to consider the representations of the State Government employees, in compliance of the direction of Hon’ble High Court of Chhattisgarh at Bilaspur. The representations of the employees covered by the order dated 17.4.2007
are being considered by the Committee. This Committee had held 4 meetings so far and is expected to complete the work by January, 2008. As on date about 280 of writ petitions filed by the aggrieved employees, are pending in different High Courts of Madhya Pradesh & Chhattisgarh.

**Uttar Pradesh & Uttarakhand**

15.5 Allocation of 10,98,000 State Government employees of State cadre between UP & Uttarakhand is going on. Allocation in respect of 11 departments/ cadres out of 115 are still to be completed. Employees belonging to the hill cadre were allocated to Uttrakhand. So far SAC had held 59 meetings. To speed up the allocation in respect of remaining 11 departments/sub departments and deferred cases, a State Advisory Committee has again been reconstituted w.e.f. 01.01.2008. Further to resolve the grievances of the aggrieved employees of the Departments where the allocation process has already being completed, another committee under the chairmanship of Dr. S.K. Sarkar, JS DOPT has been constituted on 12.11.2007. First meeting of this committee was held on 11.12.2007. The 1st and 2nd meetings of this Committee were held on 11.12.2007 & 24.01.2008.

**Bihar & Jharkhand**

15.6 The allocation of 1,08,000 State Government employees of State cadre, between Bihar and Jharkhand is almost complete except allocation of about 7000 employees deferred cases and is it is expected to be completed in 2008. The representations of the aggrieved employees arising out of the allocation is being considered by the Internal Screening Committee of the Ministry and revision of allocation, if needed, is being done after obtaining the approval of competent authority, as per guidelines.

**Guidelines**

15.7 Allocation of State Government employees between the successor States is being done in accordance with the guidelines. Guidelines are revised from time to time to meet the request. During this year guidelines on allocation under Spouse Policy and Class IV employees, were revised and issued on 2.11.2007 whereby the class IV employees and employees covered under Spouse Policy, would be allocated to the State as per their option.
Chapter 16

Recruitment Agencies

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

SET UP AND FUNCTIONS OF UNION PUBLIC SERVICE COMMISSION

16.2 The Union Public Service Commission comprises of a Chairman and ten Members. As on 1.1.2008, the Chairman and ten Members were in position. The Government has upgraded the status of Chairman/Members, UPSC to that of the Chief Election commissioner/Election commissioner in regard to pay, perks and allowances.

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

16.4 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. The latest (57th ) Annual Report of the Union Public Service Commission was laid on the Table of Lok Sabha and Rajya Sabha on 28th and 29th November, 2007 respectively.

STAFF SELECTION COMMISSION

16.5 The set up of Staff Selection Commission (SSC) comprises of its Headquarters located in New Delhi and 9 Regional/sub Regional offices located at different parts of the country. The SSC (Hqrs) comprises one
Chairperson, two Members, One Secretary-cum Controller of Examinations and other supporting officers and staff. The Regional Offices are headed by Regional Directors and Sub-Regional Offices by Deputy Directors. The sanctioned strength of SSC including Regional Offices is 501, consisting of 104 Gazetted (42 Group ‘A’ and 62 Group ‘B’ officers) and 397 non Gazetted officials.

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

<table>
<thead>
<tr>
<th>S.NO.</th>
<th>REGION</th>
<th>JURISDICTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Northern Regional Office At New Delhi</td>
<td>NCT of Delhi, Rajasthan and Uttranchal</td>
</tr>
<tr>
<td>2.</td>
<td>Central Regional Office At Allahabad</td>
<td>Uttar Pradesh, Bihar</td>
</tr>
<tr>
<td>3.</td>
<td>Western Regional Office At Mumbai</td>
<td>Gujarat, Maharashtra, Goa and Union Territories of Dadar &amp; Nagar Haveli and Daman &amp; Diu</td>
</tr>
<tr>
<td>4.</td>
<td>Eastern Regional Office At Kolkatta</td>
<td>West Bengal, Orissa, Sikkim, Jharkhand and Union Territory of Andaman &amp; Nicobar Islands</td>
</tr>
<tr>
<td>5.</td>
<td>North-Eastern Regional Office At Guwahati</td>
<td>Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland &amp; Tripura</td>
</tr>
<tr>
<td>6.</td>
<td>Southern Regional Office At Chennai</td>
<td>Andhra Pradesh, Tamil Nadu and Union Territory of Pondicherry</td>
</tr>
<tr>
<td>7.</td>
<td>Kerala-Karnataka Regional Office at Bangalore</td>
<td>Karnataka-Kerala and Union Territory of Lak shadweep</td>
</tr>
<tr>
<td>8.</td>
<td>Madhya Pradesh Sub-Regional Office at Raipur</td>
<td>Madhya Pradesh and Chhattisgarh</td>
</tr>
<tr>
<td>9.</td>
<td>North-Western Sub-Regional Office at Chandigarh</td>
<td>Jammu &amp; Kashmir, Himachal Pradesh, Haryana, Punjab and UT of Chandigarh</td>
</tr>
</tbody>
</table>
**RECRUITMENTS**

16.7 The Commission has conducted/scheduled 5 All India Level Open Competitive Examinations and 2 Limited Departmental Examination during the period from 01.04.2007 to 20.11.07.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of Exam</th>
<th>Date of Exam</th>
<th>Number of Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Combined Matric Level (Main) Examination., 2006</td>
<td>12.5.2007</td>
<td>26,895</td>
</tr>
<tr>
<td>2.</td>
<td>Statistical Investigator Examination., 2007</td>
<td>24.6.2007</td>
<td>21,256</td>
</tr>
<tr>
<td>3.</td>
<td>Combined Graduate Level (Main) Examination., 2006</td>
<td>4.8.2007 (Scheme -B) 5,11 &amp; 12/8/2007 (Scheme -A)</td>
<td>40,696 40,705</td>
</tr>
<tr>
<td>4.</td>
<td>Section Officer (Commercial Audit) Examination; 2007</td>
<td>30.9.2007</td>
<td>48,983</td>
</tr>
<tr>
<td>5.</td>
<td>Deputy Field Officer Examination; 2007</td>
<td>17.11.2007</td>
<td>12760</td>
</tr>
</tbody>
</table>

**DEPARTMENTAL EXAMINATIONS**

1. Grade 'C' Limited Departmental Competitive Examination; 2007 | 1.7.2007 | 933 |

2. Stenographer Grade 'D' Limited Departmental Examination;2007 | 7&8 July, 2007 | 146 |

3. Grade 'C' Limited Departmental Competitive Exam (Skill Test), 2006 for the candidates who qualified in the written examination; | 18,19,25,26 and 27 August, 2007 | 907 |
The following examinations have been scheduled to be conducted by 30.03.2008.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of Exam</th>
<th>Date of Exam</th>
<th>Number of Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>S.O. (Audit) Examination; 2007</td>
<td>06.01.2008</td>
<td>2,30,500</td>
</tr>
<tr>
<td>3.</td>
<td>LDC Limited Departmental Examination, 2007 (for Group ‘D’ staff only)</td>
<td>23.12.2007</td>
<td>1110</td>
</tr>
<tr>
<td>4.</td>
<td>UDC Limited Departmental Competitive Exam., 2008</td>
<td>23.2.2008</td>
<td>-</td>
</tr>
<tr>
<td>5.</td>
<td>Combined Matric Level (Preliminary) Examination, 2008</td>
<td>30.3.2008</td>
<td>Closing date fill up the application form is ahead.</td>
</tr>
</tbody>
</table>

RESULTS DECLARED

16.8 The Commission declared final results of two All India Open Examinations conducted during the period and written part of one All India Examination. The success rate of candidates, examination-wise, is given as under:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of Examinations</th>
<th>Date of declaration final results</th>
<th>No. of Candidates finally recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Tax Assistant Examination, 2006</td>
<td>24.5.2007</td>
<td>3515</td>
</tr>
<tr>
<td>3.</td>
<td>Combined Matric Level Examination, 2007 written part.</td>
<td>11.12.2007</td>
<td>11460 LDCs &amp; 3435 Stenographers, (total 14895 candi-dates) have quali-fied for skill tests which is scheduled to be held from last week of January, 2008 to the end of February, 2008.</td>
</tr>
</tbody>
</table>
The Commission has also conducted recruitment tests for selecting candidates in Group ‘B’ and ‘C’ posts which are not covered by the All India Level Examinations conducted by the Staff Selection Commission during the period under review.

OTHER MAJOR ACTIVITIES IN THE STAFF SELECTION COMMISSION

16.9 The Staff Selection Commission has developed a Question Bank for the objective type examinations conducted by the Commission. In this regard, the Briefing Sessions of the workshops for General Awareness Paper have been held on 11.9.2007 and on 24.10.2007 at Kolkata and Chennai respectively. The main session of this Workshop at Kolkata was also held on 22nd and 23rd November, 2007.

INFORMATION AND FACILITATION COUNTER

16.10 The Staff Selection Commission had set up since October, 1999, an Information & Facilitation Counter for large public-interface, transparency in administration, easy and speedy access to information for candidates in connection with the examinations conducted by the Commission including receipt of applications in person and issue of duplicate admit cards where necessary.

The Facilitation Counter also receives applications for information under the RTI Act to be given by the CPIO/Appellate Authority in the Commission.

The activities handled at the Facilitation Counter during 1.4.2007 to 31.10.2007 are as under:-

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Telephone enquiries handled during the period</td>
<td>10000 approx</td>
</tr>
<tr>
<td>2. Personal enquiries including issue of Duplicate Admission cards to candidates</td>
<td>5000 approx</td>
</tr>
<tr>
<td>3. Applications received at Counter during the period</td>
<td>1,50,000 approx</td>
</tr>
</tbody>
</table>
16.11 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 Department of Official Language. Under the Cash Award Scheme for the year 2006-07, 10 employees of SSC (HQ.) were given cash awards for doing their original official work in Hindi. At the same time, Regional Office, Mumbai was awarded the Official Language (Running) Shield for excellent performance in implementation of Official Language Policy. The Official Language inspection was conducted by the Officials of Hqs. and Ministry at the Regional Offices Guwahati on 3rd and 4th April, 2007 and Raipur on 27th April, 2007.

16.12 In order to encourage the progressing use of Hindi in the official work and to create interest among the Officers/Officials for its usage, Hindi Fortnight was organized from 1st September, 2007 to 14th September 2007. During the fortnight, various competitions like Essay Writing, Typing Test, Noting and Drafting, Poem Recitation, Extempore Speech and Quiz in Hindi were organized. Cash awards and certificates were also distributed to the winners by the Chairperson on this occasion in the concluding session. A two days Hindi Workshop was also organized on 3rd and 5th September, 2007, in which 20 officials participated. In addition to this, four days' Hindi Workshop was also organized during October 24-26, 2007. In this workshop, 25 officials were imparted Practical Training on implementation of Noting and Drafting, Knowledge of Standard Hindi Spelling, and Correspondence in Hindi.
17.1 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 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 appointment to their top management posts. The PESB is headed by a full-time Chairman with two Members.

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

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

(ii) 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.

(iii) to advise Government on the desired structures at the Board level, and, for senior management personnel, for each PSE or group of PSEs.

(iv) to advise the Government on a suitable performance appraisal system for both the PSEs and the managerial personnel in such enterprises.

(v) to advise Government on formulation and enforcement of a code of conduct and ethics for managerial personnel in PSEs to build data bank containing data relating to the performance of PSEs and their officers.

(vi) to advise the Government on evolving suitable training and development programs for managerial personnel in PSEs.

(vii) to build data bank containing data relating to the performance of PSEs and their officers.
17.3 During the Year 2007-2008 (upto 14.11.2007) the PESB held 97 meetings including 18 meetings for joint appraisal for extension/non-extension/confirmation of tenure of Board Level executives and made 12 recommendation for posts of Chief Executives and 54 for full-time Functional Directors in the Central Public Sector Enterprises. During this period, the PESB also made 48 recommendations for appointment of non-official part time Directors in various PSUs.

17.4 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.
There are two premier training institutions under the Department of Personnel & Training. One for the higher civil services in India which imparts induction level and in service training and another for the Officers of the Central Secretariat Services. Apart from these two, one autonomous organization registered under the Societies Registration Act XXI of 1860 is also in operation under the Department of Personnel & Training. The details about these institutions are as under:

**LAL BAHADUR SHASTRI NATIONAL ACADEMY OF ADMINISTRATION**

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

18.2 The Academy has developed a vision statement through a process of intensive discussions with all stakeholders. The vision statement reads:

“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.”

18.3 The LBSNAA seeks to impart to civil servants exemplary attitudes and values expected in public services. A primary aim of our training is to positively influence in the brief period available during training, the attitudes and values of intelligent young persons in their mid-twenties, coming from a wide variety of backgrounds.
COURSES

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

FOUNDATION COURSE (15 WEEKS)

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

18.6 The course endeavors to make the officer trainees professional in their approach and aware of the challenges and opportunities within the Civil Service. It is structured to familiarize the new entrants in the Government with the environment of political, economics and administrative issues, through a well-defined syllabus. A revised syllabus was introduced from the 74th Foundation Course.

18.7 The objectives of the course were also extensively revised and emphasis was laid on right values, ethical standards, norms of behaviour and personal conduct expected of civil servants; developing qualities such as sensitivity to social problems and of the poor, responsiveness to changing democratic needs and expectations of citizens; accountability to ensure high job performance; commitment to democratic values and concept of partnership and participative decision making. Concurrent evaluation based on tests, quizzes, assignments and reports was also introduced.

18.8 The Academy is now increasingly moving toward a modular format of training. Some of the modules conducted are: Administrative Accountability underpinning the need to be more accessible, accountable and transparent; Self-awareness- covering areas of personal ethics and
behaviors; Principles and Issues in Ethics; Ethics and Administration; leadership qualities and motivation; Disabilities- Including a field visit to the National Institute for Visually Handicapped, Social Sector, poverty and it’s manifestation, and the Govt programmes, issues in gender etc. There is, however, a constant and underlying emphasis in all academic and co curricular inputs to drive home the message of being non-arrogant, more accessible and humane in their approach to the citizens. The main activities organized during the Foundation Courses are:

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

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

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

18.10 To provide a forum for, and inculcate, the talents of the OT’s, various cultural programmes are organized. The A.K. Sinha One Act Play Competition tests the acting skills of the trainees. Apart from that, cultural programmes and Zonal Days are organized to instill in the trainees a sense of the diversity
and oneness of the country. The trainees themselves highlight the cultural traditions of various parts of the country through exhibitions, cuisine and folk dances etc. A Fete is organized in order to inculcate the spirit of entrepreneurship among the trainees. The proceeds go to the Social Services Society which organizes outdoor clinics for the poor TB patients of Mussoorie and surrounding area, including rickshaw pullers; and runs a school “Balwadi” for education of the poor children. Blood donation camps are organized twice a year where enthusiastic participation from the probationers is seen.

18.11 During the year 2007, one Foundation Course viz. 81st Foundation Course was organised.

**IAS Professional Course, Phase-I [26 weeks]**

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

18.13 These attachments give the officers an opportunity to experience the diverse mosaic of our country. They also get an opportunity to see and understand closely the functioning of various organizations. The stay at villages as part of the WST and exposure to grass root realities of our country sensitizes the Officer Trainees to the plight of the citizenry. Interaction with grass root level political executive also sharpens their understanding of democratic institutions. Stress is laid on local self-government institutions being respected and helped as facilitators in the process of development.
District Training (52 Weeks)

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

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

IAS Professional Course Phase-II (6 Weeks)

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

**Joint Civil-Military Training Programme on National Security for IAS, IFS, IPS, IRS, Armed Forces and CPMF**

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

i) 8th Joint Civil Military Training Program on National Security was conducted from 12th to 24th August 2007

ii) A two week Joint Civil Military Training Programme on "National Security" was conducted in the Academy from 12th to 24th August 2007.

**Courses on Ethical Issues in Today's Administration**

18.18 The Academy conducts one to two courses of one-week duration each, every year on the theme "Ethical issues in Today's Administration". The course is open to officers of various levels of seniority. Ethics in government is a nascent area in the country, and so far the academy has conducted nine courses. Each course had gained incrementally in terms of the methodology and the content.

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

18.20 The 12th Program on "Ethical Issues in Today’s Administration" was conducted from 27th to 31st August, 2007. Shri Alok Kumar was the Course Coordinator. Prof. A.S.Ramachandra was the Associate Course Coordinator. 23 Officers attended the program.

Induction Courses for officers promoted to the IAS or in the select list for promotion

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

CURRICULUM

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

18.23 In order to promote an all round development of the personality, a great deal of emphasis is placed on outdoor events. Physical training, cross-country running, yoga, horse riding, river rafting, para gliding and pistol
shooting are some of the activities that the officer trainees are involved in. Exposure to public speaking, theatre workshops, motor mechanics, gardening, photography and music appreciation are some of the co-curricular activities offered to the young administrators. An opportunity to learn games from coaches of the Sports Authority of India is another option available.

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

Training in Computers and the Status of Information Technology Infrastructure

18.25 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. Entire Network of the Academy campus has been upgraded. The Academy has redesigned the Web site this year and now the Web site of LBSNAA is hosted by the name of http://www.civilservices.gov.in/ with the following features:

1. An E-mail facility to all IAS Officers
2. Bulletin board
3. Discussion Groups
4. E-Groups.

The training in computers is an integral part of all training programmes.

18.26 The Academy has also implemented a project for automation of Workflow with electronic processing of documents and minimal use of paper. The first two phases of the automation process have already been completed
including training activities, Officers’ Mess, issues relating to personnel administration and accounts have been fully automated. The third phase of this programme is under implementation and many other operations including purchase and issue of stores, allotment and maintenance of office space and residential accommodation and management of vehicles are being computerized.

**Seminars and Workshops**

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

**Retreat of IAS Officers**

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

18.29 The Retreat of the IAS Officers of 1957 Batch was the eleventh in the series organized by the Academy. The first was held in 1997, in the Golden Jubilee Year of Independent India, wherein ICS and the IAS Officers, who were in service at the time of Independence, were invited. This year the Officers of the 1957 Batch of the IAS were invited on 18th - 19th September, 2007. In all twenty-seven Officers attended the Retreat. A large number of them were accompanied by their spouses. The seniors were extremely contemporary in their approach and provided valuable insights into the changing environment and complexities of the administration, during the discussions held on the first day of the Retreat (September 18). The recommendations given by the groups have been found to very useful.

18.30 A conference of all state ATIs is held every year to discuss the issues related to coordination of the 52 weeks district training of IAS officer trainees with the ATIs, delineating clear responsibilities of the Collectors imparting training, and recommending a mechanism to ensure the sustained interest of Collectors in the district training and other areas of networking
between LBSNAA and the ATIs, including coordination of in-service courses. The Academy has collated the district training plans of all states and on that basis, has suggested some points for incorporation in the state training plans. The conference also provides an opportunity to obtain feedback on district training from the Officer Trainees attending Phase II.

RESEARCH UNITS

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

Centre for Co-operatives and Rural Development, LBSNAA

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

Centre for Rural Studies (CRS)

18.33 The Centre for Rural Studies, Lal Bahadur Shastri National Academy of Administration (LBSNAA) was set up by the Ministry of Rural Development, Government of India for the concurrent evaluation of land reform policies implemented by the states on the basis of inputs provided by the Officer Trainees who are undergoing district training programme. In addition to this task of concurrent evaluation of poverty alleviation, schemes was also entrusted to the Centre. Over the years, the Centre has widened its activities involving conducting research studies, training programmes and policy suggestions. On the basis of excellent performances of the Centre, the Ministry of Rural Development has sanctioned the continuation of the Centre from 1989 till the end of 10th five year plan. This is expected that the Centre will continue to establish itself as a resource centre on land reforms in near future.
CENTRE FOR DISASTER MANAGEMENT

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

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

National Institute of Administrative Research (NIAR)

18.36 The National Institute of Administrative Research (NIAR) is a Society established in 1995(Registration No. 758 dated 14.10.1996) and promoted by Lal Bahadur Shastri National Academy of Administration (LBSNAA). The Society is conducting research & training programmes on governance issues. The areas of competence of the Institute are primary and elementary education, decentralized participatory planning at district and block level,
capacity building of Panchayati Raj Institutions, Geographical Information Systems, Poverty and Rural Development, Participatory Learning and Action, rural livelihoods, literacy, health, agrarian issues, cooperatives and public sector management.

The activities of the Society include research studies, consultancy services, organization of theme oriented training programmes and workshops, and preparation of case studies. Important activities of Institute are given below:-

(i) Training programmes on “Sarva Shiksha Abhiyan” sponsored by MHRD

(ii) Management Development Programmes

(iii) Research Projects

(iv) Evaluation of Continuous and Comprehensive Evaluation Study in Uttarakhand for two districts

(v) Baseline Social Assessment Study of all the seventeen districts in Punjab

(vi) Geographical Information System for Nagaland Government

(vii) Comparative Assessment of Para Teachers and Regular teachers in four districts of Uttarakhand.

(viii) Baseline Society Assessment Study of Gujjar, Bakerwal and Gaddi Communities in five districts of J&K.

(ix) Monitoring Institution for Uttarakhand SSA (All the 13 districts)

Publication Cell

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

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

Training Material

18.39 The Publication Cell has helped in developing the following:

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

ii) Academy biannual Journal "The Administrator"

18.40 The "Administrator" is to serve as a platform for research and documentation in the areas of public administration, public management and public policy for practitioners and students of these fields. This year, "The Administrator" Vol. 49 Issue No. 1 has been printed and Vol.49 Issue No. 2 is under Process.

National Centre for Gender Training, Planning and Research (NCGTPR)

18.41 The National Centre for Gender Training, Planning and Research was established in 1998 to mainstream gender in policy, programme formulation and implementation in Government so as to establish gender as a priority concern in government and to ensure the equitable development of men and women. The centre tries not to present Gender Studies as the Studies of Women in isolation but the study of interaction of various variables that exist within the society and effect the processes within it.

18.42 A combined conference on "Mainstreaming Gender Issues" was organized from 11 to 14 December 2007.

Total Quality Management in Training Institutions (TQM)

18.43 At present there is no trained faculty/staff in the TQM Cell. So a preliminary training interested faculty/staff is proposed through resource
persons from the Confederation of Indian Industry, New Delhi. It is also proposed to engage Research Fellow/Consultant for guidance and coordinating TQM Cell including publication of journal/papers. Some topics like System Thinking, Six Sigma Concepts are being covered in the various training courses like Foundation Courses, IAS Phase-I and In-service Courses.

FACILITIES IN LBSNAA

Gandhi Smriti Library

18.44 Gandhi Smriti Library of the Academy is one of the most modern and well equipped Libraries in the country for catering to the needs of The Indian Administrators, Research Scholars, Faculty, Participants of various training courses etc. The housekeeping jobs of the Gandhi Smrity Library are fully computerized by using Library software LIBSYS/LS PREMIA DATABASE. The Library maintains two databases- one for information on books, reports, audio cassettes, video cassettes, CDs and the second one for newspapers and journals, articles. The Library Databases are now available on LAN. The Library OPAC accessed from the URL www.lbsnaa.ernet.in

18.45 The Library has more than 1.65 Lakh documents, including bound volumes of journals audio cassettes-2098 and CDs- 1992 are accessed used in training activities. More then 5490 books are likely to be included during the year 2007. In addition, the Library acquires around 360 periodicals, published by various National and International Organizations/Institutions, by way of subscription, exchange and gift. A separate collection of documents on and by Mahatma Gandhi is maintained in a section called "Gandhiana". At present there are more than 1000 publications in this collection.

Computer Centre

18.46 During the year, 2007-2008 Computer centre did the following activities

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

(ii) **Up gradation of Printers:** We have upgraded the existing printers of all the ACM members to high speed duplex printers and the printers of all the PA have also been upgraded to high speed printers.

(iii) **Providing P IV computers to the sectional heads/staff members:** The sectional heads of all the sections have been given the P IV computers and in the near future, the center is going to upgrade the computer of other staff members to P IV computers.

(iv) **Implementation of work Flow Automation Software from NISG:** The Computer centre is implementing the work flow automation software; the file movement will be through this automation software. The software will help in starting the less paper office concept in LBSNAA.

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

(vi) **Implementation of Wi-Fi network in the campus:** Most of the class rooms, conference halls and indoor areas have been provided the Wi-Fi internet connectivity. In the near future it is being planned to implement the same concept to the outdoor areas of the campus.

(vii) **Setting up the Video Conferencing uufacility:** The setup for the Video Conferencing facility has been done in the campus. The equipment for this facility has been installed and tested.

**Faculty of Hindi & Regional Languages**

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

The Academy Spirit

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

18.49 To nurture these values, the officer trainees are encouraged to participate in diverse social activities. They are given responsibilities for improving the Lalita Shastri Balwadi School, where LKG/UKG & Class-I are conducted at a confessional rate for the children of the employees and the public. In the school nearly 100 children are enrolled. The problem of solid waste management has also been addressed by them in close coordination with NGOs working in Mussoorie. The officer trainees also do shramdaan to maintain the environment. The emphasis on caring for the poor, listening to the people, providing safety nets for the vulnerable, and being open and transparent runs like a thread in all the courses and all the interactions. The Officer Trainees are divided onto counsellor groups where they are able to discuss their beliefs in a frank atmosphere. This forum serves as a great means of eliciting their views and conveying the right messages to them.
The Academy as Alma Mater

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

INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT

18.51 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, and training in behavioural skills, management techniques, financial management and office management are of particular significance. On specific request from central government departments, public sector/autonomous organizations, the Institute organizes special programmes addressed to the specific customer needs in different areas. From the current year, ISTM is also involved in implementation of CSS Cadre Training Plan which envisages organization of mid-career mandatory training programmes having linkages with career progression upto Director Level officers.

18.52 During the period from 1st April 2007 to 31st October 2007, ISTM conducted a total of 105 training programmes (including organization specific programmes) covering a trainee population of 2032. Further, 53 courses are likely to be conducted during the period November 2007 to March 2008, including special programmes for central government departments, public sector/autonomous organisations, in which around 1750 trainees are likely to be benefited. The details of these courses being organised are explained in the subsequent paras.
FOUNDATIONAL COURSES

18.53 Two foundational courses, one for the Assistants (Direct Recruits) of 10 weeks’ duration and one for Personal Assistants (Direct Recruits) for two weeks’ duration, were conducted.

FOUNDATIONAL & REFRESHER COURSES AS PER NEW CSS CADRE PLAN

18.54 Three courses for CSS Level ‘A’ (for UDCs with 5 years of service), two courses for CSS Level ‘B’ (for Assistants with 8 years of service), two courses for CSS Level ‘C’ (for Sections Officers with 5 years of service), four courses for CSS Level ‘D’ for Section Officers with 8 years of service (which are presently on) and one course for CSS Level ‘F’ (for Deputy Secretaries with 5 years of service) were conducted up to October 2007.

SPECIALISED PROGRAMMES

18.55 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 31st October 2007</th>
<th>Remaining programme which would be conducted by March 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundational &amp; Refresher Courses</td>
<td>11</td>
<td>04</td>
</tr>
<tr>
<td>Foundational &amp; Refresher courses as per new CSS Cadre plan</td>
<td>12 (4 Level D courses are still continue)</td>
<td>11</td>
</tr>
<tr>
<td>Personnel Administration and Office Management</td>
<td>21</td>
<td>05</td>
</tr>
<tr>
<td>Financial Management</td>
<td>09</td>
<td>-</td>
</tr>
<tr>
<td>Management Services</td>
<td>11</td>
<td>07</td>
</tr>
<tr>
<td>Behavior Training &amp; Secretarial Skills</td>
<td>05</td>
<td>01</td>
</tr>
<tr>
<td>Subject</td>
<td>No. of programmes conducted upto 31st October 2007</td>
<td>Remaining programme which would be conducted by March 2008</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>---------------------------------------------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>Training of Trainers</td>
<td>06</td>
<td>05</td>
</tr>
<tr>
<td>Computer courses</td>
<td>05</td>
<td>-</td>
</tr>
<tr>
<td>Peripatetic programmes for States/UTs</td>
<td>08</td>
<td>07</td>
</tr>
<tr>
<td>Organisation specific Programmes</td>
<td>25</td>
<td>20</td>
</tr>
</tbody>
</table>

MODERNIZATION OF ISTM

18.56 A plan scheme for modernization of ISTM was started in the year 1982, with an objective to continuously upgrade the infrastructure facilities. In the current financial year (upto October 2007) the following works were completed-

(i) Complete renovation of 24 rooms and corridors in the ISTM hostel.

(ii) Horticulture works along with the boundary walls viz laying of grass and plantation of small beautiful trees completed.

(iii) Procurement of 32 computers.

(iv) Installation of 2 LCD projectors.

18.57 The following works have been initiated during the current financial year:-

(i) Renovation of Library Building.

(ii) Renovation of one auditorium.

(iii) Procurement of 4 ACs.

(iv) Procurement of beds, blankets, bed sheets etc. for the newly renovated 24 rooms in the ISTM Hostel.
FACULTY DEVELOPMENT

18.58 During the year, ISTM had taken up faculty development in a planned way.

i) One faculty member underwent DOT RU Development programme.

ii) One faculty member attended programme on 'Management of Training Centres' at ATI, Thailand.

iii) One faculty member attended programme on 'Knowledge Management at IIM, Ahmedabad.

iv) One faculty member went abroad for ToT programme at RIPA International, U.K.

v) Two faculty members attended the ToT workshop on Gender Budgeting at IIPA, New Delhi.

vi) One faculty member underwent 'Direct Trainer Skill' course.

Training Initiatives

18.59 The Institute of Secretariat Training & Management (ISTM) is involved in capacity building in the area of Right to Information. ISTM faculty have developed a very strong knowledge base in the area of Right to Information. ISTM has continued to conduct the following workshops:-

(a) Workshop on disposal on appeal for appellate authorities

(b) Workshop for CPIOs / APIOs

(c) Organization specific workshop

(d) Workshop on Right to Information for Under Secretaries

(e) Workshop on Records Management for RTI

18.60 Trainer’s Development Programme on RTI is being conducted to meet the challenge of training for all as a strategy to decentralize the training efforts. Five Trainers Development Programme on Right to Information were conducted in the last training year and three courses have been conducted this year. Three more courses are scheduled to be conducted upto 31st March 2008.
The Indian Institute of Public Administration is an autonomous organization registered under the Societies Registration Act XXI of 1860. The objectives of the Institute are:

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

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

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

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

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

During the financial year 2007-2008, the Institute will receive a grant-in-aid to the extent of Rs157.50 lakhs from the Department of Personnel & Training (DoPT).
19.1 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 declaration of joint intent regarding the common approach of the Government of India on the one hand and the employees’ organisations on the other for joint consultation and smooth working.

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

Ø To promote harmonious relations between the Government and its employees.

Ø 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

Ø To increase the efficiency of the public services, through a collaborative endeavour, narrow the area of “unresolved differences” and widen the ambit of agreement on substantive issues of common concern.

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

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

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

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

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

Ø conditions of service and work,
Ø welfare of the employees and
Ø improvement of efficiency and standards of work,

provided, however, that

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

(ii) individual cases are not considered.

19.4 Under the JCM Scheme, there have been continuous interactions with staff unions at the National level as well as at the Departmental level and a number of important issues have been resolved amicably through mutual discussions. 45 meetings of the National Council (JCM) have been held since the inception of the Scheme in 1966. The last meeting of the National Council was held on 14th October, 2006. In 2007 three meetings with the Staff Side were held to discuss the pending Board of Arbitration Awards.

19.5 Standing Committee - There have been frequent interactions with the staff side through the meetings of the Standing Committee of National Council (JCM). 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.

During the year 2007, a meeting of Standing Committee of the National Council (JCM) has been held on 14.12.2007.

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

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

of a class or grade of employees.
19.7 Board of Arbitration (BOA) - A Board of Arbitration (BOA) comprising of 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.

19.8 Under the JCM Scheme, 259 references have been made to Board of Arbitration, so far, for settlement of disagreement cases. Out of these 259 references, 257 have been decided by BOA. Most of the awards which were in favour of the employees, have been implemented, except a few which could not be accepted due to adverse affect on National economy / social justice. Detailed position of the references made to Board of Arbitration is given in the table at Annexure.

**POSITION OF THE CASES REFERRED TO THE BOARD OF ARBITRATION (BOA)**

(i) Total number of case referred to the BOA = 259
(ii) Total number of cases disposed of by BOA = 257
(iii) Number of cases pending with the BOA = 2

**TABLE-1**

<table>
<thead>
<tr>
<th>Demands of Staff Side accepted partially or fully by Board of Arbitration</th>
<th>Demands of Staff Side rejected by BOA</th>
<th>Withdrawn by Staff Side</th>
<th>Amicably settled/dismissed</th>
<th>Disposed of by BOA without any Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>177</td>
<td>49</td>
<td>19</td>
<td>7</td>
<td>5</td>
</tr>
</tbody>
</table>
POSITION OF THE CASES REFERRED TO THE BOARD OF ARBITRATION (BOA)

(i) Total number of case referred to the BOA = 259
(ii) Total number of cases disposed of by BOA = 257
(iii) Number of cases pending with the BOA = 2

TABLE-1
BREAK-UP OF 257 CASES DECIDED BY BOA

<table>
<thead>
<tr>
<th>Demands of Staff Side accepted partially or fully by Board of Arbitration</th>
<th>Demands of Staff Side rejected by BOA</th>
<th>Withdrawn by Staff Side</th>
<th>Amicably settled/dismissed</th>
<th>Disposed of by BOA without any Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>177</td>
<td>49</td>
<td>19</td>
<td>7</td>
<td>5</td>
</tr>
</tbody>
</table>

TABLE-2
ACTION TAKEN BY THE GOVERNMENT ON 177 CASES
(mentioned in first Col. of Table.1 above)

<table>
<thead>
<tr>
<th>No. of Awards accepted and implemented by the Govt.</th>
<th>No. of Awards proposed to be rejected by the Govt. (pending with Parliament/Pending with Govt. for discussion with Staff Side)</th>
<th>No. of Awards rejected with the approval of Parliament</th>
</tr>
</thead>
<tbody>
<tr>
<td>156</td>
<td>16</td>
<td>5</td>
</tr>
</tbody>
</table>
POSITION OF THE CASES REFERRED TO THE BOARD OF ARBITRATION (BOA)

(iv) Total number of case referred to the BOA = 259
(v) Total number of cases disposed of by BOA = 257
(vi) Number of cases pending with the BOA = 2

TABLE
BREAK-UP OF 257 CASES DECIDED BY BOA

<table>
<thead>
<tr>
<th>Claims accepted</th>
<th>Claims partly accepted</th>
<th>Claims Rejected</th>
<th>Cases withdrawn</th>
<th>Cases amicably settled</th>
<th>Cases dismissed for non prosecution</th>
<th>Cases otherwise disposed of</th>
</tr>
</thead>
<tbody>
<tr>
<td>139</td>
<td>24</td>
<td>68</td>
<td>14</td>
<td>4</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>
Chapter 20

Central Bureau of Investigation

20.1 AN OVERVIEW

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

20.1.2 The Central Bureau of Investigation was established 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

20.1.3 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.

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.
1. 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.

1. 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

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

1. Crimes committed on High Seas and on Airlines.

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

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

1. 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.

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

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

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

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

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

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

20.1.7 At present CBI comprises of the following Divisions:

1. Anti Corruption Division (ACD)
2. Economic Offences Division (EOD)
3. Special Crimes Division (SCD)
4. Policy & International Police Cooperation Division
20.1.8 Over the years, offences under 69 existing Central and 18 State Acts, 231 offences under the Indian Penal Code have been notified by the Central Government under section 3 of the DSPE Act. Director, CBI as Inspector General of Police, Delhi Special Police Establishment, is responsible for the administration of the organisation. With the enactment of CVC Act, 2003 the Superintendence of Delhi Special Police Establishment in so far as investigations of offences under the Prevention of Corruption Act, 1988 are concerned, vests with the Central Vigilance Commission. Director, CBI has been provided security of two year tenure in CBI by the CVC Act, 2003. The CVC Act also provides mechanism for selection of Director, CBI and other officers of the rank of SP and above in CBI.

20.2 HUMAN RESOURCE

20.2.1 The total sanctioned strength of CBI as on December 31, 2007 was 5959 against which 4623 officers were in position with 1336 posts lying vacant. The vacancies existed in the ranks of Additional Director (01), Joint Director (07), Deputy Inspector General of Police (09), Senior Superintendent of Police (01), Superintendent of Police (23), Additional Superintendent of Police (16), Deputy Superintendent of Police (134), Inspector (150), Sub-Inspector (114), Assistant Sub-Inspector (25), Head Constable (48), Constable (295). The posts of 71 Law Officers and 102 Technical Officers' posts, at various levels, were also lying vacant. A comparative manpower chart for last three years is appended below.

20.2.2 During the year, 22 Departmental Promotion Committee meetings were held, promoting 185 CBI personnel at various levels. 4 Departmental Promotion Committee meetings confirmed 161 CBI personnel. 78 officers, working on deputation in different ranks, were absorbed in CBI.
20.3 CRIME INVESTIGATION WORK

20.3.1 The CBI registered 940 cases/enquiries in 2007. 34 of these were taken up on the request of States Governments/Union Territories and 114 registered on the directions of the Constitutional Courts. Investigation/enquiry was finalised in 1216 cases with 1143 cases/enquiries remaining under investigation/enquiry by end of the year. During the year charge-sheets were filed in 851 cases and judgments were received in 674 cases. There were as many as 8640 cases under trial in various courts at the end of the year.

REGISTRATION

20.3.2 940 cases registered included 860 Regular Cases (RCs) and 80 Preliminary Enquiries (PEs). 1197 public servants were subject of investigation in these cases which included 595 gazetted officers out of which 14 officers were of the level of Joint Secretary and above. 211 cases were registered for demand/acceptance of bribe by public servants for showing favours and 97 cases were registered for possession of assets.
disproportionate to their known source of income. The following bar charts show registration of cases/enquiries during the last three years and the break-up of registration in 2007 in three Investigation Divisions.

**INVESTIGATION**

20.3.3 **1216 cases/enquiries** was investigated/enquired into during 2007. Out of 1070 Regular Cases in as many as 851 cases charge sheets were filed in the competent courts, after taking prosecution sanctions wherever necessary.

20.3.4 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 2007.
20.3.5 There were 1143 cases under investigation at the end of 2007 as against 1417 cases at the end of 2006. The following bar charts show the comparative figures for the last three years.

![CASES UNDER INVESTIGATION AT THE END OF YEAR](image1)

20.3.6 There were 135 cases under investigation for more than two years as on 31.12.2007. Out of these cases field investigation has been completed in 104 cases and SP’s Reports have been sent seeking sanction for prosecution. The following bar charts show the cases under investigation for more than 2 years at the end of 2005, 2006 and 2007.

![OLD UNDER CASES AT THE END YEAR](image2)
20.3.7 The following pie chart gives the detailed breakup of the disposal of cases from investigation.

![Pie Chart](image1.png)

**Trial**

20.3.8 During the year 674 cases were disposed from trial and out of which 426 resulted in conviction, 161 in acquittal, 42 in discharge and 45 disposed of for other reasons. The bar charts below show the disposal from trial during the last three years.

![Bar Chart](image2.png)
20.3.9 The following bar chart shows break-up of cases decided by the courts during the year 2007:

![Bar chart](image1)

20.3.10 There were 8730 cases under trial as on 31.12.2007. The following bar chart show the under trial cases during the last three years.

![Bar chart](image2)
20.4 POLICY & INTERNATIONAL POLICE COOPERATION DIVISION

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

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

20.4.2.1 During the year 2007, 27 Conferences/ Seminars/ Meetings/ etc. including 15 organised by ICPO- Interpol held abroad were attended by officials. In addition, the following major conferences / training programmes were hosted by the CBI:

- The 7th International Conference on Computer Crime of Interpol held at Vigyan Bhawan, New Delhi from 12th to 14th September 2007 was attended by 126 participants representing 34 countries.

- Four days training on I-24/7 International Police Communication Network and Notices was organised by Interpol General Secretariat at CBI Academy for NCB officers, as well as officers from the CBI and State Police Forces from February 26 to March 1, 2007.

20.4.2.2 Director, CBI as the Interpol Executive Committee delegate attended the various meetings of Interpol during 2007. Various foreign delegations also visited India and had interaction with the CBI officers.

20.4.3 INVESTIGATION ABROAD

In 2007, IPCC handled 141 requests for part investigation abroad of which 29 were received from CBI and 112 from State Police Forces. 1052 requests were received from foreign NCBs.
20.4.4 LETTERS ROGATORY

42 LRs (32 from CBI and 7 from State Police Forces) for investigation abroad were handled by IPCC. 39 letters rogatory received from other countries were also processed.

20.4.5 EXTRADITION/ DEPORTATION

In 2007, 01 wanted fugitive (subject of Red Corner Notice) was extradited from abroad. 20 wanted fugitives (subjects of Red Corner notices) were located/ arrested abroad and 06 wanted fugitives (subjects of Red Corner Notices) were located.

20.4.6 8TH D.P. KOHLI MEMORIAL LECTURE - 2007

20.4.6.1 Central Bureau of Investigation has been organising Annual Memorial Lecture in the honour of Padma Vibhushan Late D.P. Kohli, the founder Director of Central Bureau of Investigation since 2000. 8th D.P. Kohli, Memorial Lecture on the occasion of 44th Raising day of Central Bureau of Investigation was held by CBI on April 11, 2007 at Vigyan Bhawan, New Delhi. Ms Ela R. Bhatt, an eminent social activist and founder of Self Employed Women's Associations (SEWA), Ahmadabad delivered the Memorial Lecture on the subject, "Freedom & Security : Women's View". Ms Bhatt emphasised that in the age of globalisation when large corporates are taking over the economy, women specially poor women, would need the security agencies as protectors and promoters of security.

20.4.6.2 During this lecture, the Sri D.P. Kohli award for the Best Detective Head Constable/Constable was presented to Shri T. Subba Reddy, Constable, CBI, ACB, Hyderabad for the year 2006 by Hon'ble MOS(PP) Shri Suresh Pachouri with a commendation certificate and cash reward of Rs. 5000.

20.5. CBI ACADEMY

20.5.1 CBI Academy started functioning from January 10, 1996 in its Campus at Ghaziabad. During the year 2007 the Academy has conducted 88 courses as compared to 75 courses in 2006. During the year 2007, 10th and 11th batches of Sub-Inspector Cadets passed out from the Academy on February 23, 2007 and November 21, 2007 respectively on conclusion of their 59 Weeks Basic Training.
21.1 The enactment of Administrative Tribunals Act, 1985 opened a new chapter in the sphere of administering justice to the aggrieved Government servants in their service matters. The Administrative Tribunals Act owes its origin to Article 323-A of the Constitution of India which empowers Central Government to set up by an Act of Parliament Administrative Tribunals for adjudication of disputes and complaints with respect to recruitment and conditions of service of persons appointed to the public services and posts in connection with the affairs of the Union and the States. In pursuance with the provisions contained in the Administrative Tribunals Act, 1985, the Administrative Tribunals, set up under it, exercise original jurisdiction in respect of service matters of employees covered by the Act. As a result of the judgement dated 18th March, 1997 of the Supreme Court in the case of L. Chandra Kumar & Others. Vs. UOI, the appeals against the orders of an Administrative Tribunal shall lie before the Division Bench of the concerned High Court.

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

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

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></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>
</tbody>
</table>

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

21.6 All selections of Members have been made against the vacancies of Vice-Chairmen and Members in CAT arising upto 31.12.2007.
The State Administrative Tribunals were set up in the following States under the Administrative Tribunals Act:-

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

However, the Madhya Pradesh Administrative Tribunals and Tamil Nadu Administrative Tribunal have since been abolished. The appointments to the vacancies in State Administrative Tribunals are made on the basis of proposals sent by the State Governments with the approval of the Governor. Thereafter, their appointments undergo the same process as the one in respect of Central Administrative Tribunal.

With a view to making it more attractive for serving officers from All India Services and Group A Central Civil Services to opt for appointment as Administrative Members and to attract the best talent from the judicial stream for appointment as Judicial Members and also to provide for greater stability in the office of the Chairman, CAT the Administrative Tribunal Act, 1985 has been amended and the same has been made effective with effect 19.2.2007.

Since its inception in 1985 upto 31st May, 2007 the Central Administrative Tribunal received for adjudication 4,93,175 cases (including those transferred from High Courts), out of which 4,69,024 cases have been disposed of leaving a pendency of 24,151 cases. A statement indicating the institution disposal and pendency of cases since inception of CAT is at Appendix-II.

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 103 organizations so far. A list showing the names of organizations to whom the jurisdiction of Central Administration Tribunal has been extended so far is placed at Appendix-III.

21.12 The Central Administrative Tribunal may pass final orders either in Hindi or in English as per the discretion of the individual Bench.
APPENDIX-1

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>
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<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>MADRAS</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>JABALPUR</td>
<td>30.06.1986</td>
<td>1</td>
<td>JABALPUR</td>
</tr>
<tr>
<td>12.</td>
<td>JAIPUR</td>
<td>15.10.1991</td>
<td>1</td>
<td>JAIPUR</td>
</tr>
<tr>
<td>13.</td>
<td>JODHPUR</td>
<td>30.06.1986</td>
<td>2</td>
<td>JODHPUR</td>
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<tr>
<td>14.</td>
<td>CALCUTTA</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 NAME OF BENCH AND PLACES WHERE CIRCUIT SITTINGS ARE HELD

1. ALLAHABAD BENCH - Nainital
2. CALCUTTA BENCH - Port Blair, Gangtok
3. CHANDIGARH BENCH - Shimla, Jammu
4. MADRAS BENCH - Pondicherry
5. GUWAHATI BENCH - Shillong, Itanagar, Kohima, Agartala, Imphal
6. JABALPUR BENCH - Indore, Gwalior, Bilaspur
7. BOMBAY BENCH - Nagpur, Aurangabad, Panaji
8. PATNA BENCH - Ranchi
APPENDIX-II

STATEMENT SHOWING THE POSITION OF INSTITUTION, DISPOSAL AND PENDENCY OF CASES IN THE CENTRAL ADMINISTRATIVE TRIBUNAL SINCE INCEPTION UPTO 31.5.2007.

<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>1985</td>
<td>2963</td>
<td>30</td>
<td>2933</td>
</tr>
<tr>
<td>2.</td>
<td>1986</td>
<td>23177</td>
<td>8934</td>
<td>17176</td>
</tr>
<tr>
<td>3.</td>
<td>1987</td>
<td>19410</td>
<td>15084</td>
<td>21502</td>
</tr>
<tr>
<td>4.</td>
<td>1988</td>
<td>19425</td>
<td>13769</td>
<td>27158</td>
</tr>
<tr>
<td>5.</td>
<td>1989</td>
<td>18602</td>
<td>13986</td>
<td>31774</td>
</tr>
<tr>
<td>6.</td>
<td>1990</td>
<td>19283</td>
<td>15495</td>
<td>35562</td>
</tr>
<tr>
<td>7.</td>
<td>1991</td>
<td>21623</td>
<td>17552</td>
<td>39633</td>
</tr>
<tr>
<td>8.</td>
<td>1992</td>
<td>25184</td>
<td>23782</td>
<td>41035</td>
</tr>
<tr>
<td>9.</td>
<td>1993</td>
<td>27067</td>
<td>28074</td>
<td>40028</td>
</tr>
<tr>
<td>10.</td>
<td>1994</td>
<td>26230</td>
<td>26409</td>
<td>39849</td>
</tr>
<tr>
<td>11.</td>
<td>1995</td>
<td>25789</td>
<td>23668</td>
<td>41970</td>
</tr>
<tr>
<td>12.</td>
<td>1996</td>
<td>23584</td>
<td>20667</td>
<td>44887</td>
</tr>
<tr>
<td>13.</td>
<td>1997</td>
<td>23098</td>
<td>21981</td>
<td>46004</td>
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<tr>
<td>14.</td>
<td>1998</td>
<td>21911</td>
<td>18394</td>
<td>49521</td>
</tr>
<tr>
<td>15.</td>
<td>1999</td>
<td>22944</td>
<td>24566</td>
<td>47899</td>
</tr>
<tr>
<td>16.</td>
<td>2000</td>
<td>25146</td>
<td>31398</td>
<td>41647</td>
</tr>
<tr>
<td>17.</td>
<td>2001</td>
<td>25977</td>
<td>31953</td>
<td>35671</td>
</tr>
<tr>
<td>18.</td>
<td>2002</td>
<td>25398</td>
<td>29514</td>
<td>31555</td>
</tr>
<tr>
<td>19.</td>
<td>2003</td>
<td>25089</td>
<td>28076</td>
<td>28568</td>
</tr>
<tr>
<td>20.</td>
<td>2004</td>
<td>23825</td>
<td>27735</td>
<td>24658</td>
</tr>
<tr>
<td>21.</td>
<td>2005</td>
<td>21528</td>
<td>22408</td>
<td>23778</td>
</tr>
<tr>
<td>22.</td>
<td>2006</td>
<td>18722</td>
<td>17774</td>
<td>24726</td>
</tr>
<tr>
<td>23.</td>
<td>1.01.07 to 31.05.07</td>
<td>7200</td>
<td>7775</td>
<td>24151</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>493175</strong></td>
<td><strong>469024</strong></td>
<td><strong>24151</strong></td>
</tr>
</tbody>
</table>
# LIST OF ORGANISATIONS BROUGHT WITHIN THE PURVIEW OF CENTRAL ADMINISTRATIVE TRIBUNAL

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of the Corporation/Society/Other Authority</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Central Board of Trustees constituted under the Employees Provident Fund and Miscellaneous Provisions Act, 1952</td>
<td>Statutory Body</td>
</tr>
<tr>
<td>2.</td>
<td>Employees State Insurance Corporation</td>
<td>Corporation</td>
</tr>
<tr>
<td>3.</td>
<td>Central Board for Workers’ Education</td>
<td>Registered Society</td>
</tr>
<tr>
<td>4.</td>
<td>National Council of Safety in Mines, Dhanbad</td>
<td>Registered Society</td>
</tr>
<tr>
<td>5.</td>
<td>National Labour Institute</td>
<td>Registered Society</td>
</tr>
<tr>
<td>6.</td>
<td>Council of Scientific and Industrial Research</td>
<td>Society</td>
</tr>
<tr>
<td>7.</td>
<td>Central Social Welfare Board</td>
<td>An authority controlled by Government</td>
</tr>
<tr>
<td>8.</td>
<td>Indian Council of Agricultural Research</td>
<td>A Society controlled by the Government</td>
</tr>
<tr>
<td>9.</td>
<td>Sports Authority of India</td>
<td>A Society controlled by the Government</td>
</tr>
<tr>
<td></td>
<td>National Council for Hotel Management and Catering Technology, New Delhi</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>11.</td>
<td>Institute of Hotel Management, Catering and Nutrition, New Delhi</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>12.</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>13.</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Chennai</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>15.</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Goa</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>16.</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Bangalore</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>17.</td>
<td>Institute of Hotel Management, Catering Technology and Nutrition, Lucknow</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td></td>
<td>Institute of Hotel Management, Catering and Nutrition, Ahmedabad</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>18</td>
<td>Institute of Hotel Management, Catering and Nutrition, Ahmedabad</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>19</td>
<td>Institute of Hotel Management, Catering and Nutrition, Ahmedabad</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>20</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Bhubanewar</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>21</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Jaipur</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>22</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Bhopal</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>23</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Srinagar</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>24</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Guwahati</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>No.</td>
<td>Organization Name</td>
<td>Status</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>26.</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Thiruvananthapuram</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>27.</td>
<td>Institute of Hotel Management, Catering and Nutrition, Chandigarh</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>28.</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Gurdaspur</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>29.</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Shimla</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>30.</td>
<td>Institute of Hotel Management, Catering Technology and Applied Nutrition, Patna.</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>31.</td>
<td>National Power Training Institute, Faridabad</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>32.</td>
<td>Central Pollution Control Board, Delhi</td>
<td>Constituted under the Water (Prevention and Control of Pollution) Act, 1974.</td>
</tr>
<tr>
<td>33.</td>
<td>Indian Institute of Advanced Study, Shimla</td>
<td>Registered under Societies Registration Act, 1860</td>
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<tr>
<td>No.</td>
<td>Institution Name</td>
<td>Status Description</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------------------------------</td>
<td>----------------------------------------------------------</td>
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<tr>
<td>34.</td>
<td>Kendriya Vidyalaya Sangathan, New Delhi</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>35.</td>
<td>Navodya Vidyalaya Samiti, New Delhi</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>36.</td>
<td>Indian Council of Medical Research, Ansari Nagar, New Delhi</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>37.</td>
<td>Film and Television Institute of India, Pune</td>
<td>Registered under Societies Registration Act, 1860</td>
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<tr>
<td>38.</td>
<td>Satyajit Ray Film and Television Institute, Calcutta.</td>
<td>Registered under Societies Registration Act, 1860</td>
</tr>
<tr>
<td>39.</td>
<td>National Council of Educational Research and Training</td>
<td>Autonomous body under the Ministry of Human Resource Development, Govt. of India</td>
</tr>
<tr>
<td>41.</td>
<td>Central Tibetan Schools Administration and Central School for Tibetans</td>
<td>Autonomous organisation under the Ministry of Human Resources Development, Government of India</td>
</tr>
<tr>
<td>42.</td>
<td>Indian Institute of Astrophysics</td>
<td>Autonomous body registered under the Societies Registration Act, 1860 under Department of Science and Technology, Government of India</td>
</tr>
<tr>
<td>43.</td>
<td>Indian Council of Forestry Research and Education</td>
<td>Autonomous body under the Ministry of Environment and Forests, Government of India</td>
</tr>
<tr>
<td>No.</td>
<td>Organization Name</td>
<td>Status</td>
</tr>
<tr>
<td>-----</td>
<td>------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
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<tr>
<td>44.</td>
<td>Indian Institute of Forest Management</td>
<td>Autonomous body registered under M.P. Societies Registration Act 1973 under the Ministry of Environment and Forests, Government of India</td>
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<tr>
<td>45.</td>
<td>Indian Plywood Industries Research and Training Institute.</td>
<td>Society registered under the Karnataka Societies Registration Act, 1960 under the Ministry of Environment and Forests, Government of India</td>
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<tr>
<td>47.</td>
<td>Council for Advancement of People’s Action and Rural Technology</td>
<td>Registered under the Societies Registration Act, 1860 under the Ministry of Rural Development</td>
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<tr>
<td>48.</td>
<td>National Institute of Rural Development</td>
<td>Autonomous Organisation under the Ministry of Rural Development</td>
</tr>
<tr>
<td>49.</td>
<td>National Rural Roads Development Agency</td>
<td>Autonomous body registered under Societies Registration Act, 1860 under the Ministry of Rural Development</td>
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<tr>
<td>50.</td>
<td>National Highways Authority of India</td>
<td>Autonomous body under the Ministry of Shipping, Road Transport and National High Ways</td>
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<tr>
<td>52.</td>
<td>Dental Council of India</td>
<td>Statutory body under the Ministry of Health &amp; Family Welfare.</td>
</tr>
<tr>
<td></td>
<td>Institution Name</td>
<td>Status</td>
</tr>
<tr>
<td>---</td>
<td>------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>53.</td>
<td>Lala Ram Sarup Institute of Tuberculosis and Respiratory Diseases, New Delhi</td>
<td>Autonomous body under the Ministry of Health and Family Welfare.</td>
</tr>
<tr>
<td>54.</td>
<td>Chittaranjan National Cancer Institute, Kolkata</td>
<td>Autonomous body under the Ministry of Health and Family Welfare.</td>
</tr>
<tr>
<td>55.</td>
<td>Hindustan Latex Ltd.</td>
<td>Schedule `B’ Company under the Ministry of Health and Family Welfare.</td>
</tr>
<tr>
<td>56.</td>
<td>Consultancy Development Centre</td>
<td>Autonomous body under the Ministry of Science and Industrial Technology</td>
</tr>
<tr>
<td>57.</td>
<td>Delhi Development Authority, Delhi</td>
<td>Autonomous body under the Ministry of Urban Development</td>
</tr>
<tr>
<td>58.</td>
<td>National Horticulture Board</td>
<td>Registered under the Societies Registration Act, 1860 under the Ministry of Agriculture</td>
</tr>
<tr>
<td>59.</td>
<td>National Cooperative Development Corporation</td>
<td>Statutory Corporation established under an Act of Parliament under the Ministry of Agriculture</td>
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<tr>
<td>60.</td>
<td>Small Farmers Agriculture Business Consortium</td>
<td>Registered under the Societies Registration Act, 1860 under the Ministry of Agriculture</td>
</tr>
<tr>
<td>61.</td>
<td>National Institute for Agricultural Extension and Management</td>
<td>Autonomous Organisation registered under Societies Registration Act,1860 under the Ministry of Agriculture</td>
</tr>
<tr>
<td>No.</td>
<td>Organisation Name</td>
<td>Status</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>63.</td>
<td>Income Tax Appellate Tribunals</td>
<td>Statutory Body under the Ministry of Law and Justice</td>
</tr>
<tr>
<td>64</td>
<td>Telecom Regulatory Authority of India</td>
<td>Statutory Regulatory body established under Telecom Regulatory Authority of India Act 1997 under the Ministry of Communications and Information Technology</td>
</tr>
<tr>
<td>65</td>
<td>National Institute of Health and Family Welfare</td>
<td>Autonomous Body/Society under Societies Registration Act 1860 under the Ministry of Health and Family Welfare</td>
</tr>
<tr>
<td>66</td>
<td>All India Institutes of Speech and Hearing</td>
<td>Autonomous Body registered as a Society under the Societies Registration Act, 1860 under the Ministry of Health and Family Welfare</td>
</tr>
<tr>
<td>67</td>
<td>Pasteur Institutes of India</td>
<td>Autonomous Body under the Ministry of Health &amp; Family Welfare</td>
</tr>
<tr>
<td>68</td>
<td>North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences, Shillong</td>
<td>An autonomous Institute under the Ministry of Health and Family Welfare</td>
</tr>
<tr>
<td>69</td>
<td>Central Institute of Plastics Engineering and Technology,</td>
<td>Autonomous Institute registered under the Societies Act of 1860 under the Ministry of Chemicals &amp; Fertilizers</td>
</tr>
<tr>
<td>70</td>
<td>North Eastern Handicrafts and Handlooms Development Corporation Ltd. (NEHHDC),</td>
<td>Central Public Sector Undertaking under the Ministry of Development of North Eastern Region</td>
</tr>
<tr>
<td>No.</td>
<td>Name of the Organization</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>71.</td>
<td>North Eastern Regional Agricultural Marketing Corporation Limited (NERAMAC)</td>
<td>Central Public Sector Undertaking under the Ministry of Development of North Eastern Region</td>
</tr>
<tr>
<td>72.</td>
<td>Pension Fund Regulatory and Development Authority (PERDA)</td>
<td>Autonomous body created by a Government Resolution under the Ministry of Finance, Department of Economic Affairs</td>
</tr>
<tr>
<td>73.</td>
<td>National Institute of Public Finance and Policy (NIPFP)</td>
<td>Registered under Societies Act of 1860 under the Ministry of Finance Department of Revenue.</td>
</tr>
<tr>
<td>74.</td>
<td>Indo German Tool Rooms</td>
<td>Autonomous Body under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>75.</td>
<td>Central Tool Room, Ludhiana</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>76.</td>
<td>Central Tool Room and Training Centre, Bhubaneswar</td>
<td>Registered body under Societies Act, 1860 under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>77.</td>
<td>Central Tool Room and Training Centre, Kolkata</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>78.</td>
<td>Tool Room Training Centre, Guwahati</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
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<td>79.</td>
<td>Indo Danish Tool Room, Jamshedpur</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
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<td>No.</td>
<td>Name of the Institution</td>
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<td>80</td>
<td>Central Institute of Hand Tools, Jalandhar</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>81</td>
<td>Process-cum-Product Development Centres</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
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<tr>
<td>82</td>
<td>Electronics Service and Training Centre, Ramnagar</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
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<tr>
<td>83</td>
<td>Institute For Design of Electrical Measuring Instruments, Mumbai</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>84</td>
<td>Central Institute of Tool Design, Hyderabad</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
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<td>85</td>
<td>Fragrance and Flavour Development Centre, Kannauj</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
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<td>86</td>
<td>Central Footwear Training Institutes</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
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<tr>
<td>87</td>
<td>Centre for the improvement of Glass Industry, Firozabad</td>
<td>Autonomous body under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>88</td>
<td>The National Small Industries Corporation Ltd.,</td>
<td>Schedule B Company under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>89</td>
<td>National Institute for Entrepreneurship and Small Business Development</td>
<td>Registered Society under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>No.</td>
<td>Name of the Body/Agency</td>
<td>Status</td>
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<tr>
<td>90</td>
<td>National Institute for Micro, Small and Medium Enterprises</td>
<td>Autonomous Body under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>91</td>
<td>Indian Institute of Entrepreneurship</td>
<td>Autonomous Body registered under the Societies Act under the Ministry of Micro, Small and Medium Enterprises</td>
</tr>
<tr>
<td>92</td>
<td>Indian Council of World Affairs</td>
<td>Body Corporate established under ICWA Act 2001 under the Ministry of External Affairs</td>
</tr>
<tr>
<td>93</td>
<td>Central Agricultural University, Imphal</td>
<td>Autonomous Body under the Ministry of Agriculture, Department of Agricultural Research and Education</td>
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<tr>
<td>94</td>
<td>National Institute of Hydrology</td>
<td>Autonomous Body under the Ministry of Water Resources</td>
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<tr>
<td>95</td>
<td>National Water Development Agency</td>
<td>Autonomous Body under the Ministry of Water Resources and being continued on plan to plan basis</td>
</tr>
<tr>
<td>96</td>
<td>Narmada Control Authority</td>
<td>Body corporate established by a notification in the Ministry of Water Resources</td>
</tr>
<tr>
<td>97</td>
<td>Brahmputra Board</td>
<td>Statutory Body under the Ministry of Water Resources</td>
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<tr>
<td>98</td>
<td>National Remote Sensing Agency</td>
<td>Autonomous Body under the Department of Space</td>
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<td>99</td>
<td>North Eastern Space Application Centre (NESAC)</td>
<td>Autonomous Body under the Department of Space</td>
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<tr>
<td>No.</td>
<td>Institute Name</td>
<td>Legal Status</td>
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<tr>
<td>100</td>
<td>Physical Research Laboratory (PRL)</td>
<td>Autonomous Body under the Department of Space</td>
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<tr>
<td>101</td>
<td>National Atmospheric Research Laboratory (NAR)</td>
<td>Autonomous Body under the Department of Space</td>
</tr>
<tr>
<td>102</td>
<td>Semi-Conductor Laboratory (SCL)</td>
<td>Autonomous Body registered under Societies Registration Act, 1860 under the Department of Space</td>
</tr>
</tbody>
</table>
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.

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.

**ADMINISTRATIVE REFORMS**

3 **Second Administrative Reforms Commission (ARC)**

3.1 As envisaged in the National Common Minimum Programme (NCMP), the Second Administrative Reforms Commission (ARC) was constituted under the Chairmanship of Shri Veerappa Moily on 21.08.2005 as a Commission of Inquiry, for preparing a detailed blueprint for revamping the public administration system. The Commission was requested to furnish its Reports to the Government within one year of its constitution, i.e. by 31.08.2006. However, the term has now been extended up to 31.03.2008 with the approval of the Cabinet.

3.2 The Government of India has since constituted a Group of Ministers (GOM) chaired by Minister of External Affairs to consider the
recommendations of the Commission, to review the pace of implementation of the recommendations as well as to provide guidance to the concerned Ministries/Departments in implementing the decisions. It has also been decided with the approval of the Prime Minister that the progress of the implementation will be reviewed at the level of Cabinet Secretary at monthly intervals before the recommendations are placed before the GOM. The views and recommendations of the GOM will then be submitted for the information/directions of the Prime Minister.

3.3 Six Reports presented by the Commission so far is as follows:-

(i) Right to information: Master Key to Good Governance (9.6.2006): This Report deals with effective implementation of the Right to Information Act (Nodal Department: Department of Personnel & Training).

(ii) Unlocking human capital: Entitlements and Governance - a Case Study (31.7.2006): This Report deals with the implementation of the National Rural Employment Guarantee Act (Nodal Ministry: Ministry of Rural Development).


(iv) Ethics in Governance (12.2.2007): In this Report, the Commission has made recommendations relating to various legal, institutional and procedural measures covering the legislature, judiciary and the executive with the focus on tackling corruption.


(vi) Local Governance: An inspiring journey in the future (27.11.2007): This Report focus on issues relating to rural and urban local governance in India with a specific focus on the need for local
democratic decentralization. (Nodal Ministry: Ministry of Panchayati Raj).

3.4 Recommendations contained in all the reports of the Commission presented so far are under examination/implementation by the Government.

4 PM’S AWARD FOR EXCELLENCE IN PUBLIC ADMINISTRATION

4.1 The Prime Minister, Dr. Manmohan Singh gave away the first Prime Minister’s Awards for Excellence in Public Administration on April 21, 2007, on the occasion of Civil Services Day for the year 2005-06.

4.2 Shri Rajeev Chawla, Secretary, Government of Karnataka received the award for implementing "Bhoomi" - a computerized land records system for delivery, updating and safe storing of land records in Karnataka. Shri R.S. Pandey, Secretary, Ministry of Steel, on the other hand, got the award for his initiative in enabling participation of the user community in the management of public institutions and services in Nagaland.
4.3 These awards were instituted in the year 2005 to acknowledge the outstanding and exemplary performance of civil servants. Under the Scheme, all officers of Central and State Governments individually or as group or as organization are eligible. The award carries a medal, scroll and a cash amount of one lakh rupees. In case of a group, the total award money will be five lakh rupees subject to a maximum of one lakh rupees per person. For an organization, this will be limited to five lakh rupees.

4.4 Two hundred and forty three nominations were received in 2005-06 of which only 97 were found eligible. Of these, 12 were finally short listed for consideration. The Department of Administrative Reforms and Public Grievances is the nodal agency for inviting the nominations and coordinating the process for the Awards.

5 CIVIL SERVICES DAY

5.1 The Prime Minister, Dr. Manmohan Singh inaugurated the second Civil Services Day on April 21, 2007 in New Delhi. Dr. Singh said that the time had come to design ways in which government processes are re-engineered just on the lines of the private sector.
5.2. The Prime Minister further said, the All India Services shall have to preserve their 'all India' character. At the same time, the civil servants have to shift from being controllers to facilitators and from being providers to enablers. Administrative reforms, he said, is a 'means of making citizens central to all government activities and reorganizing government to effectively address the concerns' of the people.

5.3 The Minister of State for Personnel, Public Grievances and Pensions, Shri Suresh Pachouri in his address listed the steps taken by the Government to improve the performance of the civil servants and tone up the administration. He spoke of the amendment in the All India Services (Performance Appraisal Report) Rules, 2007 - the initiative linking performance with rewards for the civil servants and the constitution of the second Administrative Reforms Commission to revamp the administrative set up.

5.4. The theme for the Day, this year, being 'Best Practices', an exhibition on the subject was inaugurated by the Prime Minister. In all, 12 Best Practices and 8 other initiatives were show-cased.
5.5. A book on the subject titled 'Learn from Them' was also released by the Hon'ble Prime Minister. Compiled by the Department of Administrative Reforms & Public Grievances, the book covers various initiatives undertaken by innovators across the country. The articles cover a wide range of areas like e-governance, information technology, tribal development strategies, problems of street/destination children, computerization of land records and urban governance innovations.

6. CHIEF SECRETARIES CONFERENCE

6.1 The then Cabinet Secretary, Shri B.K. Chaturvedi inaugurated the Conference of Chief Secretaries on April 20, 2007 in New Delhi. For this, the Common Service Centres are to be extended to the rural areas. Shri Chaturvedi while setting the agenda of the Conference, highlighted few thrust areas that needed attention. He said, the public service delivery can be improved only if the corruption is minimized with transparency and simplification of the existing procedures and systems.
6.2. The day-long Conference was organized by this Department. Home Secretary and Secretaries of Health & Family Welfare, Primary Education, Information Technology, Agriculture & Cooperation, Industrial Policy and Promotion participated along with the Chief Secretaries/Administrators and DGP of ten States. The Conference deliberated on the issues relating to internal security, food security, Sarva Shiksha Abhiyan, National Rural Health Mission, Improving Business Climate and Strategy for improving governance.

6.3. Chief Secretaries' Conference serves the twin purpose of assessing the performance of different states over a period of time, as also, appraisal of the progress made in respect of various flagships programmes of different nodal Ministries of the Government of India. Over a period of time, this has proved to be a useful platform to deliberate upon and sorting out bottlenecks on critical issues like law and order, education, health, employment and rural development.

7. PUBLIC GRIEVANCES

CITIZEN’S CHARTERS INITIATIVES

7.1 On the recommendation of 2nd Administrative Reforms Commission for effective implementation of Citizen’s Charter, Department of Administrative Reforms and Public Grievances has issued instructions to Secretaries of all Ministries/Departments to review the Citizen’s Charter which should necessarily contain the details of business transacted or general services provided; name, address and phone numbers of key officials, procedure to avail services information on costs of services provided, standard of services (Time limits etc.), Grievance Redress Mechanism with names, addresses, phone numbers and email of officials in charge of Grievance Redress System and duties of citizens to avail the services. All Ministries/Departments have been requested to ensure monitoring of standards of services defined in the Citizen’s Charter.

7.2 The Department has also engaged the services of the Indian Institute of Public Administration (IIPA) to provide support to various government departments or organizations to review their Citizen’s Charter and to put in place a system for effective monitoring.

7.3 The Department of Administrative Reforms & Public Grievances has issued several guidelines from time to time. These guidelines are available
at the Departmental related website http://darpg.nic.in and http://goicharters.nic.in. The website http://goicharters.nic.in contains Citizens’ Charters issued by various Central Government Ministries/ Department/ Organizations. The website provides useful information data & links to help Government of India Ministries / Departments / Organizations and also the State Government Departments to formulate their charters.

SEVOTTAM

7.4 The Department of Administrative Reforms and Public Grievances is monitoring the implementation of Sevottam - an assessment - improvement framework to bring about excellence in Public Service Delivery. The ‘Sevottam framework’ is being used by 10 organizations namely (1) Ministry of Labour & Employment (EPFO Office), (2) Central Board of Excise & Customs, (3) Ministry of Railways, (4) Kendriya Vidalaya Sangathan, (5) Department of Posts, (6) Pensions, (7) Ministry of External Affairs, (8) Central Board of Direct Taxes, (9) Ministry of Corporate Affairs, (10) Ministry of Food Processing Industries to improve their service delivery mechanism.

7.5 The DARPG has attached a dedicated consultant to each of the 10 Departments for implementing ‘Sevottam’. Several training programmes have been organized for officials of these organizations. A training manual has also been released to empower training institutes in each organization to conduct training of their employees to improve public service delivery. The progress of implementation of Sevottam is being monitored through monthly reports.
7.6  It is also proposed to take forward the implementation of 'Sevottam' to other Central Government Departments and Organizations and State Governments.

INFORMATION AND FACILITATION COUNTERS (IFCs)

7.7  The Government of India through its various Ministries/Departments/Organizations administers and provides services to the citizens. To ensure effective and responsive administration and speedy and easy access of information to the public of the services and activities of the Government, a model IFC has been set up in the DARPG. As on today 108 IFCs are functioning in 36 Ministries and 2 Departments of the Central Government.

7.8  Apart from setting up of IFCs, this Department also constantly monitors the functioning of the existing IFCs. Several teams of officers of this Department have carried out on-the-spot evaluation of the functioning of the IFCs. During the year 2006-07, eight IFCs were evaluated by a team of this Deptt. and report sent to the concerned Department for implementation and sending the action taken report. In addition to these surveys and studies, conducting of evaluation studies on the working of IFCs in order to improve their functioning is a regular feature and is included in the Annual Action Plan of this Department. Indian Institute of Public Administration is also providing support for conducting evaluation of IFC.

REDRESS OF GRIEVANCES

7.9  The Department of Administrative Reforms and Public Grievances is the nodal agency for initiating, implementing and monitoring policy guidelines on handling of public grievances in Government of India. Detailed policy guidelines have been formulated for redress of grievances by the Ministries and Departments of Government of India.

7.10  This Department in consultation with the NIC has developed Public Grievances Portal website: http.pg.portal.gov.in which has been introduced in all Ministries/Departments of the Govt. of India in May, 2007 for prompt redressal of public grievances. The portal has a facility for the citizens to lodge their grievances and also monitor the progress of redress. The portal also provides a facility to the Director of Grievances (Joint Secretary level officer in each Ministry) to monitor the receipt, disposal and pendency
of the grievances through the Centralised Public Grievance Redress & Monitoring System (CPGRAMS). The portal is primarily aimed to facilitate the receipt and handling of grievances from aggrieved citizens online and thus to help scrutinize, forward and monitor the action taken by the concerned Ministries/Departments as well as the concerned nodal agencies. Necessary training has been provided to the Directors of Public Grievances and subordinate functionaries in Ministries/Departments to handle public grievances on CPGRAMS.

8. ORGANISATION AND METHODS

Modernization of Government Offices

8.1 The Plan Scheme on Modernization of Government Offices was launched in the year 1987-88 with the objective of improving the work environment through functional layouts, creation of open offices, reduction of paper work by using modern aids, cost effective and space effective records management. It was envisaged to become a tool to increase efficiency and productivity of the workforce with better public service delivery and public satisfaction as the ultimate aims. The existing guidelines revised and issued in the year 2007 and enforced from the financial year 2007-2008 lay thrust on comprehensive and integrated planning, modern work stations, uniformity in the physical parameters and maintenance of the modernized units and also incorporated the provisions of General Financial Rules, 2005.

8.2 The Scheme has been very popular and has been able to achieve its objectives to a large extent. Till date, an amount of Rs. 37.09 has been sanctioned to various Ministries/Departments against 369 proposals. The Scheme has an inbuilt mechanism, which ensures active involvement of user Ministries/Departments, executing agencies and Department of Administrative Reforms and Public Grievances resulting in the optimum utilization of the resources available. The Scheme is intended to serve only as a model and needs to be supplemented with the efforts of Ministries/Departments themselves with regard to modernization. Administrative efficiency and better public services are the prime objectives of the Scheme. It is incumbent upon the user Ministries/Departments to keep these objectives in view while formulating and implementing the proposals and also to make endeavor to realize those objectives.
8.3 The requirement of funds is increasing every year as more and more Ministries/Departments are becoming aware of the Scheme and the benefits derived from it. This Department constantly monitors the effectiveness of the Scheme through feedback received from the user Ministries/Departments and impact studies and brings about the requisite changes in guidelines of the Scheme. The present revision of guidelines was done due to the changes in the provisions of General Financial Rules, 2005.

8.4 The Department has always kept track of the implementation of the scheme. It has also carried out several on-the-spot study of the modernized units. In the year 2002, it was decided to have the impact assessment done through an independent agency and accordingly M/s JPS Associates were engaged to do the job. They conducted a comprehensive study of various Ministries/Departments. They, in their report, concluded that the modernization exercise was definitely a step forward. In addition to the stated objectives of modernization, the agency listed the following intangible benefits: improved morale, feeling of pride in the workplace, improvement in efficiency in order to keep up with the image of a modern office, improved feeling of belongingness, better teamwork.

8.5 The proposals received under the scheme are examined by a Screening Committee, which is chaired by the Additional Secretary (AR&PG) and has members drawn from the Planning Commission, National Informatics Centre, Integrated Finance Division of the Ministry of Personnel, Public Grievances & Pensions and Ministry of Urban Development.

8.6 Improvement in the work environment is the basic objective of the Scheme. The Department is of the view that improvement in the work environment increases the level of satisfaction among the officials and contributes to attitudinal changes. The impact studies conducted by the Department have shown that there is a definite rise in the satisfaction level of officials as a result of modernization. The process of modernization is ongoing and the ultimate objectives with which the Scheme was launched, justify its continuation. One of the most striking characteristics of the Scheme is its dynamism and its adaptability to the changing circumstances. Its features have always been determined by the changes in requirements, technologies, priorities of the government etc.
9. CENTRAL SECRETARIAT MANUAL OF OFFICE PROCEDURE (CSMOP).

The Department of Administrative Reforms and Public Grievances as a nodal agency is entrusted with the responsibility of prescribing procedures for Secretariat work through the Central Secretariat Manual of Office Procedure (CSMOP). The overall aim of the CSMOP is to increase productivity in work and to provide for a responsive administration without altering their basic logic which would reflect the changing working environment through the corresponding evolution of the processes and procedures/guidelines. In the light of changes assured in by developments taking place in the working environment like role of Information Technology, Right to Information Act etc and the recommendations given by Administrative Reforms Commission the review of CSMOP is under process.

10. RECORD MANAGEMENT

10.1 One of the most important provisions of the CSMOP is records management. The Department facilitates and monitors the compliance with the procedures of management of records. To held 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".

10.2 The Records Management Training Module has been developed under the World Bank Project on "Capacity Building for Good Governance". The 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 the area of Records Management. The module would prove to be very handy particularly in fulfilling statutory obligations of the Right to Information Act, 2005 and the Public Records Act, 1993. The Training Module has been forwarded to Training Division, DoPT for appropriate action as it's the nodal agency for training programme. As part of this project an e-mail management guidelines have also been developed which has been approved by Minister of State for Personnel, Public Grievances & Pensions. These guidelines have been printed in the form of booklets and circulated to all Ministries/
Departments and Administrative Training Institutes with the request to include in the training programme for government employees and to give wide publicity among the officers under their control. The guidelines are also available in the Department’s website.

11 e-GOVERNANCE

Eleventh National Conference on e-Governance at Panchkula, Haryana

11.1 The Department of Administrative Reforms and Public Grievances organises National Conference on e-Governance every year in collaboration with Department of Information Technology and a State Government. This conference provides a platform to the senior officers of the Government including IT Secretaries of State Governments, IT Managers of the Central Government Ministries/Departments and Resource Persons, experts, intellectuals from industry and academic institutions etc. to discuss, exchange views and experiences relating to various e-Governance initiatives. So far this Department has organised ten such Conferences. The 10th National Conference on e-Governance was held at Bhopal, Madhya Pradesh in Feb. 2007.

11.2 The Department also held the 11th National Conference on e-Governance at Panchkula, Haryana on 7th -8th February 2008 under the theme “Integrated Citizen Services- Issues and Challenges”.

11.3 Every year, the Department of Administrative Reforms & Public Grievances recognizes and promotes excellence in e-governance by awarding Government Organisations/Institutions which have implemented e-Governance initiatives in an exemplary manner. It has been decided to select National e-Governance awards in the following categories which will be presented during the occasion of the eleventh National Conference:

1. Excellence in Government Process Re-engineering
2. Exemplary Horizontal Transfer of ICT-based Best Practice
3. Outstanding Performance in Citizen-Centric Service Delivery
4. Innovative Technology Usage in e-Governance
1. Exemplary Usage of ICT by PSUs
2. Best Government Website
3. Specific Sectoral Award: Focus Sector for the current year: Agriculture
4. Special Award for significant work done in areas not specifically covered by other categories e.g. Knowledge Management, Project Management, and Information Security etc.

12. CAPACITY BUILDING FOR POVERTY REDUCTION (CPBR) THROUGH DFID

12.1 The Department of Administrative Reforms and Public Grievances has undertaken a project funded by the Department for International Development (DFID), UK on ‘Capacity Building for Poverty Reduction’ (CBPR). The purpose of CBPR programme is to assist the Ministry of Personnel, Public Grievances and Pensions in its efforts to promote and support improvements in public administration, which will benefit the poor and the marginalized. UK Government would provide an assistance of six million pounds for this project. The project has total outlay to the tune of Rs.48.02 crores for the period 2005-06 to 2008-09.

12.2 APPROACH

The rationale for approach taken in this programme emanates from the fact that effective, efficient, and equitable delivery of basic services to the poor is a strong and positive correlate of poverty reduction. It is therefore reasonable to assume that competent and effective public service delivery systems within the realms of public administration are of critical importance for working towards poverty reduction.

13. THE INITIATIVES

The initiatives under the programme include:-

13.1 State of Governance Report: This entails assessment, through scoring, of the States in the country on pre-determined dimensions of governance. The outputs of the initiative would be the rolling out of the State of Governance Report for States on an agreed working concept of Governance and its indicators with specific reference to poverty reduction.
13.2 **Functional and Strategic Review**: This involves diagnosis and prescription for enabling Department of Administrative Reforms and Public Grievances (DARPG) to emerge as the internal consultant to the government on reforms with reference to the Citizen Charter developed by the Department. The final outcome is creation, within DARPG of an institutional capacity to initiate, sustain and manage the reform process.

13.3 **Governance Knowledge Centre (GKC)**: The endeavor under this initiative would be to upgrade the GKC portal (indiagovernance.org) from a digital repository to a knowledge centre available for reference on issues pertaining to governance.

13.4 **Training**: This initiative envisages developing a Pan India Model for training of service delivery personnel at the cutting edge. The working model developed is proposed to be tested through pilots in four States. A core group has also been formed at Haryana Institute of Public Administration (HIPA) to help Department of Personnel and Training (Training Division) to monitor the pilots.

13.5 **Right to Information**: It is proposed to undertake a comprehensive review of one year implementation of the Act with the help of an external consultant and subsequently provide assistance for implementing the suggested changes on account of the review.

13.6 **Collaboration with State Governments**: Under the aegis of this initiative it is possible for state governments to propose initiatives which seek to build capacity at the institutional, organizational or individual levels of the public administration in the state. The DARPG would work along with the state government concerned on any such initiative and provide the necessary funding for attendant technical assistance in piloting and developing prototypes. Guidelines for such collaboration have been circulated to all the State Governments.

13.7 **Social Accountability**: This initiative intends to explore the ways and means of enhancing the ability of citizens (especially the poor and the marginalized) to engage with public servants and politicians in a more informed, direct and constructive manner so as to improve public service delivery for Health and Education sectors.
13.8 **Study Programme:** The initiative is designed to help the officials of the DARPG (and other related departments) to develop the working knowledge of governance, its operational implications through exposure to study programmes and consultative visits.

13.9 **Implementation of a Quality Management System:** In order to drive individual departments and their delivery systems to move towards service delivery excellence, the Department of AR&PG seeks to pilot a model of quality of service delivery. This effort involves departments at the State level and service delivery units at the district or local levels. Services of expert agencies are procured who along with the State Administrative Training Institutes (ATIs) will help develop through a pilot testing methodology for implementing a quality management system.

13.10 **Modeling Best Practices:** Department of AR&PG has identified a set of good practices in the area of administrative reforms for all-round use by State Governments. For this purpose, an implantable model is developed for a few identified best practices. The effort involves identifying and developing the underlying model from the existing best practice and then testing it in an identified place so that the replicability of the working model is established.

### 14 NATIONAL E-GOVERNANCE PLAN (NEGP)

14.1 The National e-Governance Plan (NeGP) has been formulated by the Department of Information Technology (DIT) jointly with the Department of Administrative Reforms & Public Grievances (DAR&PG), keeping in view National Common Minimum Programme of the government which proposes to promote e-Governance on a massive scale in the area of concern to the common man. The NeGP presently consists of 7 supporting components and 27 Mission Mode Projects (MMPs) to be implemented at the Central, State and Local Government levels.

14.2 The DARPG's responsibility would be towards Generic Process Re-engineering and Change Management, which are to be realised across all government departments. For various Mission Mode Projects, concerned Line Ministries/ Implementing Agencies would be primarily responsible for carrying out the required Process Re-engineering and Change Management.
The DARPG/DIT would also be promoting initiatives for Human Resource Development, Training and Awareness building and Organization structure.

14.3 The Department of Administrative Reforms and Public Grievances as a collaborator partner of the Department of Information Technology supervises monitors and facilitates implementation of various Mission Mode Projects (MMPs) under the NeGP. DARPG is represented on and takes active part in the Apex Committee meetings organized to oversee the programme and provide policy and strategic directions in the direction of implementing the MMPs. This department is also represented in the National Advisory Group on E-Governance. A Coordination Committee of DARPG and Department of Information Technology (DIT) interacts periodically for sorting out various issues pertaining to NeGP in general and for accelerating the implementation of e-Governance projects in particular.

14.4 As a Line Ministry, the DARPG is responsible for implementing the e-Office, a Mission Mode Project identified under the NeGP.

15 e-OFFICE: A MISSION MODE PROJECT

15.1 E-Office is one of the Mission Mode Projects (MMP), which is aimed at significantly improving the operational efficiency of Central Government Ministries and Departments through improvement in the workflow mechanisms and associated office procedure manuals. The Department of Administrative Reform and Public Grievances (DARPG) is the nodal agency for implementing the project. “E-Office” or any less-paper initiative primarily involves workflow automation and knowledge management including document/records management, setting and controlling the workflow in the organization, work allocation and tracking, maintaining audit trails, performance benchmarking and generating operational MIS.

15.2 OBJECTIVE:

1. To improve efficiency, consistency and effectiveness of government responses;
2. To reduce turnaround time and to meet the demands of the citizens charter;
3. To provide for effective resource management to improve the quality of administration;
To reduce processing delays; and
To establish transparency and accountability.

15.3. e-OFFICE PROJECT PROFILE:

The strategic intent of e-Office is to transition to a paper less office within the next five years. It is proposed that the Mission Mode Project be developed as a Plan Scheme under the XIth Five Year Plan. Four sites viz. Ministry of Rural Development, Department of Information Technology, Department of Administrative Reforms and Public Grievances and office of Chief Information Commission have been identified for carrying out the pilot study and implementation for the e-Office project. National Institute for Smart Government (NISG), Hyderabad has been selected to provide its technical support and expertise to this Department to conceptualize this Project as well as to assist the Department in implementing the pilot at the four sites.

16. INTERNATIONAL EXCHANGE AND COOPERATION

Membership of the Commonwealth Association for Public Administration and Management (CAPAM)

16.1 The Ministry of Personnel, Public Grievances and Pensions is an institutional member of Commonwealth Association for Public Administration (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 53 Commonwealth countries and in countries beyond the Commonwealth.

16.2 CAPAM International Innovations Award Programme

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.
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. All State Govts and Select Central Govt. Depts have been invited for submissions. A 10-member International Jury, review submissions to determine 10 finalists. AS (AR&PG) is one of the Jury members. There are six awards - one Gold, two Silver and three Bronze. India won Gold medal in succession for the year 1998, 2000, 2002 and 2004. Indian entry entitled "Stree Shakthi Programme" (Women's empowerment by taking public services to slums through citizen engagement)(Govt. of NCT of DELHI) won Silver Medal for the year 2006.

CAPAM has announced the sixth International Innovations Awards Programme - 2008. The event is to be held at Barbados in conjunction with CAPAM Biennial Conference from 19 - 22 October 2008, and applications for the Awards Programme on the theme "Citizen Engagement and Service Delivery" have been invited by CAPAM.

17  MEMBERSHIP OF INTERNATIONAL INSTITUTE OF ADMINISTRATIVE SCIENCES (IIAS)

17.1 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.

17.2 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 Specialized International Conference which focuses on a very specific current theme.
18 MEMORANDUM OF UNDERSTANDING BETWEEN INDIA AND MALAYSIA

18.1 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.

18.2 To facilitate implementation of the MoU across various spheres of interest identified for exchange and cooperation, a Joint Working Group on Civil Service (JWGCS), which is an inter-governmental machinery of India and Malaysia, has been constituted. The JWGCS consists of members of both the countries as nominated by the concerned parties. The Secretary, Department of Administrative Reforms & Public Grievances 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.

18.3 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.

18.4 The second meeting of India-Malaysia JWGCS was held in Kuala Lumpur on 23 January,03 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.

18.5 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.
19 INDIA-BRAZIL-SOUTH AFRICA (IBSA) CO-OPERATION IN THE FIELD OF PUBLIC ADMINISTRATION AND GOVERNANCE

19.1 The Prime Minister of India, the President of Brazil and the President of South Africa met in Brasilia (Brazil) on September 13, 2006 for the 1st Summit meeting of the India-Brazil-South Africa dialogue forum. Pursuant to the IBSA Summit decision as contained in the Joint Declaration issued on the occasion, an IBSA Working Group on Public Administration (WGPA) has been set up by the three countries. The IBSA Working Group on Public Administration has been assigned a key role in the consolidation and advocacy of work on Governance and Public Administration. The Working Group on Public Administration started working in August 2006; it has since held four meetings and adopted the following areas of cooperation as contained in the MOU:

1. Integrated monitoring and evaluation
2. E-governance
3. Human Resource Development
4. Citizen oriented service delivery
5. Anti-corruption and ethics
6. Accountability and Transparency

19.2 In addition to this, the Working Group agreed that the IBSA process should result in a virtual centre of excellence which should facilitate the exchange of best practices. Such exchanges will in each country contribute to the consolidation of a public administration structure and enable it to address issues pertaining to the reduction of poverty, meeting the MDGs and the needs of a developmental State.

19.3 During the 4th meeting of IBSA WGPA held in South Africa from 17-19 September 2007, the next Plan of Action (POA) of WGPA was adopted.

19.4 Collaboration in these areas represents the essence of the IBSA MoU on cooperation in the field of Public Administration and Governance, which has been signed on October 17, 2007 in South Africa, during the 2nd IBSA Summit.
20 COOPERATION WITH OTHER COUNTRIES IN THE FIELD OF PUBLIC ADMINISTRATION AND MANAGEMENT.

20.1 The Ministry of Personnel, Public Grievances and Pensions, in recent times was also engaged with the visiting delegations from China, South Africa, Afghanistan, Egypt, Vietnam, Kenya, Solomon Islands and Latvia. The interactions with these countries focused on areas of Civil Service, Personnel Management and Public Administration, including Reforms Initiatives, Capacity building and Skill upgradation, Empowering Civil Service, E-Governance, empowering citizen by Right to Information and strengthening vigilance for combating corruption.

21. DOCUMENTATION AND DISSEMINATION

Documentation and Dissemination of Good Governance Practices -

21.1 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.

21.2 Documentation and Dissemination of exemplary Good Governance Practices have been undertaken through publications and Audio-visual material.

21.3 The DARPG 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.

21.4 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 distributed amongst senior officers of the Govt. of India. The book is being commercially marketed by one outside renowned publisher.

21.5 A compilation of best practices in the form of a book titled "Learn From Them" has also been published.
21.6 A series of presentations on two best practices of States is being organized every month before a select Group of Secretaries and senior officers.Officers of the concerned State Governments are called for making the presentation. During 2007-08 (upto November, 2006) presentations have been held on  Empowerment of Women and Conservation of Water & Augmenting Drinking Water Supply.

21.7 The DARPG has started another series of Regional Conferences on “Excellence in Public Service Delivery”. The first two-day Northern Regional Conference was organized at Mussoorie (Uttarakhand) on 27 - 28 July, 2007. The main objective of the Conference is to generate awareness amongst the participants about the recent reforms for promotion of good governance. Seniors officers of Government of India responsible for implementing good governance, officers from the Northern States and experts in the area of governance and administration participated at the Regional Conference at Mussoorie.

21.8 The second Western Regional Conference was held in Pune (Maharashtra) on 4 - 5 October, 2007. Seniors officers of Government of India responsible for implementing good governance, officers from the Western States and experts in the area of governance and administration participated at the Regional Conference in Pune. The two day Conference deliberated on Challenges in Road Transport and Civic Amenities, and Best Practices of the participating States.

21.9 The third two-day Eastern & North Eastern Regional Conference was organized at Guwahati (Assam) on 13 - 14 November, 2007. Senior officers of Government of India and the States Eastern & North Eastern region and experts in the area of governance and administrations, NGOs participated at the Regional Conference in Guwahati. The two day Conference deliberated on Challenges in Post & Telecom sector and drinking water supply and Best Practices of the participating States.

21.10 The fourth two-day Southern Regional Conference is planned to be organized at Thiruvananthapuram in which senior officers of the Southern States have been invited to attend. The two day Conference will deliberate on Challenges in Public Distribution System and Income generation Schemes for urban / rural poor, and Best Practices of the participating States.
21.11 The DARPG has undertaken the task of creating an Archive of important reports of Administrative Reforms Commissions / Committee set up since pre-Independence era. 73 such reports have been digitized and are available in a DVD which was released by the Hon'ble Prime Minister during the National Conference of Collectors held in May, 2005.

21.12 Dissemination of important relevant material on good governance initiatives are also published/produced by other agencies through duplication, reprint etc

21.13 Documentation of proceedings of workshops, seminars, conferences on requisition are also organized by various Divisions of the department.

21.14 The DARPG has been assigned a sub project on Documentation and Dissemination of Good Governance Practices under World Bank Project 'Capacity Building for Good Governance'. Under this project, 'Governance Knowledge Centre' (GKC), a digital repository of good governance practices has been created which was launched by Prime Minister on 19.5.2006. The Jawaharlal Nehru University has now been assigned the responsibility of maintenance / upgradation of the GKC portal for which an Agreement has been signed by this Department with JNU in August, 2007.

21.15 An initiative called 'Modeling Best Practices' has been taken up with its focus on improving governance and service delivery for the poor. As part of this programme DARPG is striving for pilot implementation of select best practices in the States. This also involves "Building replicable models from select successful initiatives undertaken in States encompassing innovations in public administration and governance for pilot implementation in the willing States".
DEPARTMENT
OF
PENSIONS AND PENSIONERS WELFARE.
1. The Department of Pension and Pensioners' Welfare is the nodal agency in the Central Government for formulation of pension policy as well as for redressal of grievances on retirement benefits. The Department was set up in 1985 as a part of the Ministry of Personnel, Public Grievances and Pensions and has been rendering service for the welfare of the pensioners.

2. This Department inter-alia is concerned with the formulation and implementation of rules relating to:

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

3. Some of the important events and decisions taken during 2007-2008 are as under:

1. **Grant of Family Pension under the Employees Pension Scheme, 1995 and Family Pension Scheme, 1971 in addition to family pension under Rule 54 of the CCS(Pension) Rules, 1972.**

The Family Pension admissible under the Employees Pension Scheme, 1995 and Family Pension Scheme, 1971 is allowed in addition to family pension admissible under CCS(Pension) Rules, 1972, to absorbees of Public Sector Undertakings etc.

* **Extension of scope of family Pension to unmarried daughters of Central Government servants/pensions**

The Government has decided that the unmarried daughters beyond 25 years of age shall also be eligible for family pension at par with the widowed/divorced daughters subject to other conditions being fulfilled
1. **Amendment in sub-rule (8) in Rule 37-A of Central Civil Services (Pension) Rules, 1972.**

   Applicability of sub-rule (8) of Rule 37 w.e.f. 30.9.2000. i.e. option to receive pro-rata benefits for service rendered under government by the en-masses transferred employees was again made available w.e.f. 30.9.2000.

2. **Deputation of Central Government servants to posts in Central Autonomous Bodies-Review of Policy**

   Revised guidelines for exemption from rule of immediate absorption have been issued as per direction of ACC.

**DEARNESS RELIEF TO PENSIONER/FAMILY PENSIONERS**

4. Two installments of Dearness Relief were sanctioned to pensioners/family pensioners with effect from 1.1.2007 and 1.7.2007. To enable banks to speedily disburse this D.R., copies of the order were sent by Fax/E-mail to public sector banks and also hosted on the website of this Department.

**CPENGRAM**

5. The Department of Pension & Pensioners’ Welfare has organized training during the month of November, 2007 for all Ministries/Departments official handling pension matters in order to sensitize them that the redressal/disposal of pensioner’s grievances through the CPENGRAM module of the Pensioners’ Portal which has been designed under MMP on Pension.