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Vision
To create an enabling environment for the development and management of Human Resources of the Government for efficient, effective, accountable, responsive and transparent and ethical governance.

Mission
Development and management of government personnel by attracting the best talent, providing excellent career advancement opportunities, encouraging competence and innovation, adopting a dynamic framework of personnel policies and procedures, ensuring capacity building at all levels, inculcating and supporting a culture of transparency, accountability and zero tolerance of corruption in public affairs, and institutionalizing a system of continuous and constructive engagement with stake-holders to make the public services in India more efficient, effective, accountable and responsive.
EXECUTIVE SUMMARY

The Ministry of Personnel, Public Grievances and Pensions is the nodal Ministry responsible for personnel matters, especially 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 three Departments:

(i) Department of Personnel and Training (DoP&T)
(ii) Department of Administrative Reforms and Public Grievances (DARPG)
(iii) Department of Pensions and Pensioners’ Welfare (DPPW)

Department of Personnel & Training

Various wings of DoP&T are as under:

- Establishment Officer’s (EO) Wing
- Services & Vigilance (S&V) Wing
- Establishment (Estt.) Wing
- Training (Trg.) Wing
- Administrative Tribunals & Administration (AT&A) Wing

The Establishment Officer’s Wing deals with the matter relating to senior appointments under the Government of India requiring approval of the ACC.

The Services & Vigilance Wing handles matters relating to Cadre Management of All India Services and acts as the nodal agency in the arena of vigilance and anti-corruption.

The Establishment Wing is responsible for framing and revising rules and regulations regarding service conditions of the employees and personnel policies of the Central Government servants other than All India Service Officers. This wing also handles the work related to Cadre Restructuring in respect of the other Central Services.

The Training Wing acts as the nodal agency for training of Government functionaries and is primarily responsible for formulating policies with regard to training.

The Administrative Tribunal and Administration Wing deals with the matters related to Cadre Management of the Central Secretariat Service, Central Secretariat Stenographer Service and the Central Secretariat Clerical Service. This wing, in addition to governing the implementation of RTI Act, also handles the administrative matters relating to the Administrative Tribunals, Central Information Commission, State Reorganization, Welfare Activities for benefit of the employees, and Reservation Policy of the Government.
The Department of Personnel & Training also handles the administrative work relating to the following Institutions: -

- Union Public Service Commission
- Central Vigilance Commission
- Lokpal
- Central Administrative Tribunals
- Central Information Commission
- Central Bureau of Investigation
- Staff Selection Commission
- Public Enterprises Selection Board
- Lal Bahadur Shastri National Academy of Administration
- Institute of Secretariat Training & Management

**Department of Administrative Reforms & Public Grievances**

The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redressal of public grievances relating to the States in general and those pertaining to the Central Government agencies in particular. The Department endeavours to document and disseminate successful 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. There are 7 Divisions in the Department namely Administrative Reforms, Organization & Methods, E-Governance, Documentation & Dissemination, International Cooperation, Administration & Coordination and Public Grievances.

**Department of Pensions and Pensioners’ Welfare**

The Department of Pension & Pensioners’ Welfare was set up in 1985 as part of the Ministry of Personnel, Public Grievances and Pensions to formulate policy and coordination of matters relating to retirement benefits of Central Government employees (Civil, Defence and Railway Pensioners).
1.0 The Ministry of Personnel, Public Grievances and Pensions acts as the formulator of policies pertaining to recruitment, regulation of service conditions, and deputation of personnel besides advising all organisations of the Central Government on issues pertaining to personnel management. The Organisational chart of the Department is at next page.

1.1 Major Initiatives taken during the period January 2013- March, 2014 have been brought out in *Chapter 2.*

**Personnel Policies (Chapter 3)**

1.2 The Department is responsible for framing rules and regulations governing service conditions including recruitment rules, promotions and seniority, Flexible Complementing Scheme, leave travel concession, deputation and child care leave of employees. Personnel are recruited for the central government by the Union Public Service Commission through competitive examinations conducted by them for appointments to higher civil services and through the Staff Selection Commission of non-gazetted staff in Group-B & C categories.

**Reservation (Chapter 4)**

1.3 In order to achieve the objective of upliftment and welfare of the Scheduled Castes and Scheduled Tribes, Other Backward Classes and Persons with Disabilities, the department is responsible for framing policies to provide reservation to these groups in various central government services and for monitoring its implementation.

**Cadre Management (Chapter 5)**

1.4 This Department is responsible for management of the cadres of All India Services (AIS) (IAS, IPS and IFS) and all three Secretariat Services namely Central Secretariat Services (CSS), Central Secretariat Stenographers’ Services (CSSS) and Central Secretariat Clerical Services (CSCS). In addition, this Department frames and also revises Rules and Regulations regarding conditions of the All India Services, such as Indian Police Service (IPS) and Indian Forest Service (IFS), in consultation with the Ministry of Home Affairs and Ministry of Environment and Forests. This Department is also responsible for cadre review of 58 Central Group ‘A’ Services on a periodic basis.

**Senior Appointments under the Government of India (Chapter 6)**

1.5 The Department deals with appointments at senior level and personnel policies of 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), are processed by the Department. These
include board level appointments to Central Public Sector Undertakings and appointments under the Central Staffing Scheme for posts of Joint Secretaries, Directors and Deputy Secretaries in Ministries / Departments. In addition, all appointments by promotion, which require the approval of the ACC, are also processed by the Department.

**Organization Chart For Department of Personnel & Training**

- Prime Minister
- MOS (PP)
- SECRETARY (Personnel)

- AS (S & V)
- EO & AS
- JS (AT & A)
- JS (E)
- JS (Training)
- Secretary (PESB)

- JS (S & V-I)
- JS (S & V-II)
- DIR (S)
- DIR (V-I)
- DIR (V-II)
- DIR (V-IV)
- DIR (AVD-I)
- DIR (AVD-III)
- DIR (SM)
- DIR (ACC)
- DIR (PR)
- DS (MM)
- DIR (Admin)
- DIR (AT)
- DIR (IR)
- DIR (CRO)
- DIR (SR, RR & DC)
- DIR (S-I)
- DIR (C-II)
- DS (RES)
- DIR (E-I)
- DIR (E-II)
- DIR (E)
- DIR (L & A)
- DIR (JCA)
- DS (PAY)
- DIR (Bud & Coord)
- DIR (LTP)
- DS (OFFT)
- DS (PIIA)
- DS (Trg)
- JD (In Service Trg)

**Abbreviations Used in the Organization Chart**

- Appointments Committee of Cabinet
- All India Services
- Additional Secretary
- Administrative Tribunal & Administration
- Cadre Review Division
- Chief Welfare Officer
- Domestic Funding of Foreign Training
- Director
- Establishment
- Establishment Officer
- Information Rights
- Joint Secretary
- Minister of State
- Personal Record
- Middle Management
- Services
- Senior Management

- ADMIN - Administration
- BUD - Budget
- AT - Administrative Tribunal
- C - Canteens
- CS - Central Services
- PIIA - Pathways for Inclusive Indian Administration
- DS - Deputy Secretary
- JCA - Joint Consultative Machinery and Arbitration
- L & A - Leave & Allowances
- PESB - Public Enterprises Selection Board
- RES - Reservation
- S & V - Services & Vigilance
- SR - State Reorganization
- TRG - Training
- V - Vigilance
- W - Welfare
Training Policy and Programmes (Chapter 7)

1.6 The Department is the nodal Department to impart training to the government functionaries. The training wing of the DoPT formulates policies and implements its training programmes by identifying areas of training, designing training programmes, development of trainers and training capabilities and administering policies in training. Major training activities undertaken during the year are (i) In-service training of IAS officers (ii) Mid-Career Training of IAS Officers (iii) Domestic Funding of Foreign Training (iv) Post Graduate Programmes in Public Policy (v) Training Support, (vi) Intensive Training Programme, (vii) Augmentation of the Capacity of training institutions (viii) Capacity Building for poverty reduction (ix) Distance and e-learning initiatives and (x) e-governance initiatives.

Retreat of the Department (Chapter 9)

1.8 Department of Personnel & Training (DoPT) organized a two-days Retreat on October 19-20, 2013 at Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie for its senior officers of the rank of Deputy Secretary/Director and above. The objective of the Retreat was to discuss the stakeholder’s perception about the Department and develop action plan to positively change the orientation of the Department towards service delivery. During the retreat, officers deliberated on the challenges faced by the DoPT and how it can reinvent itself to become stakeholder centric. It provided an opportunity to officers to discuss various aspects of departmental functioning with an open mind and develop strategies to re-orient the department towards service delivery.

Training Institutions (Chapter 8)

1.7 Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussourie, Uttarakhand and Institute of Secretariat Training and Management (ISTM), Delhi are two premier training institutions, attached to this Department. These institutes cater to the needs of human resource development by imparting training to all officers of Central Government at frequent intervals for their career progression. The Department also supports the Indian Institute of Public Administration (IIPA) which is an autonomous organisation, in undertaking advance training programmes for administrators as well as researchers on issues relating to public administration.

Administrative Vigilance (Chapter 10)

1.9 The Department is the nodal agency responsible for formulation and implementation of vigilance and anti-corruption policies of the Government. Administrative Vigilance Wing in the Department oversees government programme for maintenance of discipline and eradication of corruption from public service. The Central Vigilance Commission (CVC) advises the Central Government on all vigilance matters. The jurisdiction of the Commission extends to all the organisations to which the executive powers of the Union of India extend.
International Cooperation (Chapter 11)

1.10 The Department of Personnel and Training is the nodal Department for anti corruption. During the year, for dealing with international cooperation on these aspects an International Cooperation Cell was created in this Department. The primary tasks of this Cell emanate from the follow up to the ratification of the United Nations Convention Against Corruption (UNCAC) and the other consequential International collaborative efforts, on global platforms. This Cell acts in conjunction with specialized agencies like the Central Bureau of Investigation, the Enforcement Directorate and the other line Ministries entrusted with the specific ancillary tasks within their respective administrative domain, viz. corporate governance, extradition matters, prevention of money laundering, mutual legal assistance treaties etc.

Central Bureau of Investigation (Chapter 12)

1.11 Central Bureau of Investigation (CBI) was set up by the Government of India by a Resolution dated April 1, 1963 to not only investigate cases of bribery and corruption, but also violation of central fiscal laws, major frauds relating to Government of India Departments, Public Joint Stock Companies, passport frauds and serious crimes committed by organized gangs and professional criminals. CBI was further strengthened by the addition of Economic Offences Wing by the Government of India by Resolution dated February 2, 1964.

Joint Consultative Machinery (Chapter 13)

1.12 The Government provides for a Joint Consultative Machinery for joint consultation at three levels between the Central Government and its employees for promoting harmonious relations and securing optimum level of cooperation between the Central Government and its employees in matters of common concern. The objective is to increase the efficiency of public services along with the well-being of the employees. The three tiers are:

a) National Council – at the apex level, functioning under the Department of Personnel and Training.

b) Department Councils – functioning at the level of the Ministries / Departments.

c) Office Councils – functioning at offices/organisations under various Ministries / Departments.

1.13 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.

Administrative Tribunal (Chapter 14)

1.14 In order to provide speedy and inexpensive justice delivery system to the employees who feel aggrieved by Government decisions, the Government had set up the Central Administrative Tribunal (CAT) in 1985, which now deals with all cases relating to service matters. The CAT has 17 regular benches, 15 of which operate at the Principal seats of High courts and the remaining two are at Jaipur and Lucknow.

Staff Welfare (Chapter 15)

1.15 The Central Government being the largest single employer in the country discharges its responsibility for looking after
the welfare of employees through various welfare measures. The Department also extends support to various staff welfare measures. The DoPT is the nodal Department for four registered societies set up for the welfare of the Government employees and their families. In addition, the Department lays down policies for Departmental Canteens and supports the Resident Welfare Associations.

Right to Information (Chapter 16)

1.16 The Department has brought out a comprehensive law in order to ensure right to information to the Citizens of India in almost entire matters of governance at all levels from Central Government to the local self-government. The Law (RTI Act, 2005) has provided a mechanism where the Central Information Commission, being the apex body at the Centre, facilitates its citizenry in accessing information in a time bound, hassle free and affordable manner.

Results Framework Document for the Department (Chapter 17)

1.17 A system for Monitoring and Evaluating the Performance of all Government Departments and Ministries has been put in place. The system provides for preparation of a Results Framework Document (RFD) by the Department, summarizing the main objectives and corresponding action for the year. DoPT has prepared its RFD listing out various objectives to be achieved in a given time frame for monitoring and proper evaluation of its performance at the end of the year. As part of RFD exercise, this Department has prepared its Strategy and Strategic Plan for five years after consultation with the stakeholders.

Progressive Use of Hindi (Chapter 18)

1.18 The Department is fully committed to promote the use of Hindi as the official language, in official matters and motivate compliance of the provisions of the Official Language Act, 1963, the rules framed there under. The Department also ensures that the spirit of various orders and guidelines issued by the Department of Official Language are appropriately enforced for implementation of the official language policy of the Union. The Department has an Official Language Division which monitors the implementation of the policy in the Department.

Financial Management (Chapter 19)

1.19 In order to promote the various programmes administered by this Department, an annual allocation of Rs.279.00 crore was made in the Annual Plan Outlay and Rs. 750.43 crore under Non-Plan allocation for the year 2013-14 (RE 2013-14). The corresponding figures for 2014-15 are Rs 279.00 crore as Annual Plan Outlay & Rs 791.41 crore under Non-plan allocation. The requirements and priorities of its attached and subordinate offices were kept in view while making budgetary allocation to them by this Department. No PAC Para is pending in respect of this Department. However, one CAG para pertaining to UPSC is pending and further clarification of UPSC on the draft ATN is awaited.
Empanelment and Appraisal System (EASY)

2.1 As per Central Staffing Scheme, empanelment is a pre-requisite for appointment of a member of an All India Service/Central Group ‘A’ Service to the post of joint Secretary/equivalent at the Centre. Empanelment of eligible officers of all the 37 participating services is handled batch-wise in EO Division. An IT-enabled System- Empanelment and Appraisal System (EASY) has been developed with technical support from NIC for generating data electronically by Cadre Controlling Authorities(CCA) and then transferring it to DOPT for further online processing of the proposal for JS level empanelment. All fresh proposals for JS level empanelment are now received and processed electronically through this software.

2.2 The software includes various other features which help the CCAs in the management of the cadres under their control and at the same time helps EO Division in expediting the empanelment process. The software has three modules viz., Cadre Controlling Authority Module, DOPT Module and Officers’ Interface as per details given under.

CCA Module

2.3 The software helps in the creation of data bank on personnel information; enables maintenance of career profile of each officer; helps in digitizing ACRs/APARs; generates ER sheets and the Civil List of the cadre; and helps to build and generate complete vigilance history of each officer. During the period under report, all CCAs started feeding data relating to year wise gradings obtained in the ACR/APAR by individual officers and also submitted it online in EASY to DOPT for further processing.

DOPT Module

2.4 The data as submitted by CCAs is received in DOPT module for verification and further processing. Verification of grading sheets has become easier and faster as these are now available in soft copy in EASY. The software also enables conversion of grades into numerical scores, generates officer-wise weighted average scores, list of officers in descending order in terms of Post-EP weighted average scores, four year moving average etc. This has brought about easy monitoring of empanelment batch-wise and service-wise. Besides, the software also helps in maintaining a data-bank of retired Secretary Level officers to Govt. of India for nominating them as members on different Experts Panels as and when they are reconstituted.

2.5 A dedicated server is being made available by the NIC for exclusive operation of EASY in order to avoid slow processing. Search facility, slide show and audio/video film about the functioning of EASY has been incorporated.
in the system for easy navigation. Provisions are also being made for off-line feeding of data and uploading the same subsequently.

**Officer’ Interface Module**

2.6 The target date for implementation of the officers’ interface module was 31-3-2014, however, all the formalities such as testing by stakeholders and security audit, etc. were completed and the interface module as a tool was developed and made functional in September, 2013 itself. Data in respect of IAS officers have been fed into the system for 1984 to 1993 batches which were processed before implementation of EASY. All CCAs in respect of IPS, IFS and Group ‘A’ service have been requested to provide user id and passwords to individual officers and also feed data for the batches processed before implementation of EASY. This Department is closely monitoring progress made by CCAs in this regard. Individual officers can access interface module using login id and password to know their empanelment status as well as availability of ACRs/APARs once the action is completed by the CCAs. The development of EASY has brought out element of transparency in the empanelment process as well as reduced possibility of error in converting the grades into their numerical equivalents & other arithmetical calculations involved vis a vis the manual calculations. It has also reduced time lag involved in the processing of a proposal. A system has been created so that an officer may know the status of his Joint Secretary level empanelment at a click of the mouse.

**Empanelment as Joint Secretary**

2.7 From 1st January 2013 to 31st March 2014, 21 meetings of various Experts Panels were convened for assessing the ACR dossiers of 48 batches of different participating services and a total of 570 officers were empanelled during this period as Joint Secretary.

**Online filing of Performance Appraisal Report**

2.8 It has been decided to introduce online filing of Performance Appraisal Report (PAR) by IAS officers from the current assessment year i.e. 2013-14 for which the National Informatics Centre (NIC) has developed a software. The above software is linked to the executive records available on DOPT website indicating the name of the officer, the State cadre, present posting, etc. Thus, the PAR form are pre-populated with existing information already available and only details like Reporting, Reviewing and Accepting Authority, based on the work flow for each officer have to be filled by the GAD/Personnel Department in the States/Administration Divisions of the Ministries/Departments in the Centre before sending it to each officer online. The software also has an inbuilt system of generating auto-alerts which would go to the officers concerned with whom the PAR are pending for more than the specified time and thus would ensure better monitoring of the writing of PARs. The software has all the features like provision for disclosure of PAR to the officer concerned, filing representations etc. It would also have the facility of uploading summary of medical reports, certificate of training, academic courses, appreciation letters, etc. The software Smart PAR Recording Online Window i.e. SPARROW was launched from 1.4.2014.
2.9 For e-filing, each officer/authority involved in the work flow had to be issued a Digital Signature Certificate (DSC). This is available in the form of a smart card/USB e-Token. Since majority of the IAS officers are posted in States, a series of meetings were held with Principal Secretaries/Secretaries, GAD/Personnel Departments to share the features of online system through demonstration of the software as well as to ensure availability of DSCs with all the officers well before 01.04.2014.

**Appointments processed by SM II Section and ACC Sections**

2.13 During the period 1-1-2013 to 31-3-2014, 155 proposals pertaining to Member/Chairman/CEO/Adviser, 1303 proposals at the level of Joint Secretary, 223 proposals the level of Additional Secretary and 124 Secretary level proposals were processed and a total of 1805 officers approved for appointment. From 01.01.2013 to 31.03.2014, 450 proposals relating to Banks/PSUs, 160 proposals of Indian Railways and 391 other proposals were also processed.

**Appointment at the level of Joint Secretary and above under CSS**

2.10 During the period from 01.01.2013 to 31.03.2014, 128 Officers have been appointed as Joint Secretary of which 27 are women. A total of 59 officers have been appointed as Additional Secretary / equivalent which includes 8 lady officers. At the level of Secretary / equivalent, 81 officers including 14 women have been appointed.

**Appointments at the level of Deputy Secretary/Director**

2.11 During the period from 1-1-2013 to 31-3-2014, 10 Under Secretaries (2women), 62 Deputy Secretaries (22 women) and 184 Directors (20 women) have been appointed.

**Appointments in the personal staff of the Union Ministers**

2.12 During the period 1-1-2013 to 31-3-2014, 42 Private Secretaries, 30 OSDs, 11 Additional Private Secretaries, 2 First PA, 3 Second PA and 1 Language PA at the level of DS/Director/US/Section Officer and Assistants have also been appointed.

**Prevention of Corruption (Amendment) Bill, 2013**

2.14 The Prevention of Corruption Act (PC Act) was enacted in 1988 in order to make the anti-corruption laws more effective by widening the coverage and by strengthening some provisions of the earlier Act, namely the Prevention of Corruption Act, 1947. The 1988 Act provided, inter alia, for widening of the expression “public servant”, incorporation of offences under section 161 to 165A of the Indian Penal Code (IPC) in the PC Act and for enhancement of penalties provided for those offences.

2.15 Subsequent developments led to a proposal for amending the PC Act in the year 2008, and a Bill for the purpose was introduced in the Lok Sabha. The said Bill, although passed by Lok Sabha, lapsed due to dissolution of the 14th Lok Sabha.

2.16 Later developments, such as, first, India ratifying the United Nations Convention Against Corruption, secondly, implications arising out of the judgments of the Apex Court in some recent pronouncements, thirdly, the international practice on the treatment
of the offence of bribery and corruption, and fourthly, the need for provisions for confiscation of proceeds of corruption, have necessitated a revisit and review of the existing provisions of the PC Act 1988 and the need to amend the same to infuse more clarity and address any ambiguity in the Prevention of Corruption Act, 1988. Finally, there is a need to bring it in line with the current international practice to meet, more effectively, the country’s obligations under the United Nations Convention Against Corruption (UNCAC).

2.17 India has ratified the UNCAC on 9th May, 2011 (the convention was signed on 9th December, 2005) by deposit of instrument of Ratification with the Secretary General of the United Nations. With the ratification, the obligations for implementation of the UNCAC have devolved on India with effect from 8th June, 2011. Therefore, it has become necessary to ensure that our anti-corruption laws are fully in compliance with the obligations under the Convention. Even though our domestic laws are found to be substantially compliant with most of the mandatory provisions of the UN Convention, the existing laws have been found to be deficient in relation to -

(a) the requirement relating to criminalization of bribery of foreign public officials;
(b) the requirement relating to criminalization of private sector bribery; and
(c) the requirement relating to criminalization of bribe-giving (supply side of bribery).

2.18 In regard to the bribery of foreign public officials, a standalone Bill titled “The Prevention of Bribery of Foreign Public Officials and Officials of Public international Organizations Bill, 2011” was introduced in Lok Sabha in March, 2011. The Department Related Parliamentary Standing Committee on Law & Justice and Personnel has submitted its report on the Bill. The Bill is presently pending before the Lok Sabha.

2.19 In regard to private sector bribery, a process of due diligence has been initiated to consider amendments in the Indian Penal Code in consultation with the State Governments by the Ministry of Home Affairs. A draft Bill for this purpose has been circulated amongst State Governments by the Ministry of Home Affairs, seeking their views in the matter.

2.20 In order to address deficiencies in the Prevention of Corruption Act, 1988 as regards the definition of offences, particularly those on the supply side of domestic corruption, and with a view to addressing other perceived gaps in the Act, an exercise was undertaken by the Department of Personnel and Training. The main objectives of this exercise were:-

- Providing a clear and unambiguous definition for the term ‘corruption’.
- Incorporating provisions for confiscation and forfeiture of property illegally acquired by a corrupt public servant.
- Affording protection to public servants from frivolous and vexatious prosecution by extending the requirement of sanction by the competent government to retired officers or ministers even after their demitting office for acts committed while in office.
- Laying down clear criteria and procedure for sanction of prosecution.
2.21 Based on the above exercise, proposals for amendments in the Prevention of Corruption Act, 1988, along with a related amendment in the Delhi Special Police Establishment Act, 1946, were approved by the Cabinet at its meeting held on 1st May, 2013. Accordingly, the Prevention of Corruption (Amendment) Bill, 2013 has been introduced in the Rajya Sabha on 19th August, 2013. The proposed amendments in the Prevention of Corruption Act, 1988 are, inter alia, aimed at -

a) providing for a clear definition of different forms of bribery including active bribery (i.e., for punishment of the bribe giver) in line with international practice;

b) providing for liability of a commercial entity for failure to prevent bribery of a public servant by any person associated with such commercial entity;

c) incorporating separate provisions for confiscation and forfeiture of property illegally acquired by corrupt public servants;

d) protecting honest public servants from frivolous and vexatious prosecution by extending the requirement of sanction by the competent government to retired public servants for acts committed while in office; and

e) laying down clear criteria and procedure for sanction of prosecution.

2.22 The proposed amendment of section 6A of the Delhi Special Police Establishment Act is aimed at protecting public servants at policy making levels from frivolous and vexatious investigations by extending the requirement of approval of the Central Government even after they cease to be public servants or after they cease to hold sensitive policy level positions.

2.23 The Prevention of Corruption (Amendment) Bill, 2013 was referred to the Department Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice for examination and report. The Standing Committee has submitted its Report on the Bill to Parliament on 6th February, 2014, which is under consideration of the Government.

‘Competency Dictionary for Civil Services’

2.24 The National Training Policy (NTP) - 2012 emphasizes that there is an imperative need to move from the current system of rule-based Personnel Administration to competency-based system of Strategic Human Resource Management. For a shift towards competency-based approach, it is necessary to classify the distinct types of posts and to indicate the competencies required for performing work in such posts. NTP- 2012 stipulates that each Government Department / Ministry should classify each post with a clear job description and competencies required.

2.25 The Department of Personnel and Training (DoPT) in collaboration with United Nations Development Programme (UNDP) has developed a ‘Competency Dictionary for Civil Services’ along with the implementation toolkit, after extensive consultation with various stakeholders including Senior Civil Servants from the Central and State Government Departments, Cadre Controlling Authorities, PM Award Winners and Training Institutions. This Competency Dictionary could be applied to various Human Resource Management functions such as training, recruitment, performance management, placement and promotions. The implementation toolkit provides detailed guidelines on how
Departments/ Organisations can apply this Competency Dictionary for HRM functions.

2.26 The Competency Dictionary can be used by the Departments/ Organization/ Cadre Controlling Authorities to identify competency requirements for various posts and levels in their organizations. Once the competency requirements for the posts are identified, an assessment of job-holder’s competencies vis-à-vis current or future roles could be carried out. On the basis of the outcome arrived through the assessment process, a Personal Development Plan (PDP) could be prepared for each officer. Based on the Personal Development Plan, targeted capacity building interventions such as training programme, coaching, mentoring etc. could be provided to the officers.

Setting up of National Centre for Good Governance

2.27 At present there is no apex level institute in the country which deals with the entire gamut of Governance issues – National, State and local. Thus, there is a need to set up the National Centre for Good Governance. A proposal for setting up of a National Centre for Good Governance (NCGG) was initiated by the Planning Commission in June, 2008 and Rs.43.00 crore was provided in the 11th Five Year Plan. Under the 12th Five Year Plan, DOPT had made a tentative allocation of Rs.95.00 crore (Rs.10.00 crore-Plan Revenue and Rs.85.00 crore-Plan Capital) for for ‘Setting up of NCGG’.

2.28 A background paper on setting up of NCGG was circulated in January 2012 to all State Governments/UTs and select Ministries/Departments of GoI seeking their comments. Based on the comments received from the State Govt.’s, UTs and Central Ministries/Departments, a Note for the Committee of Secretaries (CoS), was sent to the Cabinet Secretariat. Subsequently, DOPT submitted a proposal to Cabinet Secretariat for shifting National Institute of Administrative Research (NIAR), Mussoorie to NCR, its upgradation and for being re-named as NCGG, with an expanded mandate, which was approved ‘in-principle’.

2.29 The proposal was considered by the Governing Body of NIAR and agreed to the proposal for shifting NAIR to NCR, its upgradation and for being re-named as NCGG, with an expanded mandate. NCGG was formally inaugurated by Shri V. Narayanasamy, Minister of State in the Ministry of Personnel Public Grievances and Pensions and Prime Minister's Office on 24th February 2014.

2.30 A Governing Body with Cabinet Secretary as the Chairman has been constituted for NCGG. The affairs of the society shall be managed under the overall superintendence, direction and control of the Governing Body. NCGG also have a 12 members Management Committee with Secretary (DOPT) as the Chairperson. NCGG will have a 3 tier structure. The first tier will consist of internal faculty and Staff, the second of outside domestic experts and the third of international consultants.

Web based cadre management system

2.31 The software/data base in respect of official of CSSS and CSCS has been hosted on the NIC server and is available at URL: http:// www.cscms.nic.in. The objective of the web based cadre management system is to reduce paper work and delay involved in cadre management of CSSS and CSCS by shifting cadre management related activities online. The system would facilitate updation
of data on real time basis which would facilitate quicker and correct decision relating to cadre management function. This would enable online management of various cadre management activities such as promotion/transfer, cadre clearance, filing of Immovable Property Returns etc.

**Representation of SC, ST, OBC, Minorities and the Women on Selection Board/Committees:**

2.32 Instructions have been issued on 13th February, 2014 that wherever a Selection Committee/Board exists or has to be constituted for making recruitment to ten or more vacancies in any level of posts or services, it shall be mandatory to have one Member belonging to SC/ST, one member belonging to OBC category and one Member belonging to Minority Community in such Committees/Boards. Further, one of the members of the Selection Committee/Board, whether from the general category or from the minority community or from the SC/ST/OBC community should be a lady failing which a lady member should be co-opted on the Committee/Board. It may also be ensured that where the number of vacancies against which selection is to be made is less than ten, no effort should be spared in finding the SC/ST, OBC officer and the Minority Community Officer and a lady officer, for inclusion in such Committees/Boards.

**Special Recruitment Drive:**

2.33 The latest Special Recruitment Drive had been launched in November, 2008 to fill up the backlog reserved vacancies of Scheduled Castes, Scheduled Tribes and Other Backward Classes which was concluded on 31.3.2012. As per information received from the Ministries/Departments, there were a total of 75,522 backlog reserved vacancies in direct recruitment and promotion quota of which 64,175 vacancies could be filled up due to non-availability of eligible candidates in the extended zone of promotion. Out of these, 48,034 vacancies could be filled up during the drive achieving the success rate of 74.85%. All the Ministries/Departments have been requested to make concerted efforts to fill up the vacancies reserved for SC/ST/OBC and this Department is monitoring the action taken by them in this regard.

**On-line collection of annual data for representation of SC/ST/OBC/ Persons with Disabilities:**

2.34 This Department has launched online software to collect annual data for representation of SCs, STs, OBCs and Persons with Disabilities under the URL rrcps.nic.in. Ministries/Departments have been advised to upload on-line annual data as on 1.1.2012 and onwards as on 1st January of every year. So far, 60 Ministries/Departments have uploaded on-line data as on 1.1.2012 and 58 Ministries/Departments have up-loaded data as on 1.1.2013. Once the on-line data is streamlined in respect of all the Ministries/Departments, it would help in timely collection of data in future and compilation thereof.

**Issue of guidelines for providing basic facilities to persons with disabilities already employed in Government:**

2.35 Guidelines to provide certain facilities to the persons with disabilities such as post-recruitment and pre-promotion training, assistive devices, free accessibility, identification of posts, preference in transfer/
posting, etc have been issued on 31st March, 2014 to enable them to effectively discharge their duties, which is available in the public domain of this Department ‘persmin.nic.in’>DOPT>OMs & Orders>Persons with Disabilities. The proposed facilities indicated in the guidelines should be applicable in respect of such employees working in the Ministries/Departments of the Government of India, their attached and subordinate offices, Central Public Sector Enterprises, Cantonment Boards, etc. Department of Financial Services, Ministry of Finance has been requested to consider issuance of similar guidelines for PSU Banks.

**Issue of compendium of instructions on reservation for ex-servicemen:-**

2.36 A compendium on instructions on reservation, concessions and relaxations for ex-servicemen in Central Government services has been issued vide Office Memorandum No.36034/3/2013- Estt(Res) dated the 25th February, 2014 which is available in the public domain of this Department ‘persmin.nic.in’>DOPT>OMs & Orders>Ex-servicemen.

**Other Major Initiatives:**

2.37 The Department of Personnel & Training has introduced the following new initiatives during the year 2013–2014 to boost the morale of its employees and to give a fillip to their effective functioning: -

i. Certificate of Excellence;

ii. Employee of the Month;

iii. Appointment of Mentors for the employees joining DoPT;

iv. Employees’ Interaction with MOS (PP) and Senior Officers in Open House System;

v. Appointment of Grievance Redressal Officers in each Division;

vi. Training of Employees with specific focus on Department related functions;

vii. Retreat for officers of the level of DS and above in the Department; and,

viii. Introduction of Internship Scheme in the Department.

A brief gist / description of the above–mentioned schemes is given below: -

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<th>Sl. No.</th>
<th>Name of Scheme / Element</th>
<th>Description</th>
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| 1.     | Certificate of Excellence | Realizing that recognition of meritorious performance of employees is a critical tool in human resource management, a new non–monetary incentive in the form of an annual award of “Certificate of Excellence” to recognize the contribution of its meritorious employees of the level of Under Secretary and below has been introduced.

Another monthly non–monetary incentive was introduced wherein one employee from across all categories of employees of the level of Under Secretary & below was to be designated as ‘Employee of the Month’.

A Committee of Joint Secretaries would go into the work output by the employees and recommend deserving candidates for awarding both ‘Certificate of Excellence’ as well as ‘Employee of the Month’. |
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<tr>
<td>3</td>
<td>Appointment of Mentors for the employees joining DoPT</td>
<td>The Department has introduced the process of mentoring of each ‘newcomer’. The mentoring process is for a period of six months. The mentor is to be an officer two levels above the incumbent. The basic role of the mentor would be to sensitize the incumbent about the Department and dealing with court cases, RFD, Parliamentary matters, etc.</td>
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<td>4</td>
<td>Employees’ Interaction with MOS (PP) and Senior Officers in Open House System</td>
<td>An ‘Open House’ interaction of the Group ‘B’ (Non–Gazetted) employees and above was organized in October, 2013 which provided a platform to these employees to interact directly with MOS (PP) and other Senior Officers of the Department.</td>
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<td>5</td>
<td>Appointment of Grievance Redressal Officers in each Division</td>
<td>In each Division, two Grievance Redressal Officers (GRO) have been appointed at US/DS/Director level to redress the grievances of the employees of inter-personal nature.</td>
</tr>
<tr>
<td>6</td>
<td>Training of the Employees with specific focus on Department related functions</td>
<td>DoPT has chalked out a training plan for the employees at the level of Under Secretary &amp; below (and equivalent) of DoPT in consultation with ISTM. The duration of the Training Programme is one week, inclusive of a field visit outside Delhi.</td>
</tr>
<tr>
<td>7</td>
<td>Retreat for officers of the level of DS and above in the Department</td>
<td>The Department organized a two–day Retreat at LBSNAA, Mussoorie in October 2013 for the officers at the level of DS / Director &amp; above in the Department. The objective of the Retreat was to discuss the stakeholders’ perception about the Department and develop an action plan to positively change the orientation of the Department towards service delivery.</td>
</tr>
<tr>
<td>8</td>
<td>Introduction of Internship Scheme in the Department.</td>
<td>The Department has introduced an ‘Internship Scheme’ in DoPT under which applications are invited from students to work on selected topics relating to the functions of the Department. The duration of the internship is two months and they are given a stipend of Rs.10,000/- per month and a Certificate on successful completion of the internship and submission of report. The interns are selected by the Committee of Joint Secretaries.</td>
</tr>
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</table>

The major publications brought out by DoPT are given at Annexure I. The visit of Foreign Delegations to the Department of Personnel & Training is given at Annexure II. The incumbency position of the level of Under Secretary and above is given at Annexure III. The Results Framework Document of the Department for the year 2012-2013 is given at Annexure IV. The major events organized in the Department during 2013 – 2014 is given at Annexure V.
PERSONNEL POLICIES

Mandate

1. Matters relating to framing and amendment of recruitment rules/service rules for Group “A” and “B” posts
2. Framing of policy relating to the procedure for Departmental Promotion Committee(s)
3. Policy on seniority
4. General policy matters relating to:-
   a) Flexible complementing scheme,
   b) Modified Assured Career Progression Scheme,
   c) Leave travel concession,
   d) Deputation,
   e) Child care leave,
   f) Pay & allowances,
   g) Holiday policy,
   h) Age relaxation and
   i) Other matters concerning service conditions.
5. Administration of UPSC and SSC including exams except the Civil Service Examination
6. Policy matters of PESB
7. Policy on Character verification before appointment
8. Disagreement cases with UPSC from various Ministries except on appointment cases
9. UPSC (Exemption from Consultation) Regulations
10. Policy on APAR.
11. Commercial employment after retirement
12. Policy on
   a) Retirement, extension, re-employment,
   b) Posting and transfers, Conduct and CCA Rules,
   c) Sealed Cover procedure,
   d) Status of Women in Central Govt,
   e) Temporary Service Rules, Etc.
   f) Lien, Probation, confirmation,
   g) Daily Wage Casual Labourers
3.1 The Department of Personnel & Training is responsible for framing and revising rules and regulations regarding service conditions of the employees, in consultation with the Ministry of Finance. The Establishment Division of this Department deals with all matters relating to personnel policies of Central Government servants other than All India Service Officers, matters relating to the Union Public Service Commission, Staff Selection Commission, & PESB as well as Joint Consultative Machinery for Central Government Employees.

3.2 The important issues/initiatives taken during the year by Establishment Division are indicated below:

**PUBLICATIONS**

**HANDBOOK FOR PERSONNEL OFFICERS - 2013**

3.3 The large number of rules and regulations associated with the recruitment and conditions of service of Government employees coverinWg areas from selection, empanelment, placement, promotion, posting, emoluments, disciplinary action etc., have been brought out is a compilation titled “A Handbook for Personnel Officers - 2013” through the ISTM which has since been uploaded on the website of this Department (persmin.gov.in) in digitized format with hyperlinks to relevant O.M.s/Instructions. This Handbook would be of significant help to all the Departments in handling issues concerning personnel matters of their employees and would also give out requisite transparency and openness in service matters to Government employees in particular and people at large.

**MODEL RRs FOR VARIOUS COMMON CATEGORIES OF POSTS:**

3.4 (i) Revised Model Recruitment Rules for the post of Administrative Officer (Group A & Group B) have been issued in this Department OM NO. AB-14017/18/2012-Estt.(RR) dated 16.8.2013.

(ii) The designation and Pay Band & Grade Pay has been revised after implementation of the recommendations of the 6th Central Pay Commission. Accordingly, the revised Model Recruitment Rules for the various posts in Official Language Cadre for Subordinate Offices have been issued in this Department OM No. No.AB-14017/46/2011-Estt(RR) dated 19.09.2013.

(iii) The revised Model Recruitment Rules for the various posts of Accounts Cadre has been issued by No. AB-14017/32/2012-Estt. (RR) dated 31.10.2013

The Ministries / Departments have also been requested to forward the Model RRs to all autonomous/statutory bodies for adoption.

**AMENDMENTS TO THE RECRUITMENT RULES/SERVICE RULES**

3.5 In view of the observations of the UPSC regarding non adherence to the instructions issued by this Department with regard to amendment of recruitment rules on a regular basis (every five years) and appointment to regular posts without consulting the UPSC, by appointing consultants or by making ad-hoc appointments; DoPT vide OM No. AB.14017/61/2008-Estt. (RR) dated 25th March,
2014 directed all the Ministries/Departments to effect necessary amendments to the Recruitment Rules/Service Rules after following the due procedure of furnishing proposals to the Department of Personnel & Training and the UPSC. Ministries/Departments have also been advised to ensure that appointments to all posts are effected as per the provisions in the Recruitment Rules which are statutory in nature and adhere to these instructions scrupulously.

**MONITORING OF FINALISATION OF RECRUITMENT RULES FOR GROUP ‘A’ AND ‘B’**

3.6 To enable Department of Personnel & Training and the Union Public Service Commission to keep a watch on the progress made in finalizing the recruitment rules, Ministries/Departments have been advised vide OM No. AB.14017/61/2008-Estt. (RR) dated 31st March, 2014, to send the status of Recruitment Rules for all Group ‘A’ and ‘B’ posts to DoP&T and UPSC on quarterly basis.

**RECRUITMENT TO GROUP C POSTS IN GR RS.1800 THROUGH SSC**

3.7 The 6th CPC has recommended that all Group D pay scales in the Government will stand upgraded to Group C, Pay Band -1 (Group C) of Rs.5200-20200 with the grade pay of Rs.1800 along with the incumbents (after suitable retraining, wherever required) with no further recruitment taking place in any of the existing Group D posts. It has recommended for multi-skilling in the Government with one employee performing the jobs hitherto performed by many Group D employees. Accordingly, model RRs of Multi-tasking Staff for the posts which were in Group D Scales and which have been granted GP of Rs. 1800 in Pay Band -1 after 6th CPC have been issued in this Department OM No. AB14017/6/2009-Estt.(RR) dated 30.4.2010. The erstwhile Group D posts which now belong to Group ‘C’ are required to be filled up through SSC instead of through Employment Exchange or any other mode. All Ministries/Departments are, therefore, again requested for sending their requirements in respect of Ministries/Departments themselves as well as their attached/subordinate offices also, for Non-Technical Group ‘C’ posts in PB-1 Grade Pay Rs.1800/- to the SSC immediately in order that the Commission could initiate action for recruitment vide OM dated 21.10.2013.

**MEETING WITH REPRESENTATIVES OF VARIOUS MINISTRIES/ DEPARTMENT TO DISCUSS ON ISSUES RELATED TO CLARIFICATION/ADVICE**

3.8 In accordance with the decision to interact with the representatives of various Central Government Ministries/Departments to assess their needs on various issues on which they seek clarification/advice from DOP&T and vice-versa, Joint Secretary with Director (E-I) and Director (CS) of the Department met on 5.12.2013 with the nodal officers of 11 selected Ministries/Departments and it was decided to make all efforts to sort out the related to issues on-line submission of the Recruitment Rules and conducting workshops on uploading of RRs through on-line RRFAMS in different Ministries/Departments.
EFFECTIVE DATE OF MERGER OF ERSTWHILE GROUP D POSTS, NOW DESIGNATED AS MULTI-TASKING STAFF IN PAY BAND – 1 GRADE PAY – RS.1800

3.9 Based on the criteria for fixation of seniority of officers holding the merged grade of Multi-Tasking Staff, it has been decided that the merger and re-designation of erstwhile Group D staff as Multi-Tasking Staff shall be effective from 29.8.2008. Ministries/Departments may have to issue orders accordingly and expedite the amendment of the Recruitment Rules of these posts.

REVIEW OF AD-HOC APPOINTMENTS/PROMOTIONS

3.10 The DOPT has in its instructions dated 30.3.88 and 23.7.2001 laid down that promotions/appointments on ad-hoc basis are to be resorted to only in exceptional circumstances mentioned therein to a post which cannot be kept vacant in consideration of its functional/operational requirement, it was noted that Ministries/Departments were resorting to ad-hoc appointments in total disregard to the statutory provisions/instructions on the subject as well as proper manpower management and career advancement of the employees. On review of instructions on ad hoc appointment, the Department issued an OM on 3rd April, 2013 reiterating the provisions contained in the extant instructions of the DOPT on ad-hoc promotions and directed the administrative Ministries/Departments to review the ad-hoc appointments/promotions made by them, from time to time, and at least once a year, on the basis of the guidelines and instructions in force, so as to bring down the instances of such ad-hoc manpower arrangements to the barest minimum, in respect of both Secretariat as well as non-Secretariat offices under them. It was reiterated that continuation of any ad-hoc arrangement beyond one year and release of pay and allowances for the same, without express approval of this Department is not in order.

SENIORITY OF MERGED GRADE OF MULTI TASKING STAFF (MTS)

3.11 As the various different grades in the erstwhile Group ‘D’ services were merged in a new grade of Multi Tasking Staff (Group ‘C’), comprehensive guidelines were framed on determination of inter se seniority of the incumbents of the various merged grades in the newly constituted grade of MTS and were issued on 30.04.2013. It has been laid down that while merging, the inter se seniority of the incumbents of various constituent grades as on 29.08.2008 will be protected; the holders of posts of a higher pay scale will be enbloc senior to the holders of post in a lower pay scale as on 29.08.2008. For this purpose, only regular service in the grade is to be counted for determination of seniority and ad-hoc service, if any, is to be ignored. Seniority is to be determined based on the substantive post held by the employee irrespective of the fact that such employee has been allowed financial upgradation to the next higher grade under ACP Scheme or any other scheme. Further, in case of employees who joined a erstwhile Group ‘D’ post either by promotion or direct recruitment between 01.01.2006 to 29.08.2008, inter-se seniority is to be determined as per guidelines laid down in this Department’s O.M. of even number dated 13.09.2012
FAQs ON COMPASSIONATE APPOINTMENT:

3.12 Department of Personnel and Training had issued consolidated instructions on Compassionate Appointments on 16.1.2013, wherein all the instructions issues by this Department, from time to time, since inception of the Scheme in 1998, were compiled and updated to reflect the changes that have been introduced in the Government services consequent to the implementation of Sixth Central Pay Commission report. Further, based on references seeking clarification from DOPT on varied issues relating to compassionate appointments, around sixty such general queries were compiled under FAQs on Compassionate Appointments alongwith their explanations and uploaded on the website of the Department on 30th May, 2013 to serve as a ready-reckoner for all concerned.

CONSOLIDATED INSTRUCTIONS ON INCENTIVES FOR SPORTSPERSONS

3.13 Various instructions issued over time by the Government to provide incentives for recruitment, promotion, increment, etc., to meritorious sportsmen have been consolidated under easily comprehensible headings for the facility of reference and guidance of all concerned and issued under DoPT OM F. No. 14034/01/2013-Estt(D) dated 3rd October, 2013 and uploaded on the website of the Department.

FURNISHING DPC PROPOSALS TO THE UPSC

3.14 With a view to having the approved select panels for promotion ready in advance in a time-bound manner, this Department had issued a Model Calendar for DPCs vide OM No.22011/9/98-Estt(D) dated 8th September, 1998 which gives an indicative pattern/time-line for various events involved in pre/post DPC related actions. The UPSC has also introduced Single Window System for accepting complete proposals. This system has resulted in substantive improvement in number of DPCs being held by UPSC. Apart from this in terms of the extant instructions, while referring the DPC proposals to the UPSC, the Joint Secretary/Additional Secretary concerned gives a certificate to the effect that the information and documents have been furnished in accordance with the prescribed checklists.

In spite of above mechanism to check delays in convening of the DPCs, it was observed that the DPCs were not being convened in time leading to avoidable litigations which in turn adversely affected manpower planning and impeded the career progression of the employees. In order to achieve the objective of timely promotions of employees in various Ministries/Departments, the need of strictly adhering to the Model Calendar and sending the DPC proposals to the UPSC, complete in all respect has again been emphasized vide OM No. 22011/1/2011-Estt(D) issued on 13/12/2013.

INSTRUCTIONS ON INTER SE SENIORITY OF DIRECT RECRUITS AND PROMOTEES

3.15 In pursuance of Hon’ble Supreme Court Judgment on 27.11.2012 on Civil Appeal No. 7514-7515/2005 (N.R. Parmar vs. UOI & Ors), the Department of Personnel & Training has in its O.M. No. 20011/1/2012-Estt. (D) dated 4.3.2014 rescinded the O.M.
dated 3.3.2008 *ab initio* and laid down that inter se seniority of available direct recruits and promotees mentioned in DoPT OM dated 7.2.86/3.7.86 would refer to the direct recruits and promotees who are appointed against the vacancies of a Recruitment Year. While the Recruitment Year would be the year of initiating the recruitment process against a vacancy year, initiation of recruitment process against a vacancy year would be the date of sending of requisition for filling up of vacancies to the recruiting agency in the case of direct recruits; in the case of promotees the date on which a proposal, complete in all respects, is sent to UPSC/Chairman-DPC for convening of DPC to fill up the vacancies through promotion would be the relevant date. The initiation of recruitment process for any of the modes viz. direct recruitment or promotion would be deemed to be the initiation of recruitment process for the other mode as well.

**REVIEW OF INSTRUCTIONS PERTAINING TO VIGILANCE CLEARANCE FOR PROMOTION**

3.16 The Department of Personnel & Training has in its OM No. 22034/4/2012-Estt(D-II) dated 23.01.2014 clarified that, in the case of a review DPC, where a junior has been promoted on the recommendations of the original DPC, the official would be considered for promotion if he/she is clear from vigilance angle on the date of promotion of the junior, even if the provisions of para 2 of DoPT OM dated 14.9.92 get attracted on the date the actual promotion is considered, as provided in DoPT O.M. No.22011/2/99-Estt (A) dated 21.11.2002.

**ACTION TAKEN ON 62ND REPORT OF THE DEPARTMENT RELATED PARLIAMENTARY STANDING COMMITTEE ON PERSONNEL, PUBLIC GRIEVANCES, LAW AND JUSTICE ON THE STATUS OF WOMEN GOVERNMENT EMPLOYEES, SERVICE CONDITIONS, PROTECTION AGAINST EXPLOITATION, INCENTIVES AND OTHER RELATED ISSUES**

3.17 In compliance of the recommendations contained in Para 20.1 and Para 20.2 of the 62nd Report of the Department Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice, the Department of Personnel & Training has in its OM N0.41034/1/2014-Estt(D) dated 30.01.2014 has directed all Ministries/Departments to scrupulously comply with the instructions contained in its earlier OM No. 15012/13/79- Estt.(D) dated 19.1.1980 and O.M. No. 15012/1/87-Estt.(D) dated 05.10.1990 which provides that for purposes of appointment to posts under the Central Govt. (except where recruitment is made through open competitive examination) the upper age limit in the case of widows, divorced women and women judicially separated from their husbands who are not remarried shall be relaxed upto the age of 35 years (upto 40 years for members of Scheduled Castes/ Schedules Tribes).

**CONSOLIDATED INSTRUCTIONS OF SUBMISSION OF REPRESENTATION FROM GOVERNMENT SERVANT ON SERVICE MATTERS.**

3.18 Whenever, in any matter connected with his service rights or conditions, a Government
servant wishes to press a claim or to seek redress of a grievance, the proper course for him is to address his immediate official superior, or the Head of Office, or such other authority at the lowest level as is competent to deal with the matter. Consolidated instructions have been circulated vide O.M. No.11013/08/2013-Estt. (A)-III dated the 6th June, 2013 reiterating that the earlier instructions issued from time to time may be brought to the notice of all Govt. servants and appropriate disciplinary action may be taken against those who violate these instructions.

CONSOLIDATED INSTRUCTIONS ON SUSPENSION

3.19 Orders relating to suspension are to be found in several rules and instruction such as CCS (CCA) Rules, Fundamental Rules, GPF (CS) Rules etc. These have been compiled and instructions issued vide O.M. No.11012/17/2013-Estt.(A) dated 2.1.2014.

RE-CONSTITUTION OF STANDING PEER REVIEW COMMITTEE OF DEPARTMENT OF BIO-TECHNOLOGY.

3.20 The Standing Peer Review Committee in respect of Department of Bio-Technology for extension of service of scientists beyond the age of superannuation has been reconstituted vide OM No.26012/5/2014-Estt A-IV dated 5.3.2014.

The 5 Member Committee will consider the extension of service beyond the age of 60 years and up-to 64 years and the recommendation of the Committee will be placed for consideration by the Screening Committee headed by the Cabinet Secretary before obtaining the approval of ACC. The term of the peer of the committee will be 2 years.

VOLUNTARY RETIREMENT UNDER FR 56(K), ETC AND AMENDMENT OF RULES

3.21 The provisions of Fundamental Rule 56 (k), 56(m) and Rule 48 of CCS (Pension) Rules, 1972 relating to acceptance of request of voluntary retirement have been revisited as per the Central Administrative Tribunal, Principal Bench judgment dated 4th August, 2010 in O.A.No.1600/2009 filed by Shri Gopal Singh Purohit Vs UOI & Others.

The matter had been examined in consultation with Department of Pension and Pensioners Welfare and the Ministry of Law. FR 56(k) and 56 (m) have been amended vide Extra Ordinary Gazette Notification No.GSR.27(E) dated 17th January, 2014. It shall now be open to the appropriate authority to withhold permission to a Government servant who seeks to retire under FR 56(k) or 56 (m) in the following circumstances:

(i) If the Government servant is under suspension ; or
(ii) If a charge sheet has been issued and the disciplinary proceedings are pending; or
(iii) If judicial proceedings on charges which may amount to grave misconduct, are pending.

Explanation: For the purpose of this clause, judicial proceedings shall be deemed to be pending, if a complaint or report of a police officer, of which the Magistrate takes cognizance, has been made or filed in a criminal proceedings.
STRENGTHENING OF ADMINISTRATION – PERIODICAL REVIEW UNDER FR 56 / RULE 48 OF CCS (PENSION) RULES.

3.22 Instructions exist on the need for periodical review of performance of Government servants with a view to ascertain whether the Government servant should be retained in service or retired from service in the public interest. Provisions in this regard are contained in FR 56 (j), FR 56 (l) and Rule 48 (1) (b) of CCS(Pension) Rules, 1972. The procedure as prescribed from time to time has been consolidated and all Ministries / Department have been requested to follow these instructions and periodical review of the performance of the Government servants.

CONSOLIDATED INSTRUCTIONS ON FORWARDING OF APPLICATIONS OF GOVERNMENT SERVANTS FOR OUTSIDE EMPLOYMENT

3.23 Various instructions / guidelines have been issued by the Government from time to time regarding forwarding of applications of Government Servants for posts outside their own cadre. All such instructions issued till date have been consolidated under easily comprehensible headings for the facility of reference vide O.M. No.28020/1/2010-Estt (C) dated 23rd December, 2013. All Ministries / Departments have been requested to bring the above guidelines to the notice of all concerned.

CONSOLIDATED INSTRUCTIONS ON TECHNICAL RESIGNATION AND LIEN

3.24 Various instructions / guidelines have been issued by the Government from time to time regarding Technical Resignation and the service conditions under which a lien of a post of Government employee can be retained, terminated or transferred. All such instructions issued till date have been consolidated under easily comprehensive headings for the facility of reference vide O.M.No.28020/1/2010-Estt (C ) dated December 26th, 2013. All Ministries / Departments have been requested to bring the above guidelines to the notice of all concerned.

CHILDREN EDUCATION ALLOWANCE SCHEME

3.25 Under the Children Education Allowance Scheme a clause was provided for reimbursement of Examination Fee in addition to other items of fees as mentioned in paragraph 1 (e) of O.M. No.12011/3/2008-Estt.(Allowance) dated 2nd September, 2008. It was further provided that the claimant Government servant is required to furnish an undertaking that reimbursement of CEA has not been claimed in respect of the child by any person other than the claimant.

RATE OF HONORARIUM IN RESPECT OF MTS/GROUP ‘D’ OFFICIAL

3.26 The rates of Honorarium in respect of MTS/Group ‘D’ official when appointed to work as Despatch Rider/Scooter Driver have been enhanced vide O.M. No.17011/01/2011-Estt.(AL) dated 17th April, 2013, from ‘2/- to ‘10/- per day and MTS/Group ‘D’ officials/Despatch Rider/ Scooter Driver when appointed to work as Staff Car Drivers have been enhanced from ‘4/- to ‘20/- per day. These rates were effective from the date of the O.M.
ELIMINATION OF DELAYS IN PROCESSING OF CASES OF RETIRING GOVERNMENT SERVANTS

3.27 In order to eliminate delays in processing of cases of retiring Government Servants, the rules and the instructions of this Department were reiterated and all the Ministries/Departments were advised vide O.M. No.18019/6/2013-Estt.(L) dated 21/10/2013 and O.M. No.18019/7/2013-Estt.(L) dated 23/10/2013, to take suitable remedial steps to avoid delay in finalisation of payments on attaining the age of superannuation and also completion and proper maintenance of service records. In case of retiring Government servants, certain suggestions were also given to develop a proper mechanism.

ACTUAL ACTIVE SERVICE FOR TWO YEARS AFTER COMPLETION OF STUDY LEAVE

3.28 The mandatory bond to be furnished before proceeding of Study Leave has been modified to provide for actual active service for two years after completion of study leave instead of earlier provision of two years’ service. This implies that if Government servant remains on leave during the period of two years on completion of study leave, the mandatory service period will extend by the period of leave taken/granted during the period of two years on completion of study leave.

REVISION OF GRANT OF SPECIAL INCREMENT FOR EXCELLENCE ACHIEVED IN NATIONAL AND INTERNATIONAL EVENTS

3.29 A special increment in the form of personal pay is allowed to Sportspersons for excellence achieved in National and International events. The rate of this special increment had remained unchanged since the Fifth Pay Commission. With the revised pay structure coming into force in pursuance of 6th Central Pay Commission Report, a need for revising the same was felt. Accordingly, vide this Department’s O.M No.6/1/2013-Estt (Pay-I) dated 19.9.2013, the rate of this special increment has now been doubled the existing amount of the personal pay, subject to a minimum of Rs.210/- per month in the same manner as is done in the case of incentive for adopting small family norms.

REVIEW OF FR 29

3.30 As per FR 29(2), if a Government servant is reduced as a measure of penalty to a lower service, grade or post or to a lower time scale, the authority ordering the reduction may or may not specify, the period for which the reduction shall be effective. It was felt that an employee reduced in rank or in receipt of reduced pay as a permanent measure may be so demotivated that he may not contribute fully in the remaining part of his service. With this view Rule 11(vi) of the CCS (CCA) Rules, 1965, relating to this the penalty had been amended in 2010 to provide that the Disciplinary Authority would specify the period for which this penalty was to be imposed. FR 29(2) has also now been amended vide Gazette Notification No.G.S.R. 263 dated 27th October, 2013. The amended FR 29(2) lays down the authority ordering such reduction shall state the period for which it shall be effective. The new FR 29 (3) provides the Government servant shall regain his original seniority in the higher service, grade or post on his restoration to
the service, grade or post from which he was reduced.

In the organisations that follow the Fundamental Rules, but which have a different set of disciplinary rules, are now required to amend these rules in line with the amended FR 29(2).

**REQUIREMENT OF COOLING OFF PERIOD.**

3.31 Policies of Government on deputation are tailored keeping in mind public interest to be served by deputation. It is also felt that an employee should spend adequate period in his own cadre so that his parent Department also benefits from experience/expertise acquired by him while on deputation. Department of Personnel and Training O.M. No.6/8/2009-Estt.(Pay-II) dated 17/6/2010 provides that there shall be a mandatory “cooling off” period of three years after every period of deputation/foreign service up to Joint Secretary level posts and one year for Additional Secretary level posts. Vide the OM No. No.2/1/2012-Estt.(Pay.II), dated the 4th January, 2013, Ministries/Departments have been advised not to sponsor name of any such officer who is not likely to complete the mandatory cooling off period by the time the officer is likely to be selected. Further, while sponsoring the name of any such officer who has not completed the mandatory cooling off period, they may inform the borrowing department that the officer will be relieved only after he/she completes the mandatory “cooling off” period. It was made clear that the proposals for relaxation of the provision for ‘cooling off’ period would be considered only in exceptional cases, and that under no circumstances should any officer be relieved in anticipation of relaxation by this Department.

**MONITORING OF TENURES OF DEPUTATION BY THE LENDING DEPARTMENTS.**

3.32 The Department Related Parliamentary Standing Committee of Ministry of Personnel, Public Grievances & Pensions has *inter alia* observed that policy on deputation envisages mobility of personnel between Departments etc. so that the employee as well as the Departments benefit from the process. The tendency of treating deputation as a tool to ensure more comfortable, or even hometown postings is required to be discouraged. The instrument of deputation serves public interest only when there is a rational connection with the qualifications and work experience of the deputationist, and the deputation continues for a reasonable period. This would also ensure that both the lending as well as the borrowing department benefit from the experience / exposure of deputationist officer.

3.33 DoPT OM No.6/8/2009-Estt (Pay-II) dated the 17th June, 2010 provides for a maximum tenure of 5 years. Further, as per the OM No. 14017/30/2006-Estt (RR) dated the 29th November, 2006, the deputationist officer is deemed to have been relieved on the date of expiry of the deputation period unless the competent authority has with requisite approvals, extended the period of deputation, in writing, prior to the date of its expiry. These instructions were reiterated vide the OM dated the 1st March, 2011 also.

3.34 Vide No.6/8/2009-Estt (Pay-II) dated the 16th May, 2013, the Ministries/Departments have been advised to ensure that deputations are strictly monitored by lending Government Departments. Requests of the borrowing authorities for no objection to extension of
deputations should be closely scrutinized to curb a tendency to allow extensions on extraneous grounds, and overstay.

**RECOVERY OF WRONGFUL/EXCESS PAYMENTS MADE TO GOVERNMENT SERVANTS**

3.35 Due to recent decisions of the Hon’ble Supreme Court a need for clarity on the issue of recovery of excess payments made to Government servants was felt. In Chandi Prasad Uniyal And On vs State Of Uttarakhand And Ors, 2012 AIR SCW 4742, (2012) 8 SCC 417, decided on 17th August, 2012, the Apex Court has ruled that recovery should be the norm in such cases and waiver can be allowed only in cases of extreme hardship. The OM dated 6th February, 2014, lays down detailed guidelines for dealing with cases of excess/wrongful payments in the light of the judgement. The OM also provides for issue of a show-cause notice to the concerned employee before taking action, and issuing a speaking order. Further, in cases of fraud, misrepresentation, collusion, favouritism, negligence or, carelessness, etc., roles of those responsible for overpayments in such cases, and the employees who benefitted from such actions should be identified, and departmental/criminal action should be considered in appropriate cases.

**REGULATION OF PAY ON IMPOSITION OF A PENALTY UNDER CCS (CCA) RULES, 1965.**

3.36 Consequent upon implementation of the recommendations of 6th CPC under the CCS (RP) Rules, 2008 pay scale of a post/grade for below HAG level means the Pay Band and Grade Pay specified for that post. Under the CCS (RP) Rules, 2008 a Pay Band may cover Government servants in more than one Grade Pay or posts in the hierarchy. Also, now fixed rate of increments has been replaced by 3% of the sum of the pay in the Pay Band and Grade Pay applicable, which is to be rounded off to the next multiple of 10. Further, as per Rule 10 of the CCS (Revised Pay) Rules, 2008, there is now a uniform date of increment, that is, 1st July of the year.

3.37 While clarifications were being given in individual cases, it was decided to issue detailed guidelines on imposition of penalties post the Sixth Pay Commission. The detailed guidelines provide for mode of pay fixation on imposition of a penalty which has a bearing on the pay of the officer. In appropriate places, important does and don’ts have also been mentioned. Illustrations of pay fixation on penalties have also been annexed to the OM for easy reference.

**CCS(LTC) RULES, 1988-RELAXATION FOR TRAVEL BY AIR TO VISIT NER**

3.38 Government decided to permit all Central Government Employees to travel by air to visit North-Eastern Region under CCS (LTC) Rules, 1988 against conversion of one block of their hometown LTC. While employees entitled to travel can avail the LTC by Air India in economy class under LTC 80 from their place of posting of nearest airport to a city in the NER or nearest airport, all other employees of Govt. of India can travel by air in economy class from Guwahati or Kolkata to any city in the North East or the nearest airport. This relaxation is valid up to 30th April, 2014.
CCS(LTC) RULES, 1988-RELAXATION OR TRAVEL BY AIR TO VISIT J&K

3.39 Government deeded to permit all Central Government employees to travel by air to Jammu and Kashmir against conversion of one block of their hometown LTC. While employees of Government of India can travel by air in economy class from Delhi and Amritsar to any place in J&K by any air lines subject to their entitlement being limited to LTC 80 fares of Air India. Journey from their place of posting up to Delhi and Amritsar will have to be undertaken as per entitlement. This scheme shall be effective up to 17th June, 2014.

RECRUITMENT AGENCIES

3.40 The Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC) are the two designated recruitment agencies administered by the Department of Personnel and Training. 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 it has the status of an attached office of the Department of Personnel and Training. Both these agencies enjoy the reputation for selecting candidates for the Government services in fair, objective and impartial manner. The candidates for the various examinations come from a variety of social environment and having studies in different disciplines.

SET UP AND FUNCTIONS OF UNION PUBLIC SERVICE COMMISSION

3.41 The Union Public Service Commission comprises a Chairman and ten Members. The UPSC makes recruitment for 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 the services of the Union Public Service Commission for recruitment to the posts under the UT.

3.42 The functions of the Commission are as specified in Article 320 of the Constitution. By exercise of powers conferred by the proviso to Article 320 (3) of the Constitution the President has made the UPSC (Exemption from Consultation) Regulations, 1958 as amended from time to time, as respects the All India Services and also as respects other services and posts in connection with the affairs of the Union specifying the matters in which it shall not be necessary for the UPSC to be consulted. The latest 63rd Annual Report of the Union Public Service Commission for the period 01.04.2012 to 31.03.2013 was laid on the Table of Lok Sabha and Rajya Sabha.
3.43 The major activities of the Commission during the period from April 1, 2012 to March 31, 2013, as included in the above Annual Report are given below:-

- The Union Public Service Commission received 230 requisitions (including 32 reopened cases) involving 1,780 posts for Direct Recruitment by Selection from various Ministries/Departments. Taking into consideration the requisitions carried over from the previous year, the Commission, in all, processed 348 requisitions involving 2,934 posts. Of these, 100 requisitions involving 890 posts were treated as closed for want of clarifications from the concerned Ministries/Departments. In all, 134 requisitions involving 1,074 posts were advertised during the year 2012-13. However, recruitment action in respect of 35 requisitions involving 342 posts, were treated as cancelled on the request of the Ministries/Departments, after these posts had been advertised.

- During the year 2012-13, a total of 3,71,616 applications were received in direct recruitment cases; 3,989 candidates were called for interview and 3,107 candidates were actually interviewed. The number of candidates recommended during the period under report was 617.

- 143 cases involving 732 posts, for which 31,529 applications had been received, could be finalized culminating in the recommendation of 617 candidates, thus registering an Applicants to Post Ratio of 43 and a Recommendation to Post Ratio of 0.84.

- In six cases of Direct Recruitment by Selection, in which the number of applicants was very high compared to the number of vacancies, Recruitment Tests were conducted for short-listing of suitable number of candidates for Selection and in one case, Proficiency Test was also conducted during the year. In one of the six cases, 2,81,175 candidates applied for 253 posts of Assistant Provident Fund Commissioner in Employee’s Provident Fund Organisation, for which Recruitment Test was held during the year.

- In respect of 115 posts to be filled by Direct Recruitment by Selection none of the candidates from amongst those who had applied, was found suitable. Most of these posts required specialized medical, engineering or scientific qualifications.

- The Commission recommended 70 candidates belonging to the Scheduled Castes, 29 to the Scheduled Tribes and 139 to the Other Backward Classes to fill 78.3 percent of the posts reserved for them out of the posts filled by Direct Recruitment by Selection. This figure does not include 14 candidates belonging to the Scheduled Castes, 06 candidates to the Scheduled Tribes and 58 candidates to the Other Backward Classes who were recommended against unreserved post.

- The Commission recommended 5 candidates with disabilities out of the 26 posts reserved for them out of the posts filled by Direct Recruitment by Selection and one such candidate was recommended against an unreserved post.

- The Commission considered the service records of 9,169 officers and recommended
(a) 5,652 officers for promotion in Central Services and (b) 297 officers for appointment on deputation/absorption.

- Under recruitment through examination method, the Commission conducted 16 examinations, 12 for recruitment to Civil Services/Posts and 4 for Defence Services; a total of 23,66,873 applications were received and processed; 6990 candidates interviewed for Civil Services/Posts (interviews for Defence Services were conducted by SSB of Min. of Defence) and 5088 candidates recommended for appointment to various posts, 2875 (including 160 candidates recommended through Reserve List) for Civil Services/Posts and 2213 for Defence Services/Posts.

- A Committee of Experts’ under the Chairmanship of Prof. Arun S. Nigavekar, Ex-Chairman, U.G.C. was appointed to review the existing structure of Civil Services (Main) Examination and suggest necessary changes, if required. The Commission forwarded the recommendations of the Prof. Nigavekar Committee alongwith the views of the Commission to the Government on October 31, 2012. The Government made certain changes in the scheme of Civil Services (Main) Examination contained in the Rules of Civil Services Examination, 2013 by accepting some of the recommendations of Prof. Nigavekar Committee.

- The recommendations of the High Level Committee constituted by the Commission under the Chairmanship of Prof. Anandakrishnan, Chairman, IIT, Kanpur to examine the modalities for implementing the recommendations of the Parliamentary Resolution on Official Languages dated January 18, 1968 have been examined in consultation with the Government. The recommendations made by the said Committee were sent to the Government and accepted by it in principle. However, implementation of the recommendations in the rules of Civil Services Examination, 2013 has not been approved by the Government.

- A Committee of Experts’ under the Chairmanship of Prof R. Natarajan, Ex-Chairman, AICTE has been constituted by the Commission on December 6, 2012 to review the existing structure of Engineering Services Examination and suggest necessary changes, if required. The first and second meeting of the newly formed Committee was held on February 4, 2013 and February 19, 2013 respectively.

- The Commission discontinued the concession of 50% in examination fees allowed to candidates applying online and restored the fee structure as approved by the Government in 2006 with effect from Combined Defence Services Examination (II), 2012 for all its examinations applicable to all candidates except for those who have been granted exemption from payment of fees.

- The Commission recommended 1442 SC, ST and OBC candidates to fill up the posts reserved for them in recruitment by examination. It also recommended 4 SC and 55 OBC candidates in addition to above in respect of various examinations held from 2006 to 2011 during the period under
In pursuance of the decision taken in the 2nd meeting of the Chiefs of Public Service Commission’s of SAARC Member States held at Islamabad, Pakistan during 4-6 December, 2012, a Workshop on ICT for Officers of Public Service Commission’s of SAARC Member States was organised on 22nd March, 2013. All Member States attended the Workshop.

7 Foreign Delegations from Maldives, Bhutan, People’s Republic of China, Afghanistan (twice), South Africa and Malaysia visited the Commission and held discussions on various issues related to selection methods.

### SET UP AND FUNCTIONS OF STAFF SELECTION COMMISSION

3.44 The set up of the Staff Selection Commission (SSC) comprises its Headquarters located in New Delhi and 09 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/ Sub-Regional offices are responsible for receipt and processing of applications for various examinations, issue of admit-cards to the candidates and conduct of examinations, interviews and Physical Endurance Tests (wherever required) either at the Regional Headquarters or other major cities in the regions.

3.45 The role of the Staff Selection Commission is to make recruitment to Group ‘C’ (non-technical) and Group ‘B’ (non-gazetted) posts in Ministries/Departments of Government of India and its attached and subordinate offices except those for which recruitment is made by the Railway Recruitment Boards and these exempted from the purview of SSC.

### INNOVATIVE MEASURES ADOPTED BY SSC IN THE EXAMINATION SYSTEM

3.46 Encouraged by its success, more and more candidates are now resorting to online application. In some of the smaller examinations, applications were collected online only. The Commission has already taken up the matter with Government for introduction of 100% online application.

3.47 Collection of vacancies for various posts has been a tedious and complicated work. Vacancies for the same post were often reported by User Departments to the Commission’s Headquarters and Regional Offices leading to duplicity and selection of excess candidates. The Commission, therefore, has decided to collect vacancies online from the Administrative Ministries and certain other selected indenting departments which function independently for open examinations.

3.48 The Commission utilized the services of Audio, Visual and Print Media for publicizing the recruitment examination during the year 2013-14. Short notices are issued in English, Hindi and in vernacular dailies.

3.49 Prasar Bharti approached the Commission for filling up various posts such as Programme Executive, Transmission Executive in different disciplines and Engineering Assistants and Technician. The Commission, with the approval of Government accepted this recruitment work and conducted examinations successfully.
3.50 The Commission provided Question Papers in Regional Languages also in the Constables (GD) Examination. Questions for Paper-II of the MTS Examination, 2013 were set in English and all the languages included in the VIIth Schedule of the Constitution. During the year 2013-14 also, the Commission successfully took up the recruitment of Constables (GD) in Central Armed Police Forces and Riflemen (GD) in Assam Rifles.

PROGRESSIVE USE OF HINDI IN COMMISSION’S WORK

3.51 During the period under review, provision of Section 3(3) of official languages Act, 1963 and official language Rule, 1976 were duly complied with. All the notices of various examinations published during the period were issued bilingually and emphasis was laid on increasing the original correspondence in Hindi with three regions namely A, B and C as per targets prescribed by the Department of Official language. Under the cash Award Scheme for the year 2012-13, one employee of SSC(HQ) was given cash award for doing his original work in Hindi.

3.52 In order to encourage the progressive use of Hindi in the official work and to create interest among the Officers/Officials for its usage, Hindi software “Akshar Naveen” 2.0/Mangal Font supported by Unicode compliance is being used. All the Regional/Sub-regional offices of commission (Hqrs) too are using this Hindi Software/Font. Hindi Fortnight was organized from 1st September, 2013 to 14th September, 2013. During the fortnight, various competitions such as Essay writing, Typing test, Noting and Drafting, Poem recitation, Debate competition, Hindi dictation and stenography competition were organised. Cash awards and certificates were also distributed to the winners. A one day Hindi Workshop was also organised on 10th September, 2013 on “Noting and drafting”. Thirty participants were trained in this workshop. A Hindi Poetry competition was organized on the occasion of New Year 2014.

MAJOR EVENTS DURING 2013-14

Regional Directors’ Conference

3.53 As the representation of Southern Region in examinations conducted by Staff Selection Commission has not been commensurate with educational standards
and presence of good academic institution in the region, the Commission decided to organize its Annual Conference in Coimbatore to generate awareness among the youth of the region regarding opportunities being offered by the government for jobs through recruitment examinations being conducted by the Commission. The Conference was organized on 23rd and 24th September, 2013 and was attended by MOS (PP). Two Joint Secretaries of the Department of Personnel & Training also participated in the Conference.

3.54 MOS appreciated the progress made by the Commission over the years for sensitizing the youth about the large number of job opportunities offered by the Commission through its public examinations. The Minister also appreciated the improvement brought out in the examination system, process, engineering and application of technology in Commission’s functioning to maximize its output. He also lauded responsibility taken by the Commission for undertaking recruitment even for organizations such as Food Corporation of India, Prasar Bharati etc. which were outside the mandate of the Commission earlier.

**Workshop on Right to Information**

3.55 In order to sensitise the Commission’s employees regarding responsibilities under the RTI Act, the Commission organized a workshop on RTI regarding the main provisions of the Act and how to discharge the responsibilities under the act in a more efficient manner. The Workshop was inaugurated by the Chief
Information Commissioner and lectures were delivered by the officials from CIC.

**Candidates selected through various Open Exams in 2013-14**
(upto December, 2013)

<table>
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<tr>
<th>S. No.</th>
<th>Name of Examination</th>
<th>Total</th>
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<td>1</td>
<td>Combined Graduate Level Exam, 2012</td>
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<td>2</td>
<td>CHSL Exam, 2012</td>
<td>4104</td>
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<td>3</td>
<td>Jr. Hindi Translator(CSOLs), 2012</td>
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<td>4</td>
<td>Recruitment of Constable (GD) in CAPFs and Rifleman in Assam Rifles Exam, 2011</td>
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<td></td>
<td><strong>Total</strong></td>
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**CATEGORY-WISE CANDIDATES SELECTED THROUGH VARIOUS OPEN EXAMS IN 2013-14**

3.56 Information in respect of various examinations conducted during 2013-14 and the total number of candidates appearing in these examinations
INFORMATION IN RESPECT OF VARIOUS EXAMINATIONS CONDUCTED DURING 2013-14 AND THE TOTAL NUMBER OF CANDIDATES APPEARING IN THESE EXAMINATIONS

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name of Examination</th>
<th>Date of Advt</th>
<th>Date of Exam.</th>
<th>Total No. of Candidates registered for examination</th>
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<tr>
<td>1</td>
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<td>3</td>
<td>Recruitment of Constable (GD) in CAPFs and Rifleman in Assam Rifles, 2013 (consultancy basis)</td>
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<td>12.05.2013</td>
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<td>4</td>
<td>Junior Hindi Translators in Subordinate Offices Examination, 2013</td>
<td>23.03.2013</td>
<td>02.06.2013</td>
<td>7729</td>
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<td>Combined Recruitment for the post Programme Executive and Transmission Executive, 2013 (on consultancy Basis)</td>
<td>23.03.2013</td>
<td>02.06.2013</td>
<td>135860</td>
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<td>6</td>
<td>Junior Engineer (Civil &amp; Electrical) Examination, 2013</td>
<td>23.02.2013</td>
<td>09.06.2013</td>
<td>332532</td>
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<td>7</td>
<td>Combined Recruitment for the posts in Cabinet Secretariat Examination, 2013 (on consultancy Basis)</td>
<td>16.03.2013</td>
<td>17.06.2013</td>
<td>398117</td>
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<td>8</td>
<td>Recruitment of SI in Delhi Police, CAPFs and ASI in CISF Examination, 2013</td>
<td>16.03.2013</td>
<td>23.06.2013</td>
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<td>11</td>
<td>Junior Hindi Translators in (CSOLs) Examination, 2013</td>
<td>05.08.2013</td>
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PROGRESSIVE USE OF HINDI IN COMMISSION’S WORK

3.57 During the period under review, provision of Section 3(3) of official languages Act, 1963 and official language Rule, 1976 were duly complied with. All the notices of various examinations published during the period were issued bilingually and emphasis was laid on increasing the original correspondence in Hindi with three regions namely A, B and C as per targets prescribed by the Department of Official language. Under the cash Award Scheme for the year 2012-13, one employee of SSC (HQ) was given cash award for doing his original work in Hindi.

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PUBLIC ENTERPRISES SELECTION BOARD

3.59 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 4.4.08. The PESB has been set up with the objective of evolving a sound managerial policy for the Central Public Sector Enterprises (CPSE) and, in particular to advise Government on appointment to top management posts. The PESB is headed by a full – time Chairman with three Members.

3.60 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 CPSEs as well as in posts at any other level as may be specified by the government;

ii) to advise 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 a group of PSEs;

iv) to advise 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;

vi) to advise Government on evolving suitable training and development programs for management personnel in PSEs; and

vii) to build data bank containing data relating to the performance of PSEs and their officers. The process of e-filling in PESB has been initiated.
3.61 During the year 2013-2014 (up to 20.11.2013), the PESB has conducted 67 Selection meetings for appointment of Board level executives. PESB has also recommended extension/non-extension in 3 cases. In addition, presentations in respect of four cases of upgradation, one case of re-designation and three cases of creation of posts were also held. Selection meetings were held to fill up a large number of unforeseen vacancies that occurred. Recommendations are being sent six months in advance of the occurrence of anticipated vacancies and within four month of occurrence of unforeseen vacancies.

3.62 Keeping in view the specific role assigned to the PESB, the administrative Ministries/Departments have been advised to invariably consult the PESB in all cases of non-confirmation and non-extension of tenure.

3.63 As per ACC orders, Ministries are required to send proposals to PESB only in cases of non-confirmation of tenure of Board level incumbents on performance grounds i.e. in cases where the score on the Special Performance Report (SPR) is less than 37.5.

3.64 (a) A CMD/MD/Functional Director would be deemed to be confirmed unless the Ministry/Department sends a proposal to the PESB, to the contrary, within 30 days after the expiry of one year of the executive’s contractual period.

Within this stipulated period of one year and thirty days, the Ministry shall issue necessary order for confirmation, if the Ministry fails to send a proposal to the contrary, to the PESB.

3.64 (b) Now only proposals of non-extension on performance grounds are required to be sent to PESB by the Administrative Ministries. All cases of extension are to be referred to the ACC.

3.65 The PESB in consultation with DPE has evolved a benchmarking system to be applicable while considering proposals for extension. All proposals in which the incumbent meets the benchmark and the Ministry/Department decides to recommend extension are to be referred to the ACC for approval, not later than two months before the scheduled expiry of the tenure of the incumbent. No reference would be needed to be made to the PESB in such cases.

3.66 All proposals wherein the incumbent does not meet the benchmark are to be referred to the PESB by the Department/Ministry concerned. This reference has to be made six months before the scheduled expiry of tenure of the incumbent. The recommendation of the PESB would then be submitted to the ACC for orders.

3.67 In view of large number of applications being received for Board level positions in CPSEs, short listing of eligible candidates is restricted to only fifteen applicants for a Selection Meeting.
### 3.68 POLICY AND PROCEDURES RELATING TO CENTRAL PUBLIC SECTOR ENTERPRISES (CPSEs) FOLLOWED BY PUBLIC ENTERPRISES SELECTION BOARD (PESB)

<p>| <strong>Initiation of Selection procedure</strong> | The PESB keeps a close and constant watch on the vacancies that are likely to arise and initiates the process of selection 16 months before the occurrence of the vacancies. The Board initiates selection process by sending job description of the post to the concerned Administrative Ministry/Department with a request to update the company profile and the job description within 15 days followed by reminder. In case, the Ministries/Departments do not respond within the aforesaid time frame the job description of the post is circulated suo moto. A period of 60/45 days is normally given to receive the applications after circulation of the vacancy for superannuation/unforeseen vacancies respectively. |
| <strong>Date of Vacancy</strong> | The date of vacancy of a post is reckoned with reference to the date it will fall vacant or has fallen vacant as follows: |
| <strong>Post newly created or kept in abeyance.</strong> | |
| <strong>Panel recommended by PESB scrapped by the ACC.</strong> | |
| <strong>Circulation of the post</strong> | The post is circulated among all Central PSEs, Ministries and state Chief Secretaries, and also uploaded on the Board website. Further no valid application should be withheld by the PSU or the Ministries/Department. |
| <strong>Shortlist of candidates</strong> | Applications, including names from data bank wherever applicable, are considered with reference to the job description and eligibility criteria in the following manner; subject to a maximum of 15: |
| 8 | Internal (from the same CPSE or its subsidiary). |
| 3 | Sectoral (from PSEs of the same Administrative Ministry). |
| 2 | External (from any other CPSE). |
| 2 | Govt. |
| The shortfalls in a category is carried forward and distributed between the remaining categories on a pro rata basis. | |
| <strong>Scheduling of selection date</strong> | Selection meeting is scheduled in consultation with the Secretary of the Administrative Ministry/Department. |
| <strong>Assistance by Ministry representative and CMD/MD of the PSE</strong> | Secretary is invited to assist the PESB on behalf of the administrative Ministry/Department. However the concerned Secretary may nominate an officer not below the rank of Additional Secretary to represent him for a Board level post other than CMD of schedule A company. In the case of selection of Functional Directors, the concerned regular Chief Executive of the concerned enterprise is invariably invited to assist the PESB. However, in the case of subsidiaries, the Chairman of the holding Company is invited to assist the Board. |</p>
<table>
<thead>
<tr>
<th>Joint venture PSE</th>
<th>In the case of Joint Venture enterprises with the State Governments, Chief Secretary of concerned State Government is also invited.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recirculation/constitution of search committee/Press Advertisement</td>
<td>After the first round of Selection Interview, in case no candidate is found suitable and the Board wishes to see some more candidates, the post is re-circulated. The Board may also decide to convert itself into a Search cum Selection Committee and follow the Search Committee mechanism for making selection. The Board may also decide to advertise the post in prominent dailies in which case the eligibility pay scales for the post are in the next below schedule. Selection interviews are held on the basis of the open advertisement.</td>
</tr>
<tr>
<td>Rule of immediate absorption</td>
<td>Officers from Organized Services will be considered only on “immediate absorption basis”, unless the posts have been exempted specifically from the rule of immediate absorption with the approval of the Competent Authority.</td>
</tr>
<tr>
<td>Exemption from the rule of immediate absorption</td>
<td>Provided if no suitable candidate is found and the Administrative Ministry so desires, the question of granting exemption from the rule of immediate absorption may be recommended by the Board.</td>
</tr>
<tr>
<td>Vigilance clearance by CVC</td>
<td>The Board while sending its recommendations to the concerned administrative Ministry/Department also conveys the recommendation to the Central Vigilance Commission to enable them to initiate advance action for processing vigilance clearance.</td>
</tr>
<tr>
<td>Internal candidate</td>
<td>Internal candidate is one, who is an employee of an enterprise who has put in a minimum of two years of continuous service in it immediately preceding date of vacancy, and who does not hold a lien in any other PSE/Government. An employee who holds a lien on a post in a CPSE can also be considered as an internal candidate of that enterprise, provided he/she has put in a minimum of two years of continuous service in that enterprise, on the date of acquiring the lien and the period for which he/she is away from the enterprise is not more than 5 years.</td>
</tr>
</tbody>
</table>

### Age criteria

<table>
<thead>
<tr>
<th>Schedule of PSE</th>
<th>Age of superannuation 60 years</th>
<th>Age of superannuation 58 years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Internal</td>
<td>External</td>
</tr>
<tr>
<td>CMD Schedule A/Director Schedule A/ CMD Schedule B</td>
<td>45</td>
<td>58</td>
</tr>
<tr>
<td>Director Schedule B/ CMD Schedule C/ Director Schedule C/ CMD Schedule D</td>
<td>40</td>
<td>58</td>
</tr>
</tbody>
</table>
## ELIGIBILITY PAY SCALES FOR VARIOUS BOARD LEVEL POSTS

<table>
<thead>
<tr>
<th>Pay scale of the Board level post</th>
<th>PSE executives</th>
<th>Eligibility for Government officers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Schedule A CMD</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(in rupees)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27750-31500 (Pre 2007)</td>
<td>8250-9250(IDA) Pre 01.01.92</td>
<td>Addl. Secretary or equivalent/ Lt. General in the Army or Vice Admiral in Navy or Air Marshal in the Air Force.</td>
</tr>
<tr>
<td>80000-125000</td>
<td>11500-13500(IDA) Post 01.01.92</td>
<td></td>
</tr>
<tr>
<td></td>
<td>23750-28550(IDA) Post 01.01.97</td>
<td></td>
</tr>
<tr>
<td></td>
<td>62000-80000(IDA) Post 01.01.07</td>
<td></td>
</tr>
<tr>
<td></td>
<td>22400-24500(CDA) Pre revised</td>
<td></td>
</tr>
<tr>
<td></td>
<td>67000-79000 (CDA)</td>
<td></td>
</tr>
<tr>
<td><strong>Schedule A Director</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Schedule B CMD</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25750-30950</td>
<td>7250-8250(IDA) Pre 01.01.92</td>
<td>Joint Secretary or equivalent/ Major General in the Army or Rear Admiral in Navy or Air Vice Marshal in the Air Force.</td>
</tr>
<tr>
<td>75000-10000</td>
<td>9500-11500(IDA) Post 01.01.92</td>
<td></td>
</tr>
<tr>
<td>75000-90000</td>
<td>20500-26500(IDA) Post 01.01.97</td>
<td></td>
</tr>
<tr>
<td></td>
<td>51300-73000(IDA) Post 01.01.07</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18400-22400(CDA) Pre revised</td>
<td></td>
</tr>
<tr>
<td></td>
<td>37400-67000+GP 10000(CDA)</td>
<td></td>
</tr>
<tr>
<td><strong>Schedule B Director</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Schedule C CMD</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22500-27300 (Pre 2007)</td>
<td>6250-7475(IDA) Pre 01.01.92</td>
<td>Director or equivalent/ Brigadier in the Army or Commodore in Navy or Air Commodore in the Air Force.</td>
</tr>
<tr>
<td>65000-75000</td>
<td>8520-10050(IDA) Post 01.01.92</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18500-23900(IDA) Post 01.01.97</td>
<td></td>
</tr>
<tr>
<td></td>
<td>43200-66000(IDA) Post 01.01.07</td>
<td></td>
</tr>
<tr>
<td></td>
<td>14300-18300(CDA) Pre revised</td>
<td></td>
</tr>
<tr>
<td></td>
<td>37400-67000+GP 8700(CDA)</td>
<td></td>
</tr>
<tr>
<td><strong>Schedule C Director</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Schedule D CMD</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20500-25000 (Pre revised)</td>
<td>5550-6870 (IDA)</td>
<td>Deputy Secretary or equivalent/ Lt. Colonel in the Army or Captain in Navy or Group Captain in the Air Force.</td>
</tr>
<tr>
<td>51300-73000</td>
<td>7500-9900 (IDA)Post 01.01.92</td>
<td></td>
</tr>
<tr>
<td></td>
<td>17500-23000(IDA)Post 01.01.97</td>
<td></td>
</tr>
<tr>
<td></td>
<td>36600-62000(IDA)Post 01.01.07</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12000-16500 (CDA) Pre revised</td>
<td></td>
</tr>
<tr>
<td></td>
<td>15600--39100+GP 7600 (CDA)</td>
<td></td>
</tr>
</tbody>
</table>

| Period of service in the eligible scale | The minimum length of service required in the eligible scale will be one year for internal candidates, and two years for others as on the date of vacancy. |
### Job hopping

1. For PESB the concept of job hopping is valid only when a candidate has taken a position at the Board level.

2. When a candidate moves from Company A to Company B on a Board level position, he is expected to work for minimum two years in order that restriction of job hopping does not apply to him. If he has put in less than 2 years, the rule of job hopping will apply to him for a position in other companies.

3. If a position falls vacant in the same company at a higher level, the restriction of job hopping will not apply to a Director as ‘vertical hopping’ is permitted in the same Company. For example, if an incumbent has moved from company A to company B he will be eligible for applying for CMD’s position in company B but not in company A even if he holds lien in company A.

4. Job hopping restriction will apply to an incumbent for lateral movement within the company as well as in any other company.

5. There is an embargo of six months for a candidate holding No.1 position in a panel.

### Candidate recommended earlier not considered for another post for six months

Candidate recommended as No. 1 in the panel for a Board level post is not considered for another Board level post for a period of six months from the date of selection interview or till the approval of the concerned panel, whichever is earlier.

### Tenure of appointment at board level

The Board level functionary will be considered for appointment for a period of 5 years or till the age of superannuation, whichever is earlier, on contract basis, with a provision that the Government will have the option to terminate the services with three months’ notice.

### Relaxations in appointment of Chief Executive and functional Directors in sick/loss making PSE where revival package has been approved

In the case of sick/loss making CPSE for which revival plan has been approved by the Government, the following relaxation could be provided:-

In case, any Board level incumbent of such CPSE has contributed exceedingly well in the turnaround of that sick CPSE, his tenure may be extended till he attains the age of 65 years. Since, the selection process to a board level post is being initiated by PESB one year prior to the due date of superannuation of the incumbent, the proposal for extension of tenure beyond the age of superannuation will have to be initiated at least one year prior to the date of superannuation of the incumbent. In case, the balance period of tenure of incumbent is less than one year at the time of approval of revival package by the Government, such proposal for extension of tenure may be initiated immediately after approval of revival package by the Government. The decision on the extension of tenure beyond the normal retirement age will be taken as per the extant procedure for extension of tenure of Board level executives, i.e. joint appraisal by PESB followed by the approval of the competent authority. Further, such extension would be subject to annual review of the performance of the incumbent to be conducted by Secretary of the concerned administrative Ministry.
Where fresh appointment of the Chief Executive or any Functional Director is proposed and if the PESB procedure of circulation of vacancy does not ultimately lead to a panel for consideration by the competent authority, then relaxation of cut-off age for applying, to 62 years, with minimum tenure of 3 years, could be considered. In such cases, serving/retired CPSE executives, Government servants and private sector executives could be considered.

Chief Executives and Functional Directors of these CPSEs would be considered for a lump-sum incentive up to maximum of Rs.10 lakh out of the profits of the CPSE besides usual pay, allowances and perks attached to the post.

### Competent Authority

Appointments Committee of Cabinet is the competent authority for appointment and extension of CMD/MD/Functional Directors of Schedule A and B PSEs, and the Minister in-charge is the competent authority for appointment and extension of Board level posts belonging to schedule C and D CPEs.

### Validity of Panel

As per D.O.No.29 (3) EO/2008(ACC) dated 27th May, 2008 of Cabinet Secretary, the panel of names recommended by PESB is valid for one year and need to be revalidated before submission to ACC.

### Number of appearance in a year

A candidate may apply any number of times in a calendar year, but he may be allowed to appear only up to four times in selection meetings, in a calendar year. This restriction in number of appearances has come into effect from 1st January 2013.

### Incomplete Application

If any candidate fails to fill up any column in his application, the same will be rejected as incomplete. Applications for Board level posts that are received through proper channel sometimes leave column no -9 (with respect to penalty / enquiry etc.) blank. PESB has decided that henceforth such applications will be treated as incomplete and rejected.

### Eligibility of incumbent Directors when the schedule of Company is upgraded.

In case the Schedule of a PSU has been upgraded and consequently internal applicants who are otherwise eligible have become ineligible on the basis of lower pay scale or duration of service in eligible pay scale are considered as eligible.

In case of up-gradation of the schedule of the PSU the eligibility criteria in the Job Description will remain those of the schedule prior to up-gradation for first time recruitment to each Board level post after up gradation.

### BUDGET ESTIMATES 2013-2014 (IN THOUSANDS OF RUPEES)

<table>
<thead>
<tr>
<th>HEADS</th>
<th>PLAN</th>
<th>NON-PLAN</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>SALARIES</td>
<td>0</td>
<td>20190</td>
<td>20190</td>
</tr>
<tr>
<td>WAGES</td>
<td>0</td>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td>OVER TIME ALLOWANCE</td>
<td>0</td>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td>MEDICAL TREATMENT</td>
<td>0</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td>DOMESTIC TRAVEL EXPENSES</td>
<td>0</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td>FOREIGN TRAVEL EXPENSES</td>
<td>0</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>OFFICE EXPENSES</td>
<td>0</td>
<td>3000</td>
<td>3000</td>
</tr>
<tr>
<td>PUBLICATION</td>
<td>0</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>MINOR WORKS</td>
<td>0</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td>PROFESSIONAL SERVICES</td>
<td>0</td>
<td>300</td>
<td>300</td>
</tr>
<tr>
<td>TOTAL</td>
<td>0</td>
<td>25690</td>
<td>25690</td>
</tr>
</tbody>
</table>
RESERVATION IN THE CENTRAL GOVERNMENT SERVICES

Mandate

Policy matters regarding Reservation in Services in Central Government for the following:

- Scheduled Castes, Scheduled Tribes & Other Backward Classes;
- Persons with Disabilities;
- Ex-servicemen.

4.0 The Government has taken several steps for the upliftment and welfare of the Scheduled Castes, the Scheduled Tribes, the Other Backward Classes and the Persons with Disabilities. One such step is to give them reservation in services. The ex-servicemen also get reservation in services.

RESERVATION FOR SCs, STs AND OBCs:

4.1 Clause (4) of Article 16 of the Constitution of India enables the State to make provision for reservation of appointments or posts in favour of any backward class of citizens which, in the opinion of the State, is not adequately represented in the services under the State. Clause (4A) of the same Article enables the State to provide reservation for the members of the Scheduled Castes and Scheduled Tribes in the matter of promotion. Article 335 provides that the claims of the members of the Scheduled Castes and the Scheduled Tribes shall be taken into consideration, consistently with the maintenance of efficiency of administration, in the making of appointments to services and posts in connection with the affairs of the Union or of a State. 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.

4.2 In consonance with the powers given by the Constitution, the Government had 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). Such members of Other Backward Classes who fall in creamy layer, however, do not get the benefit of reservation. The income limit
for determining the Creamy Layer status amongst the OBCs to exclude the socially advanced persons/sections has been revised from Rs.4.5 lakh to 6.0 lakh per annum vide OM No.36033/1/2013-Estt.(Res.) dated 27.05.2013, which was given effect from 16th May, 2013.

4.3 Reservation to SCs, STs and OBCs, in case of direct recruitment, is available in all groups of posts. When direct recruitment is made on all India basis by open competition, reservation for SCs, STs and OBCs is respectively 15%, 7.5% and 27%; and 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 is fixed keeping in view their proportion in the population of the State/UT and that it is not more than 27% and total reservation for SCs, STs and OBCs does not exceed the limit of 50%.

4.4 The Government had carved out a sub-quota of 4.5 per cent for minority communities from within the 27% reservation for OBCs vide Department of Personnel and Training’s OM No. 41018/2/2011-Estt.(Res.) dated 22.12.2011. However, the Hon’ble High Court of Andhra Pradesh quashed the same order. An SLP has been filed by Union of India in the Hon’ble Supreme Court against the decision of the High Court of Andhra Pradesh and the matter is sub-judice.

4.5 Reservation in promotion by non-selection method is available to SCs and STs in all groups of services at the rate of 15% and 7.5% respectively. In case of promotion by selection method, SCs and STs get the benefit of reservation upto the lowest rung of Group ‘A’ and quantum of reservation for them in such case is the same as in the case of promotion by non-selection. However, no reservation is given in the matter of promotion to the grades of posts or services in which the element of direct recruitment, if any, exceeds 75 percent. There is no reservation for OBCs in the matter of promotion.

4.6 In promotion by selection to posts within Group ‘A’ which carry a Grade pay of Rs.8700/- or less (in revised pay scale), 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.

4.7 Various relaxations and concessions are given to SC and ST candidates so as to improve their representation in services. For example they get relaxation in the upper age limit, unlimited number of chances within the relaxed age limit prescribed for appearing in the competitive examinations, exemption 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, relaxation in number of chances up to 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 general ban on de-reservation of vacancies in case of direct recruitment.

4.8 Provision of reservation has, over the period, helped in increasing the representation of SCs and STs in services of the Government of India as is evident from the fact that they were only 13.17% SCs and 2.25% STs in services as on 1st January, 1965. As per latest available information received from 64 Ministries/Departments their representation as on 1.1.2012 has now increased to about 17.30% and 7.59%, respectively whereas the representation of OBCs in services of the Central Government is about 17.31%. Similarly, the representation of SCs and STs in Group A service has increased to a great extent during last forty seven years. While representation of SCs in Group ‘A’ services in 1965 was 1.64% only, it is about 12.06% as on 1.1.2012. Likewise, the representation of STs in Group ‘A’ services has increased from 0.27% in 1965 to about 5.08%. Representation of OBCs in services, as per information received from various Ministries/Departments is still quite low because reservation for them started only in 1993. Further, the information about OBCs does not include such members of Other Backward Communities who were appointed prior to introduction of reservation for them or who fall within the creamy layer. It is, however, expected that their representation in services would increase in due course of time.

4.9 In a step towards e-governance, this Department has launched an URL (rrcps.nic.in) for on-line collection of Annual Data in respect of representation of SCs, STs, OBCs and Persons with Disabilities in posts and services of the Government of India. All the Ministries/Departments have been requested to fill up the data as on 1.1.2012 and onwards. The process is new and in nascent stage. Workshops were organised to acquaint the Ministries/Department with the process of filling up of on-line data. As the nodal Ministries/Departments have to create further login for collection of data from their field organisations/offices, therefore, the progress would require time to complete the entire process for the first year. So far, data with regard to representation of SCs, STs and OBCs in Central Government services as on 1.1.2013 as received from 64 Ministries/Departments are as below:-

<table>
<thead>
<tr>
<th>Group</th>
<th>Total Employees</th>
<th>SC</th>
<th>ST</th>
<th>OBC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No.</td>
<td>%</td>
<td>No.</td>
<td>%</td>
</tr>
<tr>
<td>A</td>
<td>65414</td>
<td>7890</td>
<td>12.06</td>
<td>3324</td>
</tr>
<tr>
<td>B</td>
<td>141305</td>
<td>22233</td>
<td>15.73</td>
<td>8475</td>
</tr>
<tr>
<td>C</td>
<td>2423194</td>
<td>424949</td>
<td>17.53</td>
<td>187898</td>
</tr>
<tr>
<td>Total</td>
<td>2629913</td>
<td>455072</td>
<td>17.30</td>
<td>199697</td>
</tr>
</tbody>
</table>

(Source: rrcps.nic.in)
4.10 Most of the vacancies reserved for SCs, STs and 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. Number of vacancies reserved in Indian Administrative Service, Indian Foreign Service and Indian Police Service for the year of Examination, 2012 and vacancies filled up are given in the following statement:-

<table>
<thead>
<tr>
<th>Service(s)</th>
<th>Unreserved</th>
<th>Scheduled Castes</th>
<th>Scheduled Tribes</th>
<th>Other Backward Classes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Vacancies earmarked/unreserved</td>
<td>Service allocated as unreserved</td>
<td>Vacancies earmarked/reserved for SCs</td>
<td>Service allocated to SCs</td>
</tr>
<tr>
<td>I.A.S</td>
<td>94</td>
<td>94</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>I.F.S.</td>
<td>16</td>
<td>16</td>
<td>05</td>
<td>05</td>
</tr>
<tr>
<td>I.P.S.</td>
<td>75</td>
<td>74</td>
<td>23</td>
<td>23</td>
</tr>
</tbody>
</table>

(Source: AIS Division, DoPT)

4.11 Quantum of reservation for the SCs, STs and OBCs in any grade/cadre is determined on the basis of number of posts in the grade/cadre. However, in small cadres having less than 14 posts, where it is not possible to give reservation to all the three categories on the basis of this principle, reservation is provided by rotation by way of L-Shaped 14-Point rosters prescribed by Department of Personnel and Training Office Memorandum No.36012/2/96-Estt.(Res.) dated 2.7.1997. While determining reservation, it is ensured that total number of reserved posts for SCs, STs and OBCs in any cadre does not exceed 50% of the total number of posts in the cadre. At the same time, total number of vacancies earmarked reserved in a year in any cadre should not be more than 50% of the total vacancies of the year. However, the backlog reserved vacancies are treated as a separate and distinct group, on which limit of 50% does not apply.

4.12 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,
Scheduled Tribes and Persons with Disabilities. 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.

4.13 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.

4.14 Instructions exist to the effect that a clause providing for reservation should be included in terms and conditions while giving grant to the voluntary agencies employing more than 20 persons on regular basis and meeting at least 50 per cent of their recurring expenditure from grants-in-aid from Central Government.

4.15 In order to protect the interests of SC/ST/OBC communities and to ensure that the posts reserved for them are filled up only by candidates belonging to these categories, it has been decided that where sufficient number of candidates belonging to these categories are not available to fill up the vacancies reserved in direct recruitment for them, the vacancies would not be filled. These unfilled vacancies become backlog reserved vacancies for the subsequent recruitment year. This Department has been launching Special Recruitment Drives to fulfill the backlog vacancies reserved for SCs and STs from time to time and more than 60,000 backlog vacancies were filled by way the Drive launched in 2004.

4.16 The last Special Recruitment Drive launched in November, 2008 to fill up the backlog reserved vacancies of SCs, STs and OBCs concluded on 31.3.2012. As per information received from the Ministries/Departments, there were a total of 75,522 backlog reserved vacancies as on 1st November, 2008 of which 64,175 vacancies could be filled up and out of which 48,034 were filled up by the end of March, 2012. This Department is monitoring the progress of filling up of backlog reserved vacancies by various Ministries/Departments.

4.17 Instructions have been issued on 13th February, 2014 that wherever a Selection Committee/Board exists or has to be constituted for making recruitment to 10 or more vacancies in any level of posts or services, it shall be mandatory to have one member belonging to SC/ST, one member belonging to OBC and one member belonging to Minority Community in such Committees/Boards. Further, one of the members of the Selection Committee/Board, 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 may 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 Class Officer and the Minority Community officer and a lady officer, for inclusion in such Committees/Boards.

RESERVATION FOR PERSONS WITH DISABILITIES

4.18 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.

4.19 The PWD Act came 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. In the light of the Hon’ble Supreme Court judgment dated 8.10.2013 in the matter of Union of India & Anr. v/s. National Federation of Blind & Ors., instructions have been issued vide OM No. 36012/24/2009-Estt.(Res.) dated 3.12.2013 that reservation for persons with disabilities in Group A or Group B posts shall be computed on the basis of total number of vacancies occurring in direct recruitment quota in all the Group A posts or Group B posts respectively, in the cadre.

4.20 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 posts in which element of direct recruitment, if any, does not exceed 75%. 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.

4.21 Various concessions are given to persons with disabilities like upper age limit for persons with disabilities is 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 is given to them 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. A separate Guidelines for providing certain facilities in respect of persons with disabilities who are already employed in Government for efficient discharge of their duties was issued on 31.3.2014 and is available in the public domain of the Department, namely, persmin.nic.in>DOPT>OMs & Orders>Persons with Disabilities.
4.22 As per available data, representation of persons with disabilities in the Central Government services is as below:

<table>
<thead>
<tr>
<th>GROUP</th>
<th>Number of Persons with Disabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>VH</td>
</tr>
<tr>
<td>A</td>
<td>24</td>
</tr>
<tr>
<td>B</td>
<td>68</td>
</tr>
<tr>
<td>C</td>
<td>1299</td>
</tr>
<tr>
<td>D</td>
<td>320</td>
</tr>
<tr>
<td>Total</td>
<td>1711</td>
</tr>
</tbody>
</table>

(Source: Data provided by Ministries/Departments).

4.23 If any vacancy reserved for any category of disability cannot be filled by due to non-availability of a suitable person with that disability or for any other sufficient reason such vacancy shall not be filled and shall be carried forward as a ‘backlog reserved vacancy’ to the subsequent recruitment year. In the subsequent recruitment year, the ‘backlog reserved vacancy’ shall be treated as reserved for the category of disability for which it was kept reserved in the initial year of recruitment. However, if a suitable person with that disability is not available, it may be filled by interchange among the three categories of disabilities. Thus if a vacancy is earmarked reserved for any category of disability and a suitable person with that disability is not available to fill it up in the initial year of recruitment, it becomes a ‘backlog reserved vacancy’ for the first subsequent recruitment year.

4.24 A Special Recruitment Drive was launched to fill up the backlog reserved vacancies for persons with disabilities in November, 2009. As per information received from Ministries / Departments, there were a total of 6003 backlog vacancies of Persons with Disabilities (PwD) in direct recruitment as well as in promotion quota. Out of these 2388 vacancies could be filled up by the end of Drive i.e. 31.03. 2012.

RESERVATION FOR EX-SERVICEMEN

4.25 Reservation for ex-servicemen is 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 upto of the level of Assistant Commandant in paramilitary forces, ten percent of the vacancies in Group ‘C’ posts, and 20% of the vacancies in Group ‘D’ 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 certain provisions regarding relaxation/exemption of educational qualifications for the ex-servicemen. The DG (Resettlement), Ministry of Defence and Department of Ex-servicemen Welfare monitor the implementation of these orders in the Central Government Agencies. A compendium of instructions on reservation for ex-servicemen was issued on 25.2.2014 and is now available in the public domain of this Department namely persmin.gov.in>DOPT>OMs & Orders>Estt. (Reservation)>Ex-Servicemen.

4.26 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. The Scheduled Castes, Scheduled Tribes and Other Backward Classes selected against
the vacancies reserved for PwDs as well as ex-servicemen shall be adjusted against the vacancies reserved for SCs, STs and OBCs, respectively.

SUPREME COURT RECENT JUDGEMENTS IN REGARD TO RESERVATION IN PROMOTION AND REMEDIAL ACTION TAKEN BY THE GOVERNMENT

4.27 The Supreme Court in the case of M. Nagaraj vs. Union of India & others had observed that the State have to collect quantifiable data showing the backwardness of the class and inadequacy of representation in the public employment, keeping in view the maintenance of efficiency of administration, as laid down in Article 335 of the Constitution before providing reservation in promotion. The Hon’ble Supreme Court in the matter of Rajesh Kumar vs. Uttar Pradesh Power Corporation Limited had struck down reservation in promotion in services of the State of UP for the reason that the conditions laid down in M. Nagaraj’s case were not complied with. Earlier also, the Apex Court in the matter of Surajbhan Meena vs. State of Rajasthan had quashed the provision of reservation in promotion in the State of Rajasthan. In order to provide Constitutional safeguards to the people belonging to Scheduled Caste and Scheduled Tribe, it was decided to further amend the Constitution of India to provide impediment free reservation to Scheduled Castes and Scheduled Tribes in promotion. Accordingly, the Government introduced “the Constitution (One Hundred and Seventeen Amendment) Bill, 2012” in the Rajya Sabha on 5.09.2012, which was passed by Rajya Sabha on 17.12.2012 and transmitted to the Lok Sabha for consideration/passing. However, the 117th Constitutional Amendment Bill could not be passed in the last Session of 15th Lok Sabha.
5

CADRE MANAGEMENT

Mandate

5.1 The Services Division is responsible for Cadre Management of All India Services (IAS, IPS and IFS) which includes framing and revising rules and regulations regarding service conditions of the employees, in consultation with the Ministry of Home Affairs and Ministry of Environment and Forests. Matters relating to framing and amendment of recruitment rules, clarification related to rules etc., are examined and processed in this Division. Some of the important issues/initiatives taken during the year include.

5.2 Amendments in AIS Rules

Amendment in the proforma for the health check up under AIS (PAR) Rules, 2007, has been notified on 19.02.2013.

Amendment in AIS (Death-cum-Retirement-Benefits) Rules, 1958 has been notified on 12.07.2013.

Amendment in AIS (Commutation in Pension) Regulations, 1959 has been notified on 20.09.2013.

5.3 Cadre strength of IAS

The authorized cadre strength of the IAS as on 01.01.2013 was 6217 and the number of officers in position was 4737. The corresponding figures are 6270 and 4799 as on 01.01.2014 respectively. The authorized cadre strength and the number of officers in position in different years since 1951 are as given below:

<table>
<thead>
<tr>
<th>Year (As on 1st January)</th>
<th>Authorized cadre strength</th>
<th>Number of officers in position</th>
</tr>
</thead>
<tbody>
<tr>
<td>1951 (At the time of initial constitution of the service)</td>
<td>1232</td>
<td>957 (Including 336 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1961</td>
<td>1862</td>
<td>1722 (Including 215 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1971</td>
<td>3203</td>
<td>2754 (Including 88 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1981</td>
<td>4599</td>
<td>3883</td>
</tr>
<tr>
<td>Year (As on 1st January)</td>
<td>Authorized cadre strength</td>
<td>Number of officers in position</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>1991</td>
<td>5334</td>
<td>4881</td>
</tr>
<tr>
<td>2001</td>
<td>5159</td>
<td>5118</td>
</tr>
<tr>
<td>2002</td>
<td>5159</td>
<td>5051</td>
</tr>
<tr>
<td>2003</td>
<td>5159</td>
<td>4871</td>
</tr>
<tr>
<td>2004</td>
<td>5159</td>
<td>4791</td>
</tr>
<tr>
<td>2005</td>
<td>5261</td>
<td>4788</td>
</tr>
<tr>
<td>2006</td>
<td>5337</td>
<td>4790</td>
</tr>
<tr>
<td>2007</td>
<td>5422</td>
<td>4731</td>
</tr>
<tr>
<td>2008</td>
<td>5460</td>
<td>4761</td>
</tr>
<tr>
<td>2009</td>
<td>5671</td>
<td>4572</td>
</tr>
<tr>
<td>2010</td>
<td>5689</td>
<td>4534</td>
</tr>
<tr>
<td>2011</td>
<td>6077</td>
<td>4456</td>
</tr>
<tr>
<td>2012</td>
<td>6154</td>
<td>4377</td>
</tr>
<tr>
<td>2013</td>
<td>6217</td>
<td>4737</td>
</tr>
<tr>
<td><strong>2014</strong></td>
<td><strong>6270</strong></td>
<td></td>
</tr>
</tbody>
</table>

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

5.5 In the year 2013, notifications have been issued revising the strength and composition of the following cadres participating in the All India Services:

- **Indian Administrative Service**
  1. Gujarat
  2. Kerala

- **Indian Forest Service**
  1. Chhattisgarh

5.6 Consequent on Amendment in the North-Eastern Areas (Reorganization) Act, 1971, the Manipur-Tripura Joint Cadre was bifurcated and separate cadres have been constituted. Accordingly, relevant notifications have been issued, thereby notifying the cadre strength of the IAS, IPS and IFS cadres of Manipur and Tripura separately.

**Commercial Employment**

5.7 As per Rule 26 of the All India Services (Death-Cum-Retirement Benefits) Rules, 1958 a pensioner shall not accept any commercial employment before the expiry of one year from the date of his retirement, except with the previous sanction of the Central Government. During the year 2013, permission of the Central Government was granted to 6 (six)
retired IAS officers for accepting commercial employment (post retirement) under this rule.

Resignation of AIS Officers

5.8 The issue of resignation of AIS officers is governed by Rule 5 of AIS (DCRB) Rules, 1958. Rule 5(1) of AIS (DCRB) Rules, 1958 provides that no retirement benefits may be granted to a person who has been dismissed or removed from the service or who has resigned from service. During the current year i.e. 2013, resignation of 1 (one) IAS officer was accepted by the Central Government.

5.9 In 2013, the Union Public Service Commission conducted the Civil Services Examination 2013 for recruitment to the following 24 services out of which 19 are Group ‘A’ Services and the remaining 5 are Group ‘B’ Services.

i) The Indian Administrative Service.
ii) The Indian Foreign Service.
iii) The Indian Police Service.
iv) The Indian P&T Accounts and Finance Services. Group ‘A’
v) The Indian Audit and Accounts Service, Group ‘A’
vi) Indian Revenue Service (Customs & Central Excise) Gr. ‘A’
vii) The Indian Defence Accounts Service, Group ‘A’

viii) The Indian revenue Service, (I.T) Group ‘A’
xi) The Indian Postal 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” (Gr.III)
xix) The Indian Corporate Law Service, Group ‘A’.
xx) The Armed Forces Headquarters Civil xiv) Service, Group ‘B’ (Section Officer’s Grade).

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

xxii) The Delhi, Andaman and Nicobar Islands, Laskhadweep, Daman & Diu and Dadra & Nagar Haveli Police Service, Group ‘B’

xxiii) Pondicherry Civil Service, Group ‘B’

xxiv) Pondicherry Police Service, Group ‘B’

Data regarding service allocation on the basis of CSE 2012.

5.10 During the year 2013 (Jan 2013 to Dec 2013), 908 candidates out of 998 candidates recommended by UPSC on the basis of Civil Service Examination-2012 (Main List) and service allocation to 74 candidates out of 89 candidates recommended by UPSC on the basis of Civil Service Examination-2011 (Reserve List) have been done.
5.11 It is worthwhile to mention that special effort was made by the AIS Division and the 1st iteration of Service Allocation for 875 candidates was completed and notified on 08.08.2013, i.e. 2 weeks prior to the scheduled date of completion.

**Increase in number of attempts with consequential relaxation of maximum age for CSE**

5.12 The Govt has approved two additional attempts to all categories of candidate w.e.f CSE 2014 with consequential relaxation of maximum age by two years for all categories of candidates on 7th February 2014. This will be implemented w.e.f CSE 2014.

**Review of Appendix-III of Civil Services Examination (CSE) Rules dealing with medical examination**

5.13 Rule 21 of Civil Services Examination (CSE) Rules under which CSE is conducted provide that a candidate must be in good mental and bodily health and free from any physical defect likely to interfere with the discharge of his duties as an officer of the service. Therefore, the candidates qualified in CSE(Mains) Examination are medically examined in designated hospitals in accordance with CSE Medical Rules contained in Appendix III of CSE Rules notified each year.

5.14 In order to reduce delay in finalization of medical reports and consequent delay in service allocation and also with a view to bring systemic improvements in the conduct of medical examination by simplifying the procedure so as to make the same more user friendly both from the point of view of the candidates and the medical board, the appendix-

III after a series of meetings and deliberations undertaken with the Special DGHS, Directorate of Health Services (Directorate General of Health Services) / M/o Health & Family Welfare and Cadre Controlling Authorities (CCAs) have been suitably revised with the approval of the competent authority.

**Rationalization of Physical Requirement and Functional Classification (PR and FC) for service allocation to Physically Handicapped (PH) candidates**

5.15 Service allocation to PH candidates is inter-alia dependent on PR and FC of the services participating in CSE as finalized by respective CCAs in consultation with Ministry of Social Justice and Empowerment. It had experienced that sometimes candidates did not meet PR and FC for the service to which they were entitled to be allocated on the basis of rank and on account of this DOPT had to face great difficulty in allocation of service to such candidates. Therefore, in consultation with various CCAs and M/o SJ&E, DOPT with the approval of competent authority has revised PR and FC for number of services participating in CSE w.e.f. CSE 2014.

**Bifurcation of erstwhile Andhra Pradesh into State of Telengana and the State of residual Andhra Pradesh and distribution of officers belonging to All India Service**

5.16 As per Andhra Pradesh Reorganization Act, 2014 this Department has constituted an Advisory Committee which is mandated for evolving fair, just and transparent criteria for the distribution of AIS officers of the undivided
Andhra Pradesh between the successor states of Telengana and Andhra Pradesh and to physically allocate the officers based on the approved criteria by the appointed day i.e. 2nd June 2014.

Policy for change of cadre of IAS officers appointed against vacancies reserved for PH category

5.17 This Department had been receiving requests from IAS officers appointed against vacancies reserved for physically handicapped candidates for change of their cadre to a preferred cadre including their home cadre on the grounds of hardship. Therefore, in order to mitigate hardship of such officers DOPT with the approval of the Competent Authority has issued separate guidelines on 14.2.2014 for change of cadre of Indian Administrative Service Officers appointed against vacancies reserved for Physically Handicapped (PH) category. According to this Policy an officer may apply for change of cadre to DoPT through his/her parent cadre/LBSNAA as the case may be so as to reach DoPT within three months from the date of notification of the cadre allocation in the official website of the DoPT indicating a minimum of three states, in the immediate proximity / neighbourhood of his/her Home State, to which he/she would like to be transferred, in order of priority. The Government may, on a case to case basis and taking into account [based on the report of a medical board] the extreme hardship faced by such an IAS officer permit his/her transfer to a cadre in the immediate neighbourhood / proximity of his/her Home State. However, no such transfer to the Home State of the officer shall be permitted.

INTER-CADRE DEPUTATION/TRANSFER DURING 2013.

Inter-Cadre deputation

5.18 Inter-cadre deputation is permissible to All India Service officers on completion of their nine years of service and before attaining promotion to super-time scale in his/her own home cadre. Such deputation is considered in view of the personal difficulties of the officers concerned and is permissible for a maximum period of 5 years in the entire service career of the officers and the period at a time thereof normally do not exceed three years.

Inter-cadre Transfer

5.19 Inter-cadre transfer is normally permissible to an All India Service officer on the ground of his/her marriage to another officer of the All India Service. Other grounds for cadre transfer of All India service officers is ‘extreme hardship’ which includes (a) threat to the life of the officer or his immediate family and (b) severe health problems to the officer or his immediate due to the climate or environment of the state to which he is allotted. In the case of lady officers borne on North eastern cadres marries officer borne on another cadre the lady officer is mandatorily transferred to her spouse’s cadre if she so request except her home cadre. All India Service officers belonging to North Eastern cadre may be allowed transfer of cadre to any other cadre in the North East in relaxation of the existing conditions subject to availability of deficit in the insider quota.
Data regarding Inter Cadre Deputation /Deputation

5.20 During the year 2013 (January 2013 to December 2013) ACC approval has been obtained on Inter cadre transfer, Inter cadre deputation, Regularization of overstay and Extension on inter cadre deputation, in the following number of cases:-

<table>
<thead>
<tr>
<th>TYPE OF CASE</th>
<th>NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inter cadre transfer</td>
<td>9</td>
</tr>
<tr>
<td>Inter cadre deputation</td>
<td>10</td>
</tr>
<tr>
<td>Regularization of overstay</td>
<td>4</td>
</tr>
<tr>
<td>Extension on inter cadre deputation</td>
<td>4</td>
</tr>
</tbody>
</table>

Appointment by Promotion/ Selection

5.21 Filling up of the posts in IAS through Appointment by Promotion/ Selection is important to achieve the objective of bridging up the shortage of officers in the service. During 2013, this Department made some concerted efforts to make appointment from SCS/non-SCS category to the IAS. As a first step towards that, out of total 29 cadres/segments, this Department has determined the number of vacancies, unconditionally, for 28 cadres except in respect of the cadre of Rajasthan as the matter is sub-judice. As regards appointment from SCS/ Non-SCS to IAS during the period from 01.04.2013 till date, in all 167 officers have been appointed in various cadres.

Meeting by MOS (PP)/Secretary (P) with Principal Secretaries of General Administration /Personnel Department of the State Governments.

5.22 A mechanism for holding biennial meetings with Principal Secretaries of General Administration /Personnel Department of the State Governments for on the spot consultation on the issues of mutual concern has been developed for past a few years. Last such meeting was held on 27.9.2013 in CSOI, New Delhi.

5.23 Meeting was inter-alia attended by the representatives of 23 States and 3 Union Territories wherein mainly the issues relating to Cadre Review, Stability of tenure, unauthorised absence, courtesy of Public representatives, promotion of SCS officers to IAS. Induction training of promotee IAS officers, Inter Cadre Deputation/ Change of Cadre, Vigilance issues, CBI related issues, e-filing of APARs, training related issues etc was discussed.

ISO 9001:2008 certification of Service Allocation on the basis of Civil Services Examination.

5.24 Service Allocation on the basis of Civil Services Examination was identified by the Department for ISO 9001:2008 certification. M/s Bureau Veritas was appointed as Certifying Body. After successful conduct of audit of service allocation process at the instance of the certifying body service allocation process employed in AIS Division has been recommended on 31.3.2014 for ISO 9001:2001 Certificate.

IAS Regulation of Seniority

5.25 During 2013, seniority/year of allotment of pertaining to 25 cadres/States on receipt of proposal from them, have been determined, and orders have been issued.

Digitization of dossiers and medical reports

5.26 In order to preserve for longer period and facilitate quick retrieval, dossiers of IAS
officers have been got digitized up to CSE 2012. Towards next step DOPT is taking action to get reports of central standing medical boards and appellate medical boards in respect of qualified candidates in CSE (Mains) digitized.

Service profiles of IAS officers

5.27 In order to develop better understanding and awareness about IAS amongst prospective candidates, DOPT has developed detailed service profiles of IAS and posted on Departments website. Also a copy of the same has been sent to each of the cadre controlling authorities for developing service profile in respect of services under their domain and putting on their website with hyperlink to DOPT’s website.

Cadre Review of Group ‘A’ Services

5.28 Periodical cadre reviews play a key role in an effective and proper cadre management. Such reviews provide an opportunity to the services to reassess and realign themselves to the emerging challenges in public service delivery. The reviews also help maintain a healthy balance between the functional requirements of an organisation and legitimate career aspirations of its officers. In terms of the extant guidelines, the ideal periodicity of cadre review is once every five years.

5.29 Cadre Review Division is mandated to facilitate the review of 59 existing Central Group ‘A’ Services. The cadre review proposals are scrutinised in this Division keeping in view the broad factors like functional requirements, cadre structure, career progression, stagnation at various levels, financial implications, measures for saving, organisational proficiency etc. The proposals are then referred to the Department of Expenditure for financial concurrence and placed before the Cadre Review Committee headed by Cabinet Secretary for its approval. The Division also renders advice to the Cadre Controlling Authorities for better cadre management. The Division also acts as the Secretariat for Cadre Review Committee constituted for review of individual service/cadre. The procedure for Cadre Review has been streamlined and in order to complete expeditious examination of the proposal, the Cadre Review Division prepares Note and presentation for the Cadre Review Committee. Keeping in view the importance of Cadre Review on career progression of the employees of the services, the Cadre Review Division has been strengthened by providing additional manpower by creating one additional post of Section Officer and also by providing one Under Secretary to the Section.

5.30 There are 59 Central Group ‘A’ Services, out of which 48 services were due for review in the beginning of the year 2013. Out of these, the cadre review proposals of Indian Trade Service, Central Water Engineering Service, Indian Ordnance Factory Service, Indian P&T Account and Finance Service, Indian P&T Building Works Service, Indian Statistical Service and Indian Information Service are at various stages of consideration. The proposals of Central Power Engineering Services, Indian Naval Material Management Services and Indian Civil Accounts Services have been considered by the Cadre Review Committee and the proposal has to be placed before the Cabinet. The proposals of Indian Revenue Service, Indian Customs & Central Excise Service, Indian Defence Service of Engineers (IDSE), Indian Radio Regulatory Service, Indian Cost Account Service and
Central Labour Service have been approved by the Cabinet since publication of last report. In addition, one proposal to constitute Organized Group ‘A’ Engineering Service namely, Indian Radio Regulatory Service has been finally approved by the Cabinet and another proposal to constitute Organized Group ‘A’ Engineering Service of Indian Naval Material Management Service is under active consideration.

5.31 A meeting of Cadre Controlling Authorities was held on 30th December, 2013 wherein various issues related to Cadre Review of Central Group ‘A’ Services were discussed. The main issues were delay in Cadre Review, high level of vacancies and irregular recruitment. The Cadre Controlling Authorities were requested to avoid delay in cadre review.

5.32 On the basis of the information provided by the Cadre Authorities, the Cadre Review Division also compiles and analyses statistical information of all the Central Group ‘A’ Services. The data as on July 1, 2013 has already been compiled and uploaded on the Website of the DoPT for easy access.

5.33 The Division has also issued guidelines vide O.M. No. I-11019/2/2013-CRD dated 11th February, 2013 on provision of reserve posts in Organized Group ‘A’ service.

CENTRAL SECRETARIAT SERVICE (CSS)

Mandate

5.34 CS-I Division is entrusted with the work of cadre management of the Central Secretariat Service (CSS) comprising the grades, starting from entry grade, of Assistant, Section Officer, Grade–I (Under Secretary), Selection Grade (Deputy Secretary) and Senior Selection Grade (Director) which includes, inter alia, policy making, framing rules and regulations and managing the human resources.

5.35 Cadre management of the grades of Under Secretary and above of CSS is centrally administered in the CS-I Division and that of the grades of Assistant and Section Officer are partly centralized. Functions such as conduct of DPC for promotions, cadre clearance for deputations etc. are carried out by respective Ministries/Departments (also known as cadre units) and other functions including issuing of zone of consideration for promotions, calculation of vacancies, maintenance of reservation roster etc. are done centrally by the CS.I Division.

5.36 The details of the grades comprising CSS are as under:-

<table>
<thead>
<tr>
<th>Grade</th>
<th>Classification</th>
<th>Pay Scales (Rs.)</th>
<th>Grade (Pay Band)</th>
<th>Sanctioned Strength post restructuring of 2010 as on 31 Mar 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Selection Grade (Director)</td>
<td>Group ‘A’ (Gazetted)</td>
<td>37400-67000 (PB-IV)</td>
<td>8700</td>
<td>600*</td>
</tr>
<tr>
<td>Selection Grade (Deputy Secretary)</td>
<td>Group ‘A’ (Gazetted)</td>
<td>15600-39100 (PB-III)</td>
<td>7600</td>
<td></td>
</tr>
<tr>
<td>Grade</td>
<td>Classification</td>
<td>Pay Scales (Rs.)</td>
<td>Grade (Pay Band)</td>
<td>Sanctioned Strength post restructuring of 2010 as on 31 Mar 2014</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------</td>
<td>------------------------</td>
<td>------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Grade-I (Under Secretary)</td>
<td>Group ‘A’ (Gazetted)</td>
<td>15600-39100 (PB-III)</td>
<td>6600</td>
<td>1539**</td>
</tr>
<tr>
<td>Section Officer’s Grade – (After 4 years service)</td>
<td>Group ‘B’ (Gazetted)</td>
<td>15600-39100 (PB-III)</td>
<td>5400</td>
<td>3129**</td>
</tr>
<tr>
<td>Section Officer’s Grade – (Entry Grade for 4 years)</td>
<td>9300-34800 (PB-II)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assistant’s Grade</td>
<td>Group ‘B’ (Non-Gazetted)</td>
<td>9300-34800 (PB-II)</td>
<td>4600</td>
<td>6598 #</td>
</tr>
</tbody>
</table>

* The combined strength of Deputy Secretary/Director has been fixed at 600 with inter se flexibility subject to a ceiling of 40 Joint Secretary (in-situ) and 220 Directors. CSS officers empanelled as Joint Secretaries will be given in situ promotion as Joint Secretary in SAG grade at their current places of posting till they are placed under the Central Staffing Scheme, with such in-situ promotions restricted to 40 in number.

** Includes posts encadred in CSS

# Includes posts encadred in CSS and 1467 posts approved for upgradation by Cabinet on 8.7.2010.

**Major developments during the year**

5.37 Promotions/appointments

5.37.1 Joint Secretary (in-situ): Orders of appointment of Joint Secretary (in-situ) in respect of CSS officers were issued.

5.37.2 Deputy Secretary: Due to an ongoing litigation, no regular promotions to the Selection Grade (Deputy Secretary) could be made. Pending regular promotion, ad-hoc promotions of 83 officers were made to the grade to fill up the vacancies for smooth cadre management.

5.37.3 Under Secretary: Under Secretary Select List 2011 was issued on 23 September, 2013 promoting 389 officers on regular basis. In addition, 304 officers were promoted to the grade of Under Secretary on ad-hoc basis with a view to fill up the vacancies pending regular promotion.

5.37.4 Section Officer: On the basis of the results of the Combined Limited Departmental Competitive Examination for Section Officer Grade for 2009, 2010 & 2011, 874 SOs were allocated to various cadre units. Zones for regular promotion to the grade of Section Officer for the years 2009, 2010 & 2011 were issued in September, 2013 covering 316, 268 and 329 officials respectively. To meet the immediate shortage of Section Officers, zone for ad-hoc promotion of 315 Assistants to the grade of Section Officer was issued in December, 2013.

5.37.5 Assistants’ Grade: Majority of the vacancies (75%) in this grade are filled by direct recruitment through Combined Graduate Level Examination (CGLE) conducted by the Staff Selection Commission (SSC). On the basis of CGLE 2012, 505 direct recruit Assistants were allocated to various cadre units participating in CSS as on 31st March.
2014. After reconciliation of the vacancies in the grade of Assistant, a requisition was sent to SSC for filling of 1267 vacancies in the grade by direct recruitment through CGLE 2013.

**CSS Rules/Regulations**

5.38 The long pending issue of notification of regulations for preparation of Select Lists of Section Officer Grade and Assistant Grade could be settled and the regulations were notified in July, 2013 paving the way for bringing out the pending Select Lists of 2009 and afterwards in the grades of Section Officer and Assistant.

**Encadrement of posts in CSS**

5.39 Newly created posts in the Ministries/Departments are encadred in relevant grades of CSS as per laid down policy, thus raising the strength of each grade in CSS. On the basis of proposals received from the Ministries/Departments, 255 newly created posts were encadred in CSS/CSSS.

**Common Seniority List of CSS**

5.40 Common Seniority Lists of Section Officers for the years 2005-07 were finalized & issued. Draft Common Seniority List of Section Officers for the year 2008 was circulated. Draft Seniority Lists of Assitants for the years 2004-2008 were circulated.

**Annual Property Returns of CSS Officers**

5.41 Immovable Property Returns of CSS officers of Under Secretary and above levels are being maintained in CS-I Division. For the Year 2013-2014, 497 officers yet to submit their IPR.

**Annual Performance Appraisal Report of CSS officers**

5.42 CS-I Division is entrusted with the task of maintenance and upkeep of the ACRs/APARs of the CSS officers of the level of Under Secretary and above. To facilitate data management, the APAR details of the officers are maintained in MS Access software. The position regarding availability and completion of APARs of the officers are being uploaded in DOP&T website regularly and also being monitored through online monitoring system. The task of digitalization and computerization of all the APARs is also being undertaken.

**Web based cadre management of CSS**

5.43 A web-based cadre management system has been developed for effective and efficient cadre management of CSS to replace the current manual functioning of CS Division, which will facilitate timely and better quality of decision making for activities such as placements, training, promotions etc. The system has become functional and numbers of cadre management activities are being done online. As and when any shortcomings come into notice the same has been corrected/improved.

**5.44 Cadre Training Plan for CSS**

5.44.1 A comprehensive Cadre Training Plan (CTP) is in place for CSS officers. ISTM, the nodal agency for training of CSS officers, has been entrusted with the job of conducting training programmes for all levels
of CSS officers including foundational training for Direct Recruit Assistants. The training programmes are mandatory in nature and linked with the next promotion of the officers.

5.44.2 During the year 2013-14, ISTM has so far conducted 26 training programmes under the CSS-CTP. The table below gives the level-wise details:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Training Programme</th>
<th>Eligible officers</th>
<th>Duration</th>
<th>Number of training courses held</th>
<th>Officers nominated during the year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Assistant DR</td>
<td>Direct Recruit Assistants on joining</td>
<td>12 weeks</td>
<td>4</td>
<td>421</td>
</tr>
<tr>
<td>2</td>
<td>Level A</td>
<td>UDCs</td>
<td>4 weeks</td>
<td>6</td>
<td>282</td>
</tr>
<tr>
<td>3</td>
<td>Level B</td>
<td>Assistants</td>
<td>5 weeks</td>
<td>5</td>
<td>297</td>
</tr>
<tr>
<td>4</td>
<td>Level D</td>
<td>Section Officers</td>
<td>8 weeks</td>
<td>7</td>
<td>425</td>
</tr>
<tr>
<td>5</td>
<td>Level E</td>
<td>Under Secretaries</td>
<td>6 weeks</td>
<td>4</td>
<td>199</td>
</tr>
</tbody>
</table>

5.44.3 The Monitoring Group under the Chairmanship of Joint Secretary (AT&A) closely monitors and reviews the Training Programmes and, if necessary, revisions in design and training needs, on the basis of feedback received from various quarters, are being carried out for enhancing the effectiveness of the training as envisaged in the CTP.

Cadre Review of CSS:

5.45 Two cadre reviews have so far been undertaken in CSS in 2003 and 2010. In pursuance of the decisions taken in the last cadre review, a committee for undertaking the next (third) Cadre Review of CSS was constituted in April, 2013. The report of the cadre restructuring committee was examined and a proposal for creation of posts was sent to PMO with the approval of MOS (PP). PMO has desired that the proposal be re-submitted with the approval of Ministry of Finance. The proposal is under examination in consultation with IFD. It will be forwarded to MOF once approved by IFD. The other recommendations of the cadre restructuring committee will be examined and decisions taken separately.

5.46 MANDATE OF CS-II DIVISION

<table>
<thead>
<tr>
<th>Matters pertaining to Central Secretariat Stenographers’ Service (CSSS) including:</th>
<th>General policy and framing and interpretation of CSSS Rules.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Open competitive /departmental examinations, recruitment and allocation of candidates to different grades of CSSS.</td>
</tr>
<tr>
<td></td>
<td>Advice to Cadre Authorities on individual cases of promotion, confirmation, seniority and other related service matters.</td>
</tr>
<tr>
<td></td>
<td>Preparation of panels of Senior Principal Private Secretary (Sr. PPS) and Principal Private Secretary (PPS) of CSSS.</td>
</tr>
<tr>
<td></td>
<td>Cadre clearance in respect of PPS, Sr. PPS and Principal Staff Officer (PSO) of CSSS.</td>
</tr>
</tbody>
</table>
Fixation of Zones of promotions for various grades in CSSS.
Allocation and transfers of personnel to other cadres under the zoning schemes and inter cadre transfers.
Policy regarding training courses for Stenographers of CSSS on various subjects.
Matters relating to compassionate appointment in Steno Grade ‘D’ of CSSS.

General policy and framing and interpretation of CSCS Rules.
Open competitive / departmental examinations, recruitment and allocation of candidates to different grades of CSCS.
Advice to Cadre Authorities on individual cases of promotion, confirmation, seniority and other related service matters.
Fixation of Zones of promotions for various grades in CSCS/ CSS (UDC/Asstt.).
Allocation and transfers of personnel to other cadres under the zoning schemes and intercadre transfers.
Policy regarding training courses for LDCs of CSCS.
Matters relating to appointment of Group ‘D’ Employees in the LDC Grade of CSCS.

**CENTRAL SECRETARIAT STENOGRAPHERS’ SERVICE (CSSS)**

5.47 The Central Secretariat Stenographers' Service (CSSS) is one of the three services in the Central Secretariat. CS-II Division is the cadre controlling authority in respect of the CSSS which comprises the following grades:-

<table>
<thead>
<tr>
<th>Grade</th>
<th>Classification</th>
<th>Pay Scales (Rs.)</th>
<th>Grade (Pay Band) (Rs.)</th>
<th>Sanctioned Strength including encadrement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Staff Officer (PSO)</td>
<td>Group ‘A’ (Gazetted)</td>
<td>37400-67000</td>
<td>8700</td>
<td>141</td>
</tr>
<tr>
<td>Senior Principal Private Secretary (Sr. PPS)</td>
<td>Group ‘A’ (Gazetted)</td>
<td>15600-39100</td>
<td>7600</td>
<td></td>
</tr>
<tr>
<td>Principal Private Secretary (PPS)</td>
<td>Group ‘A’ (Gazetted)</td>
<td>15600-39100</td>
<td>6600</td>
<td>776</td>
</tr>
<tr>
<td>Private Secretary (PS) (after 4 years service)</td>
<td>Group ‘B’ (Gazetted)</td>
<td>15600-39100</td>
<td>5400</td>
<td>2053</td>
</tr>
<tr>
<td>Private Secretary (PS) (entry grade for 4 years)</td>
<td>Group ‘B’ (Gazetted)</td>
<td>9300-34800</td>
<td>4800</td>
<td></td>
</tr>
<tr>
<td>Personal Assistant (PA)</td>
<td>Group ‘B’ (Non-Gazetted)</td>
<td>9300-34800</td>
<td>4600</td>
<td>2583</td>
</tr>
<tr>
<td>Stenographer Grade ‘D’</td>
<td>Group ‘C’ (Non-Gazetted)</td>
<td>5200-20200</td>
<td>2400</td>
<td>1302</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>6855</strong></td>
</tr>
</tbody>
</table>
5.48.1 Consequent upon the cadre review, sanctioned strength of CSSS was revised w.e.f. 20/01/2011. However, the cadre strength is subject to change in view of the further encadrement in various grades.

5.48.2 The grades of PSO, Sr.PPS and PPS are centrally administered by Department of Personnel & Training and all matters relating to cadre management to these grades are directly dealt with by CS-II Division of the Department.

5.48.3 The other three grades viz. PS, PA & Steno Grade D are decentralized into 42 cadre units. This Division coordinates the process of filling up the vacancies in these grades. Accordingly, as provided in CSSS Rules, 2010 and CSSS Regulations, 2010, the CS-II Division prescribes the zone of promotion in respect of vacancies to be filled up through seniority quota on the basis of seniority-cum-fitness. In respect of vacancies to be filled up through direct recruitment in Stenographers Grade ‘D’ as well as Limited Departmental Competitive examinations in the grades of PSs and PAs, the vacancies are reported by this Division to the recruiting agency, namely, Union Public Service Commission (UPSC) & Staff Selection Commission (SSC).

ACHIEVEMENTS DURING THE PERIOD

5.49 During the year under report, several panels were prepared and issued in all grades of CSSS, including backlog panels. The grade wise details of the panels are as follows:

i) **Principal Staff Officer:** Select List for the year 2013 for Principal Staff Officers (PSO) Grade of CSSS was issued on 26.06.2013 and all the eligible Sr. PPSs were promoted as PSO.

ii) **Senior Principal Private Secretary:** Select list of Sr.PPS of CSSS for the year 2013 was issued on 16.07.2013 and all the eligible PPSs were promoted as Sr.PPS.

iii) **Principal Private Secretary:** Select list of PPS of CSSS for the Year 2012 was issued on 30.08.2013.

iv) **Private Secretary:** Select List of PS grade of CSSS for the years 2009, 2010 and 2011 under LDCE quota incorporating 144 PSs has been issued on 22.08.2013. Select List for the Year 2011 under seniority quota has also been issued on 10.09.2013 & 09.01.2014. Range of Seniority of PS grade for the year 2012 has been issued on 31.12.2013.

v) **Personal Assistants (PA):** Select List of PA grade of CSSS for the year 2011 under seniority quota has been issued on 30.09.2013 & 31.01.2014. Successful candidates of PA Grade LDCE for 2011 were nominated to various cadre units vide OM dated 08.11.2013.

vi) **Stenographers Grade ‘D’:** 309 successful candidates of the Stenographers Grade ‘C’ & ‘D’ Examination, 2012 conducted by the SSC were nominated as Stenographers Grade ‘D’ amongst 42 cadre units of CSSS during the year.

Cadre Training Plan for the year 2013-14:

5.50 Cadre Training Plan for CSSS was re-evaluated and Training modules were finalised for skill development in respect of various grades of CSSS. Details with respect
to the nominations made in respect of various grades of CSSS are as under:

(As on 31.3.2014)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Training Programme</th>
<th>Duration</th>
<th>No. of trainings conducted</th>
<th>Eligible officials</th>
<th>No. of officials nominated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Induction training</td>
<td>6 weeks</td>
<td>6</td>
<td>Stenographer Grade ‘D’</td>
<td>385</td>
</tr>
<tr>
<td>2</td>
<td>Level- I</td>
<td>3 weeks</td>
<td>3</td>
<td>Steno D with 7 yrs service</td>
<td>152</td>
</tr>
<tr>
<td>3</td>
<td>Level- II</td>
<td>2 weeks</td>
<td>6</td>
<td>PAs with 3 yrs service</td>
<td>250</td>
</tr>
<tr>
<td>4</td>
<td>Level- III</td>
<td>3 weeks</td>
<td>6</td>
<td>PSs with 4 yrs service</td>
<td>270</td>
</tr>
<tr>
<td>5</td>
<td>Level- IV</td>
<td>3 weeks</td>
<td>2</td>
<td>PPSs with 4 yrs service</td>
<td>90</td>
</tr>
<tr>
<td>6</td>
<td>Refresher training</td>
<td>2 weeks</td>
<td>1</td>
<td>Sr.PPS and PSO</td>
<td>44</td>
</tr>
</tbody>
</table>

Assistant Grade: Zones in the Assistant grade for the year 2009, 2010 and 2011 were issued.

Upper Division Clerk: The successful candidates of Limited Departmental Competitive Examination for UDC grade for the years 2010, 2011 and 2012 were nominated to participating Ministries/Departments.

Lower Division Clerk: The successful candidates of Limited Departmental Competitive Examination for LDC grade for the years 2012 were nominated to participating Ministries/Departments.

Training for CSCS personnel: Module for training of LDCs of CSCS was prepared in consultation with ISTM. Fifteen Cadre Units were requested to conduct the said training for the LDCs. Seven cadres have since reported that the requisite training has been imparted. This process is expected to enhance the capacity of LDCs in a big way.

**CENTRAL SECRETARIAT CLERICAL SERVICE (CSCS)**

5.51 Central Secretariat Clerical Service (CSCS) is one of the three services in the Central Secretariat. CS-II Division is the cadre controlling authority in respect of the service.

5.52 CSCS comprises the following grades:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Classification</th>
<th>Pay Scales (Rs.)</th>
<th>Grade (Pay Band) (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upper Division Clerk (UDC)</td>
<td>Group ‘C’ (Non-Gazetted)</td>
<td>5200-20200 (PB-I)</td>
<td>2400</td>
</tr>
<tr>
<td>Lower Division Clerk (LDC)</td>
<td>Group ‘C’ (Non-Gazetted)</td>
<td>5200-20200 (PB-I)</td>
<td>1900</td>
</tr>
</tbody>
</table>

5.53 Central Secretariat Clerical Service (CSCS) is decentralized into 42 cadre units. This Division coordinates the process of filling up the vacancies in the grade of UDC as reported by the cadre units. Accordingly, as provided in CSCS Rules and extant instructions, CS-II Division prescribes the zone of promotion in respect of vacancies to be filled up in UDC grade through seniority quota on the basis of seniority-cum-fitness. In respect of vacancies to be filled up through Limited Departmental Competitive Examination, the
vacancies are reported, after collecting the same from participating Ministries/Department, to the recruiting agency namely, Staff Selection Commission (SSC). In addition, CS-II Division also prescribes the range of seniority for promotion under Seniority Quota to the Assistant Grade of CSS.

**STATE REORGANISATION DIVISION**

**Introduction**

5.54 The State Reorganisation Acts enacted by the Parliament in the year 2000 for Reorganisation of UP, MP and Bihar solely authorizes the Central Government to allocate the employees of the Reorganised States between the successor State of UP/Uttarakhand, MP/Chhattisgarh and Bihar/Jharkhand.

5.55 The State Reorganisation(SR) Division in the Department of Personnel & Training is entrusted with the task of allocation of the State Governments’ employees (other than All India Services) between the successor States.

5.56 The Strength of employees/vacancies existing as on the “Appointed Day” is the basis of allocation of posts between the Successor States. The appointed days for Uttar Pradesh, Madhya Pradesh and Bihar were 09.11.2000, 01.11.2000 and 15.11.2000 respectively.

**Criteria for allocation**

5.57 To maintain the balance of the cadres, the State Government employees of each and every cadre are allocated between the successor State first by ‘Option’ followed by ‘Domicile’ (Home District) and lastly by including junior most personnel in the reverse order of their seniority. However, special consideration in allocation has been given to women employees, class-IV employees, Handicapped Persons, Employees with certain Medical conditions, SC/ST personnel where the employees are allocated as per their options. Where both spouses are in Government employment, they are allocated to one successor State as per their option as far as possible. These are exceptions to the regular guidelines and are considered as special cases.

5.58 As per provision of the Reorganisation Acts, State Advisory Committees were constituted by the Central Government to assist it in finalizing allocation of the employees between the successor States. To facilitate allocation, certain guidelines and procedures were laid down to be followed by the State Advisory Committee.

5.59 The Central Government, taking into account the recommendations of State Advisory Committee which are based on the Guidelines on Reorganisation, issues final allocation orders of the employees between the successor States.

5.60 A large number of Court Cases have been filed by the employees of these States, who were allocated to a successor State against their option/domicile. A majority of such cases are pending in the High Courts of these States.

**Status of Allocation**

5.61 As substantial allocation work has been completed, State Advisory Committees have been discontinued and the residual, deferred allocation and matters relating to revision of allocation are being considered by the respective Advisory Committee headed by Joint Secretary (AT&A), who is in-charge of SR Division in the Ministry. Allocation
revised during the period under report, in brief, is as under:

<table>
<thead>
<tr>
<th>Uttar Pradesh/ Uttarakhand</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of the meeting of State Advisory Committee</td>
<td>19.09.2013</td>
</tr>
<tr>
<td>Total cases discussed in the meeting</td>
<td>83</td>
</tr>
<tr>
<td>Total cases disposed of (on the recommendation of Advisory Committee as well as directly by the Union of India)</td>
<td>92</td>
</tr>
<tr>
<td>Court cases disposed of</td>
<td>25</td>
</tr>
<tr>
<td>Pending court cases in the various High Courts/Supreme Court</td>
<td>800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Madhya Pradesh/Chhattisgarh</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of the meeting of State Advisory Committee</td>
<td>20.09.2013</td>
</tr>
<tr>
<td>Total cases discussed in the meeting</td>
<td>109</td>
</tr>
<tr>
<td>Total cases disposed of</td>
<td>55</td>
</tr>
<tr>
<td>Court cases disposed of in the meeting</td>
<td>23</td>
</tr>
<tr>
<td>Pending court cases in the various High Courts</td>
<td>196</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bihar/Jharkhand</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of the meeting of State Advisory Committee</td>
<td>17.01.2014</td>
</tr>
<tr>
<td>Total cases discussed in the meeting</td>
<td>52</td>
</tr>
<tr>
<td>Total cases disposed of</td>
<td>50</td>
</tr>
<tr>
<td>Court cases disposed of in the meeting</td>
<td>11</td>
</tr>
<tr>
<td>Pending court cases in the various High Courts</td>
<td>47</td>
</tr>
</tbody>
</table>

**Formation of Group of Ministers for creation of Telangana**

5.62 A Group of Ministers (GoM) was set up by the Union Cabinet for creation of a new State of Telangana from the existing State of Andhra Pradesh. The GoM held a series of meetings wherein Department of Personnel & Training also made presentation on the various aspects of allocation of Government employees of Andhra Pradesh. Status Notes were prepared on priority basis and provided to the GoM for enabling it to take a decision in the matter.

**Constitution of Advisory Committee for allocation of State cadre employees of Andhra Pradesh between successor States of Andhra Pradesh and Telangana**

5.63 The Andhra Pradesh Reorganization Act., 2014 was enacted on 01.03.2014. As per Section 80(1) of the Act, the Advisory Committee under the chairmanship of Shri C.R. Kamalnathan has been constituted vide order F.No.27/13/2013-SR(S) dated 29.03.2014.
6

SENIOR APPOINTMENTS UNDER THE GOVERNMENT OF INDIA

Mandate

6.1 The Department of Personnel & Training (DOPT) is not only responsible for the personnel policy of the Government of India but also looks after appointments at senior levels in the Government. For this purpose, the Establishment Officer and Additional Secretary in the Department is the Secretary to the Appointments Committee of the Cabinet (ACC). All proposals for senior appointments under the Government of India requiring approval of the ACC, as per the Government of India (Transaction of Business Rules, 1961) are processed through the Establishment Officer. These include Board level appointments in Public Sector Undertakings and appointment to posts at the level of Joint Secretary. In addition, all appointments by promotion, which require approval of the ACC, are also processed through the Establishment Officer.

6.2 The Establishment Officer is 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 posts at the level of Deputy Secretary, Director and Joint Secretary 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.

6.3 The Establishment Officer is also Member Secretary of the Central Establishment Board (CEB), which is chaired by the Secretary (Personnel). This Board inter-alia makes assessment of Central Secretariat Service officers for appointment to posts at the level of Deputy Secretary and Director in the Ministries/Departments.

6.4 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 AIS (Cadre) Rules 1954. Approval of the PM is taken on the recommendations of the Committee for Joint Secretary level officers and above.

THE CENTRAL STAFFING SCHEME

6.5 The Central Staffing Scheme provides a systematic arrangement for the selection and appointment of officers to senior administrative posts at the Centre, excluding posts which
are specifically encadred for the organised Group ‘A’ services or filled by recruitment through the Union Public Service Commission. Appointments to posts of the rank of Under Secretary (excluding the posts encadred for the Central Secretariat Service) and above in the Government of India are filled under the Central Staffing Scheme by borrowing officers from the All India Services and participating Group ‘A’ services, the cardinal principle being that all officers who are so borrowed will serve the Government of India for a stipulated tenure on deputation and thereafter, return to their parent cadre. Their growth, development and career prospects will be mainly in their own Service.

6.6 The raison d’être of such a scheme is the Centre’s need for fresh inputs at senior levels in policy formulation and programme implementation from diverse sources viz. the All-India Services and the participating organised Group ‘A’ Services. The services of scientific and technical personnel and professionals in the fields of economics, statistics, law and medicine are, similarly, obtained from officers serving for specified periods on deputation who return to their respective cadres at the end of their tenure. This two-way movement is of mutual benefit to the service cadres and the Government of India.

**PLACEMENT AT MIDDLE & SENIOR MANAGEMENT LEVELS**

6.7 A total of 533 Officers, 81 at Secretary/Equivalent level, 59 at Additional Secretary/Equivalent level, 128 at Joint Secretary/Equivalent level and 265 at Director and below levels were appointed under the Central Staffing Scheme during the period 01.01.2013 to 31.03.2014. Out of these, 256 belong to the IAS and 277 are from the organized Group ‘A’ Services.

**NUMBER OF APPOINTMENTS MADE UNDER CENTRAL STAFFING SCHEME DURING THE LAST FIVE YEARS**

*(Up to 31/3/2014)*
6.8 The office of the Establishment Officer in the Department of Personnel & Training maintains an electronic database of the IAS officers, Group ‘A’ officers working at the Centre and Central Secretariat (CSS) officers of Joint Secretary level and above. These records are maintained on the basis of orders/letters/notifications issued by the DOPT, various Central Ministries/Departments and the State Governments. The maintenance/updation of this database is significant, as it helps in providing readily available digitized information in respect of all officers and also processing of cases for foreign appointments/assignments and training etc. This database is being used by DOPT, Cabinet Secretariat, Prime Minister’s Office etc. for culling out names of officers possessing domain experience in a particular sector in order to make appointments at the Centre.

6.9 The Central Deputation Reserve statement in respect of Indian Administrative Service summarizes the statewise number of officers that are on central deputation vis a vis the sanctioned strength as well as the actual strength. It also gives out the level wise number of officers presently on central deputation.

### CENTRAL DEPUTATION RESERVE FIGURES AS ON 01.04.2014

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Cadre</th>
<th>Total Authorized Strength</th>
<th>Central Deputation Reserve</th>
<th>Actual Strength</th>
<th>Proportionate CDR</th>
<th>No. of Officers at Centre</th>
<th>Percentage of Proportionate CDR utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AGMUT</td>
<td>337</td>
<td>73</td>
<td>242</td>
<td>52</td>
<td>30</td>
<td>57</td>
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<td>2</td>
<td>Andhra Pradesh</td>
<td>376</td>
<td>81</td>
<td>280</td>
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<td>36</td>
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<td>Assam Meghalaya</td>
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<td>199</td>
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<td>40</td>
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<td>4</td>
<td>Bihar</td>
<td>326</td>
<td>70</td>
<td>218</td>
<td>46</td>
<td>28</td>
<td>60</td>
</tr>
<tr>
<td>5</td>
<td>Chhattisgarh</td>
<td>178</td>
<td>38</td>
<td>128</td>
<td>27</td>
<td>9</td>
<td>33</td>
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<tr>
<td>6</td>
<td>Gujarat</td>
<td>260</td>
<td>56</td>
<td>197</td>
<td>42</td>
<td>15</td>
<td>35</td>
</tr>
<tr>
<td>7</td>
<td>Haryana</td>
<td>205</td>
<td>44</td>
<td>157</td>
<td>33</td>
<td>25</td>
<td>75</td>
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<td>8</td>
<td>Himachal Pradesh</td>
<td>147</td>
<td>32</td>
<td>111</td>
<td>24</td>
<td>25</td>
<td>104</td>
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<tr>
<td>9</td>
<td>Jammu &amp; Kashmir</td>
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<td>30</td>
<td>100</td>
<td>21</td>
<td>20</td>
<td>95</td>
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<td>10</td>
<td>Jharkhand</td>
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<td>45</td>
<td>115</td>
<td>24</td>
<td>14</td>
<td>58</td>
</tr>
<tr>
<td>11</td>
<td>Karnataka</td>
<td>299</td>
<td>65</td>
<td>211</td>
<td>45</td>
<td>23</td>
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<tr>
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<td>Kerala</td>
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<tr>
<td>13</td>
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<td>90</td>
<td>315</td>
<td>67</td>
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<td>14</td>
<td>Maharashtra</td>
<td>350</td>
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<td>273</td>
<td>59</td>
<td>24</td>
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<tr>
<td>15</td>
<td>Manipur Tripura</td>
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<td>154</td>
<td>33</td>
<td>33</td>
<td>100</td>
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<td>16</td>
<td>Nagaland</td>
<td>91</td>
<td>20</td>
<td>56</td>
<td>12</td>
<td>10</td>
<td>83</td>
</tr>
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<td>17</td>
<td>Orissa</td>
<td>226</td>
<td>49</td>
<td>182</td>
<td>39</td>
<td>34</td>
<td>87</td>
</tr>
<tr>
<td>18</td>
<td>Punjab</td>
<td>221</td>
<td>48</td>
<td>178</td>
<td>38</td>
<td>14</td>
<td>36</td>
</tr>
<tr>
<td>19</td>
<td>Rajasthan</td>
<td>296</td>
<td>64</td>
<td>217</td>
<td>46</td>
<td>26</td>
<td>56</td>
</tr>
<tr>
<td>20</td>
<td>Sikkim</td>
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<td>39</td>
<td>8</td>
<td>8</td>
<td>100</td>
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<tr>
<td>21</td>
<td>Tamil Nadu</td>
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<td>40</td>
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<tr>
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<td>491</td>
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<tr>
<td>23</td>
<td>Uttarakhand</td>
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<td>89</td>
<td>19</td>
<td>11</td>
<td>57</td>
</tr>
<tr>
<td>24</td>
<td>West Bengal</td>
<td>359</td>
<td>78</td>
<td>220</td>
<td>47</td>
<td>28</td>
<td>59</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6217</strong></td>
<td><strong>1345</strong></td>
<td><strong>4605</strong></td>
<td><strong>984</strong></td>
<td><strong>651</strong></td>
<td><strong>69</strong></td>
<td><strong>69</strong></td>
</tr>
</tbody>
</table>
6.10 In addition to the appointments under the Central Staffing Scheme, a total number of 450 appointments as Chairman/CMDs/MDs/Deputy Governor/Vice Chairman/Members/Executive Directors/Officers Employee Directors/Workmen Employee Directors/Functional Directors/Non Official Director were made on the Boards of Public Sector Undertakings and Banks/Financial Institutions as on 1.1.2013 to 31.03.2014. During the same period, 160 appointments were made at the level of Chairman/Financial Commissioner/General Managers/equivalent Members/Additional Members Director General/and Promotion/empanelment was carried out for appointments to Higher Administrative Grade in Rs. 67,000-79,000/- and Rs. 75,500-80,000/- to various Group ‘A’ Services under the Ministry of Railways.

**NUMBER OF APPOINTMENTS OF CHAIRMAN CUM-MANAGING DIRECTOR/ MANAGING DIRECTOR ETC IN PSUs/BANKs**

![Graph showing number of appointments]

*(Up to 31.03.14)*

6.11 Besides, 391 Officers were also approved during the above period for additional charge/current charge/extension of tenure/non-extension of tenure/ad-hoc/rejection/termination of service of GM/DG/VC/CMDs/MDs, Functional Directors, Non-Official Directors in PSUs/Banks/Financial Institutions, and Ministry of Railways.

6.12 During this period 155 Member/Chairman/Chief Executive Officer/Advisor were approved in various Autonomous Bodies, Administrative Tribunals, Labour Courts, Regulatory Bodies.
6.13 A total of 1805 officers were approved for appointment (including promotion, empanelment 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. Out of these, 126 are women.

6.14 NUMBER OF OFFICERS ON CENTRAL DEPUTATION AS ON 01.04.2014

<table>
<thead>
<tr>
<th>Designation</th>
<th>Number of Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secretary level and equivalent</td>
<td>100</td>
</tr>
<tr>
<td>Additional Secretary level and equivalent</td>
<td>109</td>
</tr>
<tr>
<td>Joint Secretary level and equivalent</td>
<td>505</td>
</tr>
<tr>
<td>Director level and equivalent</td>
<td>625</td>
</tr>
<tr>
<td>Deputy Secretary level and equivalent</td>
<td>123</td>
</tr>
</tbody>
</table>

6.15 During the year 2013-14, 1644 nominations of IAS/SCS/IFS officers for appointment as General Observers for Elections to the Legislative Assemblies and Lok sabha and a number of bye-elections in various states during the second half of calendar year 2013 and first half of Calender year 2014 were sent to Election Commission of India (ECI).

GENDER ISSUES

6.16 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.

6.17 During the period from 1-1-2013 to 31-3-2014, a total of 126 women officers were appointed at Secretary/Addl Secretary/ Joint Secretary level in various organized Central Service which are not included in the Central Staffing Scheme.

6.18 A total of 55 female officers were approved during the above period for appointments/holding additional current charge/ Extension of tenure /Services of CMDs/MDs, Executive Directors, Functional Directors, Non-official Directors in PSUs/Banks, Financial Institutions, Railway Claim Tribunal (Indian Railways).

6.19 During the same period, 28 women Officers were appointed as Member/Chairperson/Vice Chairperson in various Administrative Tribunals/Labour Courts/ Regulatory Bodies.
Mandate

Mandate of Training Division

7.0 The Training Division of the Department of Personnel and Training is the nodal agency for training of government functionaries and is primarily responsible for formulating policies with regard to training. It also implements certain components of training directly. In the implementation of its mandate, the Division has set the following objectives:

- Administering Policy matters in training
- Identification of functional areas of training
- Designing and implementing training programs for officers involved in the priority development sectors
- Development of trainers and training capability

7.1 The ultimate goal of the Training Division is to attain “Training for All” which means that training would be imparted to all rungs of Civil Services starting from the lowest and cutting-edge to the highest in policy making.

Major Activities

1) In-service Training of IAS Officers
2) Mid Career Training of IAS Officers
3) Domestic Funding of Foreign Training
4) Post Graduate Programmes in Public Policy
5) Training Support
6) Intensive Training Programme
7) Augmentation of the Capacity of training institutions
8) Distance/E-learning Initiatives in Training.
9) E-governance initiatives.

Training Programmes

In-Service Training Programme For Indian Administrative Service (IAS)

7.2 In-service training programmes for IAS officers consist of one-week training programmes on a various range of subjects. A total of sixteen, one-week training programmes have been conducted at different Institutions during the year. The following subjects were covered in these programmes:-
1. Developing Leadership Excellence
2. Policy Analysis and Decision Making
3. Fiscal Policy and Macroeconomic Management
4. Good Governance
5. Climate Change and State Preparedness: Impacts, Vulnerability and Adaptation
6. Infrastructure Finance
7. Improving Governance through Accountability
8. Multidisciplinary Perspectives on Urban Development
9. Ethics in Public Governance
10. Financial Market Regulations
11. Natural Resource Management
12. Social Policy and Governance
13. Project Analysis and Risk Analysis
14. Public Policy and Management
15. Fighting Corruption: Effective Corruption Eradication strategy

Joint Civil Military Training Programme at Lal Bahadur Shastri National Academy of Administration, Mussoorie

7.3 DoP&T organises two Joint Civil Military Training programmes each year of two weeks duration, on National Security at Lal Bahadur Shastri National Academy. The participants of the training programme are drawn from the Civil Services, the Armed Forces and the Para-Military forces, in the manner outlined in the agreed curriculum document. During the current financial year, only one programme: the 20th Joint Civil Military Training Programme was organised during 18-29 November, 2013 which was attended by 46 participants. The Programme was broad based in view of the fact that participants were drawn from Municipal Corporation/Zila Panchyats and Private Sector in addition to Civil Services Officers, Armed Forces and Para-Military Forces.

Joint Training Programme at LBSNAA, Mussoorie, SVPNPA, Hyderabad and IGNFA, Dehradun

7.4 Joint Training Programmes for IAS/IPS/IFoS Officers were conducted by the respective academies viz. Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie, Sardar Vallabh Bhai Patel National Police Academy (SVPNPA), Hyderabad and Indira Gandhi National Forest Academy (IGNFA), Dehradun on various themes like Gender & Child Issues, National Security, Ecological Security – Sensitization on key Environment/Forestry Issue, Natural Resource Management and Special Emphasis on Biodiversity Conservation, Challenges of Forest Conservation and role of Inter Department Coordination etc. during the year.

Mid-Career Interaction between Armed Forces and Civil Services Officers

7.5 Mid-Career interactions between Armed Forces and Civil Services Officers are being organized at the Central Training Institutes/State Administrative Training Institutes and Defence Institutions in various parts of the country with an objective to benefit both the Armed Forces and Civil Services Officers by way of mutual learning from each other’s strength and also by imbibing the best points of each other’s work culture, ethos and customs. This, in the long run, is expected to help the participating officers to combat future challenges to national security in a better manner.
7.6 During the current financial year 2013-14, 9 programmes have been conducted so far on themes like Maritime Terrorism and Piracy: Its influence on India and Means to combat piracy; Challenges to National Security, Synergising efforts of various agencies at operational level; Cyber Security and Crime; Human Rights; Economic Growth & Infrastructural Development; Developing Synergy in Civil-Military Response and Internal Security Dimension – Maoist Challenges & Possible Solutions.

**Capacity Building Programmes for State Civil/Secretariat Service Officers of North Eastern Region**

7.7 DoP&T has approved four Capacity Building Training Programmes of two weeks duration each for the State Civil Services Officers of Assam, Manipur, Nagaland, Meghalaya, Sikkim and Mizoram at YASHADA Pune, ATI Mysore and HIPA Shimla during the current financial year. The objectives of the programme are capacity building, personality development and sensitization to national and developmental issues. The programme also covers inputs on Good Governance, Public Service Delivery, Project Appraisal & Management and Public Private Partnership. The programme at YASHADA, Pune was organised from 23 September to 5 October, 2013 which was attended by 22 participants. ATI Mysore organised two programmes in the month of November & January which were attended by 24 and 27 participants respectively. HIPA Shimla organised the programme from 02/12/2013 to 13.12.2013 which was attended by 16 participants. In addition to the above, one Capacity Building Training Programme for State Secretariat Service Officers of Assam was organised at ISTM New Delhi during 25 November to 6 December, 2013 which was attended by 25 Participants and one Capacity Building Training Programme for Mizoram State Secretariat Service Officers was organised at ISTM New Delhi during 2-13 December, 2013 which was attended by 25 participants.

**Long-Term Domestic Post Graduate programmes in Public Policy and Management**

7.8 These programmes were envisaged to enhance the competency of Mid-Career Civil Servants in Public Policy and Management by –

(i) Broadening awareness of the latest trends in policy approaches,

(ii) Developing technical, analytical and leadership skills for public policy,

(iii) Providing opportunity in specialization and

(iv) Exposing them to alternative systems of public management in other countries.

7.9 At present, IIM Bangalore, MDI Gurgaon and TERI University, New Delhi are offering these programmes. In order to provide an international policy perspective to the participants, each programme has incorporated an international component of 6-8 weeks in association with reputed international institutes as indicated below:

- IIMB with Maxwell School of Citizenship and Public Affairs, Syracuse University, USA.
- TERI with Environmental Policy Research Centre, Freie University, Berlin, Germany
- MDI with SCIENCES PO, Paris
7.10 Since the year 2002, approximately 500 officers belonging to various AIS and Group ‘A’ Services have undergone training in Long-Term Domestic Post Graduate programmes in Public Policy and Management. At present, 17 (seventeen) officers in IIMB, 9 nine officers in TERI University and 21 (twenty one) officers in MDI Gurgaon are undergoing training.

Domestic Funding of Foreign Training (DFFT):

7.11 Department of Personnel & Training has been nominating officers for training programmes abroad. In the past, these programmes were funded by bilateral or multilateral assistance. However, over the years, this assistance had 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 various universities/ institutes in several countries. A scheme of “partial funding of foreign study” was also started in 2002-03 as another component of the scheme of DFFT. Under this scheme, Government of India provides financial assistance to such officers who secure admission on their own in reputed universities and in programmes relevant to their present or future job context.

7.12 During the current financial year i.e. 2013-14, 48 officers under long term programmes and 362 officers under short term programmes were selected for foreign training under, while 8 officers were selected for grant of assistance under partial funding under the scheme.

No. of officers deputed for training abroad under DFFT Scheme

[Graph showing the number of officers deputed for training abroad from 2001-02 to 2013-14]

Expenditure incurred on foreign training of officers under DFFT Scheme

[Graph showing the expenditure incurred on foreign training from 2001-02 to 2013-14]
Training Support

Thematic Training Programmes: State Category Training Programmes

7.13 Under the scheme of “Training for All”, support is provided to State Administrative Training Institutions (ATIs) by way of sponsoring training programmes in the areas accorded priority by the Central Government. The Training Programmes conducted by the State ATIs are designed to develop management skills and knowledge in different areas for senior and middle level officers of State Govt. /State Public Sector Undertakings and State autonomous bodies. These training courses are also meant to sensitize the officers to new and important issues facing our society. The courses are also being conducted at District and Sub District Centres of the State ATIs. These courses cover a large variety of subjects under broad thematic groups.

7.14 During the year 2013-14, about 2206 such short-term courses have been sponsored at various State ATIs on subjects such as Right to Information, Gender Issues, Disability Issues, Minority Issues, Ethics and Values in Governance, Decentralized Planning, Disaster Management, Financial Management, E-Governance, Cyber Security, Environment Issues etc.

Photo-Participants of “Law related to Women and Gender Issues” course conducted by Shri Krishna Institute of Public Administration, Ranchi sponsored by Department of Personnel and Training, Government of India.
7.15 During the year 2013-14, 60 special training courses have been organized on “Sensitization of Government functionaries with regards to issues relating to disability / gender/minorities for inclusive administration” which is one of the high priority areas of the Government. To ensure quality, after the completion of each course, a Course Director’s report is furnished, which is analyzed and appropriate feedback is provided by the Training Division to the institute.

### Trainer Development Programme

7.16 Recognizing the importance of trainers in the training function, Training Division started the Trainer Development Programme in the early 1990s. Initially, faculty members of various training institutions were developed as Master Trainers and Recognized Trainers of various “Training of Trainers (ToT)” packages in collaboration with the Thames Valley University of U.K. Over a period of time, indigenous mechanisms were evolved for developing a cadre of professional trainers and resource persons in the country to create a cascading and multiplier effect. The programme has gone a long way in embedding the Systematic Approach to Training (SAT) into the process of designing and imparting effective training to government officials.

![Yearwise attendance under State Category Training Programmes sponsored by DoPT](image)

Photo: Participants of the Evaluation of Training course organized by Yashavantrao Chavan Academy of Development Administration, Pune sponsored by Department of Personnel and Training, Government of India.
7.17 Currently, the following ToT programmes are sponsored under Trainer Development Programme at various training institutions across the country:

- Training Needs Analysis (TNA)
- Design of Training (DOT)
- Direct Trainer Skills (DTS)
- Evaluation of Training (EoT)
- Management of Training (MoT)
- Experiential Learning Tools (ELT)
- Mentoring Skills
- Facilitation Skills
- Introduction to SAT courses

7.18 During 2013-14, about 143 courses on various packages have been sponsored. The Department has also developed a pool of about 55 Master Trainers and 312 Recognized Trainers, so far, in different packages, who are called upon to conduct these courses.

**INTENSIVE TRAINING PROGRAMME**

7.19 Intensive training programme for frontline Government functionaries of State Governments was initiated during the year 2008-09. The focus of this programme is on demand-driven training of frontline personnel and is conducted in close coordination with line Departments by the State Administrative Training Institutes (ATIs). The programme was given a momentum through issue of new ITP implementation and management guidelines to all the Chief Secretaries and the State ATIs; holding three workshops in the beginning covering all 29 States at Delhi, Hyderabad and Assam; followed by workshops, mid-term-reviews of this programme in Chandigarh, Shillong and Goa.
During the year 2013-14 funds amounting to Rs 8 crore has been released to eight State ATIs for intensive training in more than 130 districts under this Programme. Some of the sectors covered under the Programme include – Public Health, School Education, Public Distribution System, Revenue, Water and Sanitation, Integrated Child Development Services, Dairy Development, Registration, Social Welfare, Police and Citizen Centric Delivery. A national documentation-cum-facilitation centre for this programme has been established (www.itpndfc.in) under which an ITP knowledge portal is in existence for the benefit of general public and for the use of all those who are involved in the process of implementation of this Programme.
INTRODUCTION
8.0 The Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie is the 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 and Mid Career training program (MCTP) for members of the IAS and Induction Training program for officers promoted to the IAS from State Civil Services, as well as workshops and seminars on policy issues.

8.1 The vision statement of the Academy is “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.”

COURSES
8.2 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)
8.3 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 from September to December every year. The course aims at imparting a basic understanding of the constitutional, political, socio-economic and legal framework of the country; and also fostering greater coordination among the members of the different public services by building esprit-de-corps and cultivating an attitude of co-operation and inter-dependence.

8.4 Concurrent evaluation based on tests, quizzes, assignments and reports were also introduced.

8.5 The main activities organized during the Foundation Courses are:

1. Village Visit Programme: This is organized for a period of one week in order to sensitize the Officer Trainees
to the reality of rural India, through a structured study of a village.

2. **Trekking:** The objective of trek is to inculcate the spirit of adventure and to strengthen Esprit de corps in the Officer Trainees. The trek is also a significant learning experience in group dynamics, interpersonal relations, courage, endurance and love and respect for nature.

3. **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.

4. To provide a forum for, the talents of the OT’s, various cultural programmes are organized. The A.K. Sinha One Act Play Competition displays 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.

5. This year the Foundation Course was conducted from 2nd September, 2013 to 13th December, 2013 and 267 participants successfully completed the course. During the year three parallel Foundation Courses were conducted at ATI, Hyderabad, ATI, Bhopal and NADT, Nagpur. The valedictory address at LBSNAA was given by the Cabinet Secretary, Shri Ajit Seth.
**IAS Professional Course, Phase-I [26 weeks]**

8.6 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 public systems and their management, together with a 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, especially those working in difficult conditions, and civil administration in insurgency affected areas etc. This year the Phase I was conducted from 17th December, 2012 to 14th June, 2013. It had 171 participants including three RBCS officers.

**District Training (52 Weeks)**

8.7 During the District Training the officer trainees 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 firsthand knowledge of the work of the Collector/District Magistrate and various other institutions in the State government. Most of the State Governments give them an opportunity of holding independent charge as Tehsildar/Mamlatdar, Sub Divisional Magistrate, Block Development Officer, District Development Officer or Chief Executive Officer of Municipality.

**IAS Professional Course Phase-II (8 Weeks)**

8.8 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. This year the Phase II was conducted from 01.07.2013 to 22.08.2013. It had 158 participants including two RBCS officers. The valedictory address was delivered by the CAG of India, Shri Shashi Kant Sharma.

**Mid-Career Training Program for IAS Officers**

8.9 The Phase-III, IV and V of the mandatory MCT programme are meant for IAS Officers who have put in 6-9 years, 14-16 years and 26-28 years of service respectively. Attending the MCT programme is a mandatory requirement for further promotions at certain stages in an officer’s career. The main focus of the programme is to build “next level competency” of the officers. The Phase-III and Phase IV programmes were of 08 weeks duration each and Phase V was of 5 weeks duration.
# Mid-Career Training Programme for IAS Officers, Phase-III (2013), (29th April to 21st June 2013)

1. **Introduction of the Course**
   The programme aimed to prepare the officers for upcoming assignments in the areas of public policy formulation and wider implementation. Demonstrate the use of concepts, methods and skills for project appraisal and PPPs. It also seeks to update their knowledge in the major domains of governance.

2. **Programme meant for / Target Group**

3. **Composition of Group - Service represented and male/female break up**
   Total Participants - 93 IAS Officers-
   Male – 71 Female – 22
   Residual Participants - 1

4. **Programme Inaugurated by**
   Inaugural Address by Shri Padamvir Singh, Director, LBSNAA.

5. **Valedictory address by**
   Valedictory Address by Shri V. Narayanasamy, “Hon’ble Minister of State for Prime Minister’s Office Personnel Public Grievances & Pensions”

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# IAS Professional Course Phase-IV (2013), 8th round
(01st July to 23rd August 2013)

1. **Introduction of the Course**
   The programme aims to prepare the officers for upcoming assignments in the areas of public policy formulation and analysis. Accordingly policy analysis. Policy implementation and praxis. Public management and leadership constitute its key elements.
   It also seeks to update their knowledge in the major domains of governance.

2. **Programme meant for / Target Group**

3. **Composition of Group - Service represented and male/female break up**
   Total Participants – 76 IAS Officers-
   Male – 66 Female – 10
   Residual Participant - 1

4. **Programme Inaugurated by**
   Inaugural Address by Shri Satyananda Mishra, “Chief Information Commissioner”

5. **Valedictory address by**
   Valedictory Address by Shri Ashok Chawla “Chairman Competition Commission of India”
IAS Professional Course Phase-V (2013),
(17th September to 18th October 2013)

<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction of the Course</td>
<td>The programme aims to prepare the officers for upcoming assignments in the areas of public policy formulation and analysis. Accordingly policy analysis, Policy implementation and praxis, Public management and leadership constitute its key elements. It also seeks to update their knowledge in the major domains of governance.</td>
</tr>
</tbody>
</table>
| 3 | Composition of Group-Service represented and male/female break up | Total Participants - 93 IAS Officers-
Male – 79
Female – 14
Residual Participants – 3 |
| 4 | Valedictory address by | Valedictory Address by Shri Pranab Mukherjee “Hon’ble President of India” |

Valedictory Function of the Phase V (from left to right: Shri Padamvir Singh, Director, LBSNAA, Shri Pritam Singh Panwar, Minister in Waiting from the Government of Uttarakhand, His Excellency the Governor of Uttarakhand, Dr. Aziz Qureshi, His Excellency the Honourable President, Shri Pranab Mukherjee, MoS (PP) Shri V. Narayanasamy and Shri Sanjeev Chopra, Joint Director, LBSNAA)

**Joint Civil Military Programme**

8.10 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. This program is held every year.

<table>
<thead>
<tr>
<th>Introduction of the Course</th>
<th>The Joint Civil-Military Training Programme on National Security is a flagship course of the Academy. It was introduced in 2002 consequent to the report of the Group of Ministers on reforming the National Security apparatus.</th>
</tr>
</thead>
</table>
| Programme meant for/ Target Group | i) Officers of IAS, IPS, IFS, IRTS, IDAS, IDES (Director/Joint Director/ Joint Secretary/Deputy Commissioner Level)  
ii) Officers of Armed forces (Brigadier, Colonel, Captain, Group Captain, Commodore Level)  
iii) Officers of Para Military Forces (DIG/IG Level)  
iv) State Senior Judiciary (Principal/Additional District Session Judge Level)  
v) Mayor/Zilla Panchayat Chairperson  
vii) Private Sector |
| Composition of Group | Total = 46  
Male  45  
Female  01 |
| Programme inaugurated by | Shri Padamvir Singh, IAS, Director, LBSNAA, Mussoorie. |
| Valedictory address by | Shri G. K. Pillai, IAS (Retd.), Former Union Home Secretary, New Delhi. |

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

8.11 The Academy organizes Induction Program 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 exposure visit.
114th Induction Training Programme for IAS Officers
(21st October to 13th December, 2013)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction of the Course</td>
<td>Induction Training Programme for IAS Officers (promoted to the IAS or on the select list).</td>
</tr>
<tr>
<td>2</td>
<td>Programme meant for/Target Group</td>
<td>Officers on the select list of various State Governments upon promotion to the IAS compulsorily undergo the 8-week Induction Training Programme.</td>
</tr>
<tr>
<td>3</td>
<td>Composition of Group-Service represented and male/female break-up</td>
<td>Male - 39</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total – 50</td>
</tr>
<tr>
<td>4</td>
<td>Programme Inaugurated by</td>
<td>Shri Pradeep Kumar, Central Vigilance Commissioner, Central Vigilance Commission, New Delhi.</td>
</tr>
</tbody>
</table>
| 5       | Valedictory Address by                  | Shri Padamvir Singh, IAS  
Director, LBSNAA, Mussoorie                                                            |

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

GOLDEN JUBILEE RETREAT OF IAS OFFICERS
8.13 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 seniors are extremely contemporary in their approach and provide valuable insights into the changing environment of the administration. The recommendations made by them on various issues confronting the country are sent to DoPT and all ATIs.

This year the Golden Jubilee Reunion of the 1963 Batch took place on the 9th and 10th September, 2013 and 40 officers of the batch attended the Reunion.

Group Photos of the Reunion of 1963 batch of the IAS with LBSNAA faculty
Conferences of Heads of CTIs and ATIs and State Training Coordinators

8.14 A conference of all state ATIs is held every year to discuss various issues related to Coordination of the 52 weeks district training of IAS officer trainees with the ATIs and other issues of common concern to training institutions. This year the Conference of Heads of ATIs was held on May 20-21, 2013 and 22 institutions were represented. This year the Conference of Heads of CTIs was held on October 28-29, 2013 and 22 institutions were represented.

8.15 Activities relating to the Training Research and Publication Cell

1) MOUs:

An MOU was signed between LBSNAA and NIPA, Indonesia. The MOU intends to strengthen the cooperation between the two institutions in the area of capacity building of public officials. The MoU was signed in the presence of Foreign Ministers H.E. Mr. Salman Khurshid, Minister of External Affairs and H.E. Mr. Marty Natalegawa, Minister of Foreign Affairs of Indonesia on 11th October, 2012.

Subsequently, A delegation of senior civil service servants associated with the National Institute of Public Administration (NIPA), Jakarta, Indonesia visited the Academy on 06th December, 2013. The delegation discussed issues pertaining to follow up activities on recently signed MOU, Benchmarking for Leadership Training and formation of Civil Service Cadre School in its meeting with the Director and senior faculty members of LBSNAA.

2) Faculty Development

Two faculty members Tejveer Singh, Joint Director and Jaspreet Talwar (Ms.), Deputy Director (Senior) successfully completed an MSc in Public Management & Governance from the London School of Economics and Political Science (UK) in 2012-13 academic year. They were nominated by the DoPT under Direct Funding of Foreign Training (DFFT) programme.

A Case Study Workshop was conducted in LBSNAA on 14th and 15th of February, 2014. The workshop was conducted by David J. Sharp, Associate Professor, Ivey Business School, USA and attended by all academic faculty of the Academy. Subsequently a refresher course on PPP was conducted on 26th and 27th of February, 2014 by IDFC.

LBSNAA also hosted Capacity Building Workshops of the module, “Basic Leadership Skills” by Centre for Creative Leadership (CCL), USA on 24-28 June 2013 and 18-22 March 2014 to create a National Pool of Trainers in Leadership. The participants were not only faculty from LBSNAA but also CTIs such as National Police Academy (NPA), National Academy of Indian Railways (NAIR), etc.

8.16 Achievements in other areas:

Information Technology- Campus GIS has been made which has mapped all the utilities, residential complexes, all areas of works relating to estate like pipelines, water tanks, gardens, telephone lines, sewerage system etc. This is a one stop solution for getting locational information on all the utilities and it will be very handy in planning and execution of future projects in the academy.

Launch of “Sargam” an ERP solution for managing and providing all the information
relating to various activities going on in the Academy at one place took place this year.

**The Academy as an Alma Mater**

8.17 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. As a result, this institution provides a bonding among 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**

8.18 The Institute of Secretariat Training and Management (ISTM) is imparting training to the officers of the Central/State Government, Public Sector Undertakings & Autonomous Bodies employees. 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 six 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, Autonomous Bodies, Public Sector Organisations, the Institute organises special programmes addressed to the specific customer needs in different areas.

8.19 From the year 2007-08, ISTM is also involved in implementation of the Central Secretariat Service Cadre Training Plan (CSS-CTP) and from 2011 onwards Central Secretariat Stenographer’s Service Cadre Training Plan, which envisages organisation of mid-career service mandatory training programmes having linkages with career progression up to Director Level Officers.

8.20 ISTM conducts programme in various categories like:

a) Foundational & Refresher Courses conducted as per new CSS Cadre Plan
b) Personnel Administration and Office Management
c) Financial Management
d) Management Services
e) Behavioral Training & Secretarial Skills
f) Training of Trainers
g) Peripatetic Training Programmes
h) Right to Information
i) Cadre Specific Programmes

**SUMMARY OF COURSES CONDUCTED DURING (2013-14)**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Course</th>
<th>No. of Courses</th>
<th>No. of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>CSS-CTP, CSSSS-CTP, Other Calendared Training Programmes, (Other than CSS/CSSS-CTP), Other Important Training programmes (Cadre Specific Programmes for Gp A services, Capacity Building Training Programme for North Eastern State Civil State Civil Service Officers, Training Programmes for DoPT Officers, International Training Programmes, Orientation Training Programme), Peripatetic Training Programme for Union Territories</td>
<td>236</td>
<td>6527</td>
</tr>
</tbody>
</table>
NEW INITIATIVES

8.21 The Institute constantly upgrades its training methodologies so as to keep in tune with the changing training needs of the Government. Apart from laying emphasis on knowledge parameters, equal emphasis is now being laid on skill development. New initiatives in the nature of training components under the titles of where to Find What (W2FW), Case Review (CR), Mentoring, Ethics and Values in Public Service, have been introduced. The focus of W2FW and CR components introduced in the Assistants Direct Recruit Trg. Programme is to develop generic competencies.

Introduction of new programme:
- Handling of Government Litigation (03 days programme)

Introduction of new topics in a number of other courses:
- Composite Culture of India
- Managing Impact of Information and Communication technology [ICT]
- Litigation Process
- E-Office

International Training Programmes

8.22 International Training Programmes for Govt. of Afghanistan, Nepal, Myanmar, Nepal and Nigeria were conducted during the year 2013-14.

Special Programmes for Officers of DoPT

8.23 Special Training Programmes for LDCs, UDCs, Assistants, Section Officers and Under Secretaries of DoPT, were conducted at ISTM and partly at RIPA, Jaipur.

Other training programmes

8.24 Cadre Specific Programmes were conducted for various Central Ministries/Departments, States, UTs and Autonomous bodies and PSUs. Capacity Training Programmes for Secretariat Service officers of North Eastern States were also conducted.

Peripatetic Programmes

8.25 ISTM faculty members were deployed to conduct peripatetic programmes at various places such as Chandigarh, Puducherry, Port Blair and Daman & Diu.

CONSULTANCY PROJECTS:

8.26 Orientation Training Programme – Under the sponsorship of DARP&G, ISTM conducted training need analysis and designed domain specific training module in phase-III and 2 Orientation Training Programmes (OTP) were conducted.

Development of Training Management System (TMIS):

8.27 TMIS module of Training Management System project was initiated in the year 2011-12 and it has become operational as far as work relating to co-ordination and administration are concerned. Revamping of ISTM website from static to Dynamic with the online filling of nomination forms facility has also started.
MAJOR EVENTS DURING 2013-14

Visit of the Malaysian delegation on 11 Nov., 2013 for exploring hosting of overseas exposure and study visit for CSS officers.

Director, ISTM welcoming and interacting with the participants from Afghanistan on 24th September, 2013 in the training programme on the Office Management and Good Governance.
International Exposure Visit for officers of Nigerian Civil Service on Initiatives of Public Service Reforms in India (25-27 March 2014)

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT & COMMONWEALTH HUMAN RIGHTS INITIATIVE
Workshop on Right to Information For Officials of Government of Nepal (21-25 December, 2013)

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION NEW DELHI

8.28 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.

8.29 During the financial year 2013-14, the Institute received a Non-Plan grant-in-aid to the extent of Rs.345.00 lakhs and Plan grant of Rs 525.00 lakhs from the Department of Personnel and Training (DoPT). The Plan Grant includes Rs 200.00 lakhs towards settlement of the outstanding pension dues on account of the implementation of revised pension scheme in IIPA for the Year 2013-14.
9.0 Department of Personnel & Training (DoPT) organized a two-day Retreat on October 19-20, 2013 at Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie for its senior officers of the rank of Deputy Secretary/Director and above. The objective of the Retreat was to discuss the stakeholder’s perception about the Department and develop action plan to positively change the orientation of the Department towards service delivery. During the retreat, officers deliberated on the challenges faced by the DoPT and how it can reinvent itself to become stakeholder centric. It provided an opportunity to officers to discuss various aspects of departmental functioning with an open mind and develop strategies to re-orient the department towards service delivery.

The Honorable Minister of State for Personnel, Public Grievances, Pensions and PMO Shri V Narayanasamy inaugurated the retreat and set the context by highlighting the need for reforming the Department. The Honorable Minister highlighted the importance
of providing quality services to the people, regular training for development of officers, timely promotion for all employees and the need for a balance between work life and healthy life. Dr. S. K. Sarkar, Secretary, DoPT highlighted the major developments such as civil society, demands from citizens, implementation of RTI, technology, mobile, social media, e-office etc. which have taken place in India during the last five years and suggested that DoPT needs to be proactive so as to handle the changes more effectively. Shri Padamvir Singh, Director, LBSNAA while welcoming all the participants emphasized on the use of technology and process reengineering for improving the administration and compliance.

![Lighting of the lamp by Honorable Minister of State for Personnel, Public Grievances, Pensions and PMO Shri V Narayanasamy](image)

9.2 After the inaugural session, participants were randomly divided into five groups to ensure homogeneity. Informal sitting arrangements were made for each group. Group brainstorming was followed by sharing of views/ suggestions with others in the plenary. The members created identity for their groups by giving it a name and logo. This name and logo symbolised the underlying thoughts, desire and spirit of the groups and what they planned to do during the retreat. The discussion was conducted using the Projective Technique method (collage making). Collage is a projective technique, designed to bring out the hidden feelings or emotions from the participant’s mind. Participants viewed a large number of pictures and picked the ones which expressed their views accurately by combining or editing or stringing together a series of pictures. Magazines, Newspaper, Scissors, Glue Sticks, Chart papers were provided to each group.

9.3 Each group was requested to use various pictures from magazines and paste them on the chart paper provided to reveal in their
opinion the current status of DOPT and where do they see DOPT in next ten years. They were also requested to explain each picture in terms of reason to select particular picture and what it represents/indicates.

9.4 Thomas Personal Profile Analysis (PPA) was administered on the participants to develop self-awareness about their behaviour and style of functioning.

The following broad themes were discussed and deliberated during the Retreat:

GOVERNANCE AND ACCOUNTABILITY

9.5 Transparency
9.5.1 Make vigilance administration more transparent and remove gaps in this area.
9.5.2 Reduce (if not possible to eliminate) discretionary power.
9.5.3 Encourage proactive disclosures.
9.5.4 Strengthen anti-corruption measures.
9.5.5 Protect bonafide actions / protect the honest.

9.5.6 Be a role model in transparency, accountability and efficiency for the other Departments.

9.6 Delegation and Decentralisation
9.6.1 Delegation of powers to Line Ministries/Departments.
9.6.2 Encourage decentralization and delegation of powers within DoPT
9.6.3 Re-check levels of submission under Ministry of Personnel (MoP)
9.6.4 Shorten file processing period.
9.6.5 Encourage empowerment at all levels

9.7 Problem-Solving & Responsiveness Approach
9.7.1 Ensure that reply to queries is unambiguous and comprehensive
9.7.2 Be a facilitator rather than a regulator
9.7.3 Have problem solving attitude
9.7.4 Ensure prompt processing and time bound disposal of cases
9.7.5 Be open to new suggestions
9.7.6 Define and set standards of service delivery
9.7.7 Have a professional legal cell within DoPT to ensure quick consultations.

9.8 PROCESSES
9.8.1 Process Reengineering & Simplification
9.8.2 Re-write Manual of Office Procedure, to meet the present scenario
9.8.3 Rationalize and simplify, rules complying with accountability, transparency and efficiency
9.8.4 Have standard operating procedures in place with time lines for internal office procedures
9.8.5 Constitute institutional mechanism to compile, review and simplify the rules and procedures in a time bound manner.

9.9 INFORMATION AND TECHNOLOGY (IT)
9.9.1 Leverage e-governance
9.9.2 Promote e-governance so that people become aware and start using it.
9.9.3 Leverage ICT to speed up and simplify things.
9.9.4 Expand and broad base the scope of e-office
9.9.5 Have automatic alerts and movement of files to the next level (if one level does not act on an issue within a specified time)

9.9.6 Use DMIS applications for monitoring
9.9.7 Promote E-solutions/ e-processing and Paperless Office

9.10 INFRASTRUCTURE
9.10.1 Infrastructural Issues
9.10.2 Provide better physical environment including basic amenities across all levels in the Department.
9.10.3 Ensure modernization plan to be shared by administration.
9.10.4 Fill up of all vacancies
9.10.5 Provide manpower to get more time for policies at senior level

9.11 Capacity building and skill training
9.11.1 Providing continuous knowledge updation and training to all cadres and services e.g. refreshers,
9.11.2 Move towards competency-based training
9.11.3 Compulsory training and evaluation across levels before every posting
9.11.4 Training calendar linked to the employees roles and responsibilities
9.11.5 Rationalized training policy for all employees with compulsory short term training once a year
9.11.6 Capacity building to train officers to exercise delegated powers.
9.11.7 Build leadership and mentoring skills at lower levels for reducing upward delegation.
9.11.8 Have internal e-learning portal with access to all employees
PEOPLE

9.12 Employee Engagement and Recognition
9.12.1 Organize monthly informal get together such as, matches, movies, picnics, sports meets
9.12.2 Celebration of festivals in the office
9.12.3 Introduction of periodic joint lunches
9.12.4 Open door policy
9.12.5 Internal dispute resolution mechanism
9.12.6 Regular meetings of all levels with the Secretary (P)
9.12.7 Personal interaction with officials to identify professional/personal issues and take steps to address them
9.12.8 Initiate employee recognition program like “Employee of the month”
9.12.9 Progressive efforts to boost employee satisfaction and morale for work life balance

9.13 Employee Benefits
9.13.1 Introduction of gymnasium facility in office
9.13.2 Tea vending machine
9.13.3 Child Care leave for male employees
9.13.4 Flexi work hours
9.13.5 Work from home where public dealing is not involved (Once a week)
9.13.6 All employees to avail 10 days continuous leave compulsorily for rest and rejuvenation
9.13.7 Logistic support to officers joining DoPT under central staffing scheme
9.13.8 Adequate incentives to attract and retain talent

9.14 Stakeholder Engagement
9.14.1 Setting up of institutional mechanism for consultative process.
9.14.2 Gather views of stakeholders at the time of making or review of policy.
9.14.5 Regular structured consultation with the stakeholders and follow up on feedback and action points.
9.14.6 Assessment of perceptual gap at regular intervals to monitor satisfaction levels with service provided.
9.14.7 Use of social media for communication with stakeholders.

9.15 Benchmark HRM Practices
9.15.1 Building an open and mutual trusting organisation culture and flatter structure
9.15.2 Competency based appointments
9.15.3 360 degree and psychometric feedback to be introduced in the department
9.15.4 Equatus reward and punishment system
9.15.5 Adopting best international HR practices
9.15.6 Benchmark HR processes like recruitment, placement, training, retirement etc.

RECOMMENDATIONS AND WAY FORWARD
DoPT being the HR department of Government of India needs to look at the various rules and regulation and their implementation in a
service oriented manner for the benefit of the employees. The Department needs to work on people, processes and technology front for increasing employee satisfaction, motivation and engagement level by Improving Working Conditions, Training on competencies, adopting & implementing world class technology & processes and bring it in line with the global best practices.

In order to make the department more stakeholders centric DoPT needs to do the following:

- Decentralise and delegate appropriate power and authority to Line Ministries/Departments, so that cases are resolved at the Ministry/Department level
- Simplify rules and regulations and uniformity in application
- Increase consultation with stakeholders while reframing rules and regulations and make it stakeholder centric
- Implement E–Governance model and making the working transparent
- Build capacity in the Department by having technical and behavioural training and feedbacks like 360 degree, psychometrics etc.
- Strengthen grievance redressal system for employees and stakeholders
- Ensure speedy and timely disposals of cases
- Have a strong and professional legal cell
- Implement process re-engineering to streamline work flow
- Improve working conditions, e.g. workspace design (office Infrastructure), tools for serving stakeholders (technology)
- Develop problem solving approach among employees
- Implement performance linked reward and recognition system to drive a culture of excellence
- Introduce employee engagement activities to improve morale and bonding e.g. major festivals can be celebrated in the office
- Create Job descriptions for all employees along with Key Result Areas (KRAs) and Key Performance Indicators (KPIs) to ensure accountability
- Ensure right person in the right position by having competency based placement
- Enhance image of Department by brand building by using social media so that it can become employer of choice
- Analyse service delivery capability at all levels of DoPT to identify areas of improvement
- Create a framework for describing the entire scope of capability associated with each service delivery scenario along with timelines for delivery.
- Enhance communication between people who do policy development, policy implementation and policy monitoring.
- DoPT should start measuring its services on the following parameters:
  a. Display of content knowledge
  b. Timely delivery of information
  c. Completeness and relevance of information communicated to the needs of the stakeholder
  d. Accuracy of information/data provided
  e. A mechanism should be created for monitoring of stakeholders’ satisfaction and taking corrective actions e.g. online satisfaction survey along with suggestions regarding the availed services.
10.0 The Administrative Vigilance Division (AVD) of the Department of Personnel & Training is the nodal agency in the arena of vigilance and anti-corruption. Its main tasks, inter-alia, are to oversee and provide necessary directions to the Government’s commitments of maintenance of discipline and eradication of corruption from the public service. In order to step up efforts in this regard, the three-pronged strategy of 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. The Administrative Vigilance Division also handles all policy and administrative matters pertaining to the Central Vigilance Commission.

10.1 This Division is responsible for examination of disciplinary cases in respect of IAS officers working under the Central Government. The Division also processes cases referred by the State Governments and Ministries/Departments under Government of India on the following issues:

- Proposals from States seeking permission under the AIS (DCRB) Rules to initiate action against retired members of IAS;
- Proposals from States for imposing penalty of cut in pension;
- Proposal to initiate disciplinary proceedings/suspension of IAS officers working under the Government of India;
- Appeal against suspension submitted by IAS officers serving in the States;
- Requests for sanction for prosecution under the Prevention of Corruption Act, 1988 against the above categories of officers;
- Advice/clarification to the State Governments/Departments on the procedural aspects of disciplinary proceedings;
- Provides information regarding vigilance status of IAS officers at the time of their empanelment/training/posting on deputation etc. To facilitate this function, a Computerized Vigilance Information System is in operation with a central data base and enabled to be accessed by the concerned requisitioning Divisions of this Department.
- Handling of Complaints received against IAS officers from the President’s Secretariat, Prime Minister’s Office, CVC, Cabinet Secretariat etc. and individuals.
- Handling of Privilege Notices and Complaints from Members of Parliament against IAS officers received from the Lok Sabha/Rajya Sabha Secretariat.
Disciplinary Proceedings & Sanction for Prosecution

10.2 Final orders in disciplinary proceedings were issued in 13 cases during the period from 01.4.2013 to 31.03.2014. In 2 cases, decision on the request of the State governments regarding grant of permission to initiate disciplinary proceedings against retired IAS Officers under the provisions of All India Service (Death cum Retirement Benefits) Rules was conveyed to the respective State Governments. Request of CBI and State Investigation Agencies for grant of sanction for prosecution under Prevention of Corruption Act, 1988 were decided in 18 cases during the year. In 15 cases, sanction was conveyed and in 3 cases, sanction was refused.

Complaints against IAS officers

10.3 During the period 1.4.2013 to 31.3.2104, 246 complaints were received and 221 were processed. 159 complaints were finally disposed off with the approval of the competent authority.

Privilege Notices and Complaints from Members of Parliament against IAS officers

10.4 During the period 1.4.2013 to 31.3.2104, 17 new notices were received from the Lok Sabha/Rajya Sabha Secretariat, 33 were processed and 18 were finally disposed off.


10.5 In terms of para 2(ix) of DOP&T O.M. No. 399/33/2006-AVD.III dated 06.11.2006, the delayed cases of sanction for prosecution were reviewed by the Committee chaired by the Secretary (Personnel) on 24.7.2013, 30.9.2013 and 27.1.2014.

Disagreement cases in disciplinary matters

10.6 In order to bring about greater uniformity in existing disciplinary cases on behalf of the President, in cases where the President is the disciplinary authority and there is a difference of opinion between the CVC and the concerned Department, the Department are required to consult the DOPT before taking a decision on not to accept the CVC’s advice. 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 is to be referred to this Department for resolving the disagreement. This Division has disposed of 29 such cases, till 10th March, 2014.

Disagreement in the matter of Prosecution Sanction cases

10.7 Similarly, the cases of disagreement between the CVC/CBI and Sanctioning/Disciplinary Authority in the matter of Prosecution sanction cases are required to be referred to DOPT for a final decision in terms of this Department’s OM dated 6th November, 2006. This has been modified vide DoPT's OM No. 372/19/2012-AVD-III dated 3rd May, 2012 providing that final decision for grant or denial of sanction for prosecution shall be taken by the Competent Authorities concerned even in cases they decide to differ with CVC’s advice after obtaining views of DOPT. Accordingly, the views of DOPT may be taken into account while passing final
speaking order. This Division has disposed of 5 such cases till 10th March, 2014.

Measures to expedite disciplinary vigilance proceedings

10.8 The Government had appointed a three member committee of experts to examine and suggest measures to expedite the process involved in disciplinary/vigilance proceedings. The Committee was headed by Shri P. C. Hota, former Chairman, UPSC. The expert Committee submitted its report on 14.07.2010. In its report, the Hota Committee made a number of recommendations aimed at ensuring expeditious conclusion of disciplinary/vigilance proceedings against government servants. The recommendations included, inter alia, :-

(i) amendment in the Departmental Inquiries Act 1972 to empower inquiry officers to ensure attendance of witnesses and accused;
(ii) creation of panel of Inquiry Officers both serving and retired and enhancement of fees for timely completion of inquiries;
(iii) prescribing a time limit of two months for completion of minor penalty disciplinary inquiries and 12 months for major penalty disciplinary inquiries;
(iv) dispensing with second stage consultation with CVC;
(v) dispensing with consultation with UPSC in minor penalty disciplinary cases except for AIS officers serving in connection with affairs of States;
(vi) giving statutory status to Vigilance Commissioners in the States;
(vii) introduction of ‘Plea-bargaining’ in major penalty disciplinary inquiries;
(viii) major penalty of compulsory retirement to include cut in pension/gratuity;
(ix) amendment of Article 311 of the Constitution to provide for dismissal from service on charges of corrupt practices after beginning of trial in a competent court;
(x) amending Section 19 of Prevention of Corruption Act and Section 197 of the Criminal Procedure Code to provide for prior sanction of Government in cases of retired officers as well as for officers on deputation to various societies and Autonomous Bodies.

10.9 While some minor recommendations of the Committee were accepted by the Government straight away, some of the major recommendations of the Expert Committee were subsequently considered by a the Group of Ministers (GoM) on tackling Corruption. The recommendations of the GoM on these issues were contained in the First Report of the Group of Ministers. These recommendations have already been accepted by the Government and action has been initiated for their implementation. In a number of cases, instructions have already been issued. The remaining recommendations of the Hota Committee were placed before a Committee of Secretaries headed by the Cabinet Secretary. Based on the recommendations made by the Committee of Secretaries, Government has taken appropriate decisions on these recommendations of the expert committee and necessary instructions, wherever required, have been issued in October, 2013.

Brief Status Note on Lokpal & Lokayuktas Bill, 2011

10.10 In order to meet a long standing demand to establish a mechanism for dealing complaints on corruption against certain public
functionaries, including corruption at high places, the Government had constituted a Joint Drafting Committee on 08.04.2011, consisting of five nominee Ministers from Government of India and five nominees of Shri Anna Hazare (including Shri Hazare himself), to prepare a draft of the Lokpal Bill. Based on the deliberations of the Committee, and on the basis of inputs from Chief Ministers of States and political parties, a draft Lokpal Bill was prepared. The Cabinet at its meeting held on 28.07.2011 considered the draft Lokpal Bill, 2011 and upon approval by the Cabinet, the Lokpal Bill 2011 was introduced in Lok Sabha on 04.08.2011. The said Bill was referred to the Department-Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice on the 8th August, 2011 for examination and report.

10.11 The Department Related Parliamentary Standing Committee after extensive discussion with all the Stakeholders has, in its 48th Report, made a number of recommendations suggesting major amendments in the Bill both as regards the scope and content of the Bill, including that necessary provisions be made, in the Union legislation, for establishment of Lokayuktas in the States, so as to provide leverage to the States where no such institution exists and to bring in uniformity in the laws relating to State Lokayuktas which are already in existence in a number of States. The Committee also recommended that Lokpal and Lokayuktas should be conferred Constitutional status.

10.12 Upon consideration of the recommendations of the Standing Committee, the Government withdrew the Lokpal Bill, 2011 pending in the Lok Sabha and introduced a new comprehensive Lokpal and Lokayuktas Bill, 2011 in the Lok Sabha on 22.12.2011 to establish the institution of Lokpal at the Centre and Lokayukta at the level of States. Also, keeping in mind the recommendations of the Standing Committee that the Lokpal and Lokayuktas may be made Constitutional bodies, the Government also introduced Constitution 116th Amendment Bill, 2011 to provide for Constitutional status to these bodies.

10.13 These Bills were taken up for consideration by the Lok Sabha on 27.12.2011. The Lokpal and Lokayuktas Bill, 2011 was passed with certain amendments whereas the Constitution 116th Amendment Bill, 2011 could not be passed with the requisite majority. The Lokpal and Lokayuktas Bill, 2011 was taken up for discussion and passing in the Rajya Sabha on 29.12.2011 but the discussion remained inconclusive. Subsequently, the Rajya Sabha adopted a motion on 21.05.2012 and referred the Bill to a Select Committee of the Rajya Sabha for examination and report. The Select Committee of Rajya Sabha submitted its report to the Rajya Sabha on 23.11.2012. The recommendations of the Select Committee were examined and a proposal for moving official amendments to the Bill as reported by the Select Committee was considered and approved by the Cabinet in its meeting held on 31st January, 2013. The notices for moving official amendments to “The Lokpal and Lokayuktas Bill, 2011” as reported by the Select Committee of the Rajya Sabha as well as for consideration and passing of the Bill were given to the Rajya Sabha Secretariat during the Budget Session, 2013 and Monsoon Session, 2013, respectively, but the Bill could not be taken up. Notices for moving official amendments as well as for consideration and passing of the Bill
were again sent to the Rajya Sabha during the Winter Session, 2013 of Parliament. The Bill has been passed by Rajya Sabha with amendments on 17.12.2013 and the Lok Sabha has agreed to the amendments made by Rajya Sabha on 18.12.2013. The Bill as passed by both Houses has received the assent of the President on 01.01.2014. The Act has since been brought into force with effect from 16th January, 2014.


10.14 In order to establish a mechanism to receive complaints relating to disclosure on any allegation of corruption or willful misuse of power of discretion against any public servant and to inquire or cause an inquiry into such disclosures and to provide adequate safeguards against victimization of the persons making such complaint and for matters connected therewith or incidental thereto, the Government introduced “The Public Interest Disclosure and Protection to Persons Making the Disclosure Bill, 2010” in the Lok Sabha on 26.08.2010 and after that the Bill was referred to the Department Related Parliamentary Standing Committee. The recommendations of the Parliamentary Standing Committee were considered and the Cabinet in its meeting held on 13.12.2011 approved official amendments to the Bill which included renaming it as “The Whistle Blowers Protection Bill, 2011”. The Lok Sabha considered the Bill along with the Officials Amendments and passed it on 27.12.2011 and transmitted it to the Rajya Sabha for discussion & passing. The Bill was listed for consideration on 28th & 29th December, 2011 but could not be taken up for discussion and passing in Rajya Sabha. The said Bill could not be taken up during the Winter Session, 2012. The Whistle Blowers Protection Bill, 2011 came up for consideration in the Rajya Sabha on 14.08.2012 during the Monsoon Session, 2012. The debate on the Bill could not continue on that day due to adjournment of the House (because of demise of Shri Vilasrao Deshmukh). The Bill was listed on a number of days subsequently, but the same could not be taken up during the said Monsoon Session. Notices for moving motion for consideration and passing of the Bill and for moving official amendments were also given to the Rajya Sabha Secretariat during the Winter Session, 2012, Budget Session, 2013 and Monsoon Session, 2013 of Parliament, respectively, but the Bill could not be taken up. Notices for moving official amendments as well as for consideration and passing of the Bill were again sent to the Rajya Sabha during the Winter Session, 2013 of Parliament. The said Bill has now been passed by Rajya Sabha on 21st February, 2014. The Bill is likely to receive the assent of the President shortly.

**Brief Status Note on the Prevention of Bribery of Foreign Public Officials and Officials of Public International Organisations Bill, 2011**

10.15 The Government has introduced the Prevention of Bribery of Foreign Public Officials and Officials of Public International Organizations Bill, 2011 in Lok Sabha on 25.3.2011 in order to comply with Article 16 of United Nations Convention Against
Corruption. The said Bill was referred to the Department Related Parliamentary Standing Committee. The Parliamentary Standing Committee submitted its report on the Bill on 29.3.2012. The Committee in its report made a number of recommendations, inter alia, for widening the scope of certain terms used in the original Bill and for comprehensively defining the term ‘undue advantage’, providing for uniform punishment in line with the domestic bribery law, etc. The majority of the recommendations of the Committee have been accepted and the Cabinet, in its meeting held on 17.08.2012, approved the proposal to move official amendments to the original bill. Subsequently, some additional consequential amendments were necessitated due to amendments in the Prevention of Money Laundering Act, 2002 and the proposal in this respect was approved by the Cabinet in March 2013. A consolidated notice for moving official amendments along with a notice for consideration and passing of the Bill were sent to Lok Sabha during Budget Session, 2013 and Monsoon Session, 2013 of the Parliament respectively, but the Bill did not come up for consideration. Necessary notices were again sent to Lok Sabha Secretariat for consideration and passing of the Bill during the Winter Session of Parliament, but the Bill could not be taken up during the Winter Session also.
Mandate

The Department of Personnel and Training is the nodal Department for anti corruption. During the year, for dealing with international cooperation on these aspects an International Cooperation Cell was created in this Department. The primary tasks of this Cell emanate from the follow up to the ratification of the United Nations Convention Against Corruption (UNCAC) and the other consequential International collaborative efforts, on global platforms. This Cell acts in conjunction with specialized agencies like the Central Bureau of Investigation, the Enforcement Directorate and the other line Ministries entrusted with the specific ancillary tasks within their respective administrative domain, viz. corporate governance, extradition matters, prevention of money laundering, mutual legal assistance treaties etc.

11.1 The United Nations Convention Against Corruption (UNCAC) is a universally binding international legal Instrument to fight corruption at both domestic and global level and was adopted by the United Nations General Assembly in October 2003. The convention through its prescription aims to bring in rationalization and uniformity in legal frameworks and in the approaches in the fight against corruption. The prescriptions contain both mandatory and non mandatory obligations. India signed the Convention in December 2005 and ratified the same in May 2011, after being satisfied of substantial compliance status of its domestic laws with the tenets of the Convention.

11.2 The Convention provides for a detailed mechanism for peer review of the status of implementation of its provisions by the Member States. Under this mechanism, the review of the state of implementation is undertaken by governmental experts from two other Member States. During the year, India was under review for compliance status of domestic laws with the provisions contained in Chapters III (Criminalization and Law Enforcement) and IV (International Cooperation) of the Convention. This review has been undertaken by Uganda and Kazakhstan and the self assessment report for India was prepared by the IC Cell of DOPT and submitted to the United Nations Office on Drugs and Crime (UNODC) which acts as Secretariat for the UNCAC. The self assessment report of compliance of domestic laws with the provisions of the UNCAC was concluded by a core group consisting of officers drawn from different departments concerned with the domestic law/acts connected to the various provisions of the Convention, including the CBI.
11.3 During the year, India too, along with Bulgaria reviewed South Korea. The executive summary of this review was circulated at the Conference of State Parties at Panama in November, 2013. India was also identified to review Vanuatu along with Solomon Islands. The review of Vanuatu also was concluded and its executive summary submitted to the UNCAC Secretariat in November, 2013.

11.4 The interaction on various global platforms specific to UNCAC related issues during the year included India’s participation as indicated below:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Description</th>
<th>Period</th>
<th>Organised by</th>
<th>Venue</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>4th Implementation Review Group Meeting</td>
<td>May, 2013</td>
<td>UNODC</td>
<td>Vienna</td>
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<tr>
<td>2.</td>
<td>2nd Expert Group Meeting on Transparency, Competition and Objectivity in Public Procurement</td>
<td>21st and 22nd May, 2013</td>
<td>UNODC/IACA</td>
<td>Luxembourg, Austria</td>
</tr>
<tr>
<td>3.</td>
<td>Meeting and Workshop for preparation of country review under UNCAC</td>
<td>24th and 25th June, 2013</td>
<td>UNODC</td>
<td>Moscow</td>
</tr>
<tr>
<td>4.</td>
<td>5th Session of the Working Group on Prevention and 7th Session of the Working Group on Asset Recovery under UNCAC</td>
<td>26th to 30th August, 2013</td>
<td>UNODC</td>
<td>Vienna</td>
</tr>
<tr>
<td>5.</td>
<td>2013 Asia Regional Meeting on Anti Corruption Strategies</td>
<td>21st and 22nd October, 2013</td>
<td>UNODC and UNDP</td>
<td>Kuala Lumpur</td>
</tr>
<tr>
<td>6.</td>
<td>Country visit of for review of compliance status of UNCAC, as a Peer Group country</td>
<td>28th to 30th October, 2013</td>
<td>UNODC</td>
<td>Republic of Vanuatu</td>
</tr>
<tr>
<td>7.</td>
<td>5th Session of the Conference of State Parties in the UNCAC</td>
<td>25th to 29th November, 2013</td>
<td>UNODC</td>
<td>Panama City</td>
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11.5 India is also a Member of G-20 Anti Corruption Working Group for review of implementation of UNCAC provisions. This Group has evolved an action plan which inter alia requires the members of G-20 Group of countries to lead by example. The focus of this Group is towards the global financial system, particularly from the point of view of denial of entry or visa to corrupt officials, providing measures to protect whistle blowers, promote effective functioning of anti corruption bodies and association of private and business sector in combating corruption. India has been participating in their Working Group Meeting. India’s representation in this forum is as follows:

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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Anti Corruption Working Group Meeting</td>
<td>25th and 26th February, 2013</td>
<td>G-20</td>
<td>Moscow</td>
</tr>
<tr>
<td>2.</td>
<td>Anti Corruption Working Group Meeting</td>
<td>6th and 7th June, 2013</td>
<td>G-20</td>
<td>Ottawa</td>
</tr>
<tr>
<td>3.</td>
<td>Anti Corruption Working Group Meeting</td>
<td>10th and 11th October, 2013</td>
<td>G-20</td>
<td>Paris</td>
</tr>
<tr>
<td>4.</td>
<td>Anti Corruption Working Group Meeting</td>
<td>26th to 28th February, 2014</td>
<td>G20</td>
<td>Sydney</td>
</tr>
</tbody>
</table>
11.6 The Organization for Economic Cooperation and Development Convention on Combating Bribery of Foreign Officials in International Business Transactions (OECD Anti Bribery Convention) is a multilateral international convention which contains prescriptions for criminalizing the supply side of the bribery of Foreign Public Officials in International Business Transactions. This Convention entered into force from 15th Feb 1999. India is not a signatory to the said Convention but has been a regular participant on this forum and its Working Groups as an Observer, so as to avoid multiplicity of similar activities as are covered under the UNCAC umbrella. The sole objective of such participation is to enhance capacity building and to stay in tune with the developments on the international level with respect to Foreign Public Officials. During the year, India’s participation in this regard is as follows:

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<th>Organised by</th>
<th>Venue</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Meeting of OECD Working Group on Bribery in International Business Transactions</td>
<td>10th to 14th June, 2013</td>
<td>OECD</td>
<td>Paris</td>
</tr>
<tr>
<td>2.</td>
<td>18th Steering Group Meeting of ADB-OECD Initiative on Anti Corruption and 12th Regional Seminar</td>
<td>23rd to 25th July, 2013</td>
<td>ADB - OECD</td>
<td>Timor Leste</td>
</tr>
<tr>
<td>3.</td>
<td>OECD Working Group on Bribery in International Business Transactions</td>
<td>9th to 13th December, 2013</td>
<td>OECD</td>
<td>Paris</td>
</tr>
</tbody>
</table>

11.7 The UNCAC establishes legally binding standards to criminalize bribery of foreign public officials in international business transactions and provides for a host of related measures imposing obligations to make this effective. The Government had introduced a bill titled “The Prevention of Bribery of Foreign Public Officials and Officials of Public International Organizations Bill 2011 in Lok Sabha in 2011. This Bill has seen exhaustive deliberations inter alia before the Parliamentary Standing Committee which made certain recommendations which have been accepted by Government to move official amendments.

11.8 The Foreign Bribery Bill, not only covers bribery offences relating to Foreign public officials and Officials of public international organizations, but also applies to non citizens of India, having either a place of business in India or have their ‘ordinary place of residence’ in India. The proposed legislation prohibits both active and passive forms of bribery as also abetment for or attempt thereto, in the course of conduct of international business. There are inherent provisions in the proposed legislation to ensure international co-operation through agreements and reciprocal arrangements for processes and assistance for transfer of accused persons, while identifying the offences under this Act as extraditable offences. It also provides for attachment, seizure and confiscation of property in a contracting State or India. The offences of abetment, attempt, active and passive bribery are predicate offences under the Prevention of Money Laundering Act (PMLA) meaning that the persons involved in foreign bribery offence can also be proceeded against for money laundering offence.
11.9 As part of the capacity building exercise and so as to keep pace with the world on anti corruption issues, India at the initiative of the then President, in 2011 conveyed its commitment of active and continued association with International Anti Corruption Academy (IACA) to foster exchange of information, research and training of Anti Corruption personnel. Further, the Chapter VI of the UNCAC in general and article 60(3) of the Convention, which India has ratified mandates that the State Parties shall to the extent possible strengthen, to the extent necessary, efforts to maximize operational and training activities in international and regional organizations and in the framework of relevant bilateral and multilateral agreements or arrangements.

11.10 International Anti Corruption Academy is a joint initiative of United Nations Office on Drugs and Crime, the Republic of Austria and European Anti Fraud Office. The parties to the Agreement of the Academy, enjoy participation in Assembly of Parties and also participate in the shaping of Academy’s curriculum and that there are no long term obligations or contributions, which are purely on voluntary basis. After considering Article XVIII of the agreement for establishment of IACA, it was observed that India could associate itself with the Academy only through accession to the Convention. The Training Division has also included for DFFT Programme the courses of IACA. Institutions like CBI, CVC, ED and FIU could benefit in capacity building exercise of experts and policy makers in the area of anti corruption efforts while ensuring compliance of obligations under the UNCAC as regards requirements relating to association in areas of training and research with international organizations.

11.11 The instrument of accession was deposited with the Austrian Foreign Ministry on 29th May, 2013. India participated in the Second Session of the Assembly of Parties of IACA at Bangkok from 9th to 11th December, 2013, and efforts are being made to play a larger role in collaboration with the Academy.

11.12 Apart from the direct interactions by the Department of Personnel and Training there are other specialized areas for which the line Ministries are representing the Government of India in respect of specialized areas and the role of this Department in such cases is specific to providing overarching support and inputs and such association on global platforms include participation in BRICS, FATF, SAARC, G-77, IAACA, StAR initiative etc.
AN OVERVIEW

12.1 In the early stages of the World War-II, the Government of India realised that the vast increase in expenditure for war efforts had provided opportunities to unscrupulous and antisocial persons, both officials and non-officials, for indulging in the bribery and corruption. In order to tackle the problem, the Government set up Special Police Establishment (SPE) under a DIG in the then Department of War, through an executive order in 1941, with mandate to investigate cases of bribery and corruption in transactions with which the War and Supply Department was concerned. At the end of 1942, the activities of the SPE were extended to include cases of corruption in Railways also, which was vitally concerned with the movement and supply of war materials.

12.2 In 1943, an Ordinance was issued by the Government, constituting a Special Police Force vested with powers for investigation of certain offences committed by servants of Central Government. As a need for a Central Government Agency to investigate cases of bribery and corruption was felt even after the end of the war, the Ordinance, which lapsed on September 30, 1946, was replaced by Delhi Special Police Establishment Ordinance of 1946. Subsequently, the same year, Delhi Special Police Establishment Act, 1946 (DSPE Act) was enacted.

12.3 After promulgation of the Act, superintendence of SPE was transferred to the Home Department and its functions were enlarged to cover all departments of the Government of India. The jurisdiction of SPE was extended to all the Union Territories and the Act provided for its extension to the States with the consent of the State Government. The Headquarters of SPE was shifted to Delhi and the organization was put under the charge of Director, Intelligence Bureau. However, in 1948, a post of Inspector-General of Police, SPE was created and the organization was placed under his charge.

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

12.5 A growing need was felt for a Central Police Agency at the disposal of the Central Government, which could investigate not only cases of bribery and corruption, but also violation of Central fiscal laws, major frauds relating to Government of India Departments,
Public Joint Stock Companies, Passport frauds, crimes on the High Seas, crimes on the Airlines and serious crimes committed by organized gangs and professional criminals. Therefore, the Government of India set up Central Bureau of Investigation by a Resolution dated 1st April, 1963 with the following Divisions:

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

12.6 The Investigation & Anti-Corruption Division (Delhi Special Police Establishment) was entrusted with the following mandate in the Resolution although it continued to derive its jurisdiction and powers from DSPE Act, 1946:

- 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.
- 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.
- 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.

- Serious cases of cheating or fraud relating to the Railways, or Posts & Telegraphs Department, particularly those involving professional criminals operating in several States.
- Crime on the High Seas.
- Crime on the Airlines.
- Important and serious cases in Union Territories, particularly those by professional criminals.
- Serious cases of fraud, cheating and embezzlement relating to Public Joint Stock Companies.
- Other cases of a serious nature, when committed by organized 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 interstate 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.
- Prosecution of cases investigated by this Division.

12.7 CBI was further strengthened by addition of an Economic Offences Wing by a Government of India Resolution dated February 2, 1964. At this time, CBI had two Investigation Wings: one called the General
Offences Wing, which dealt with cases of bribery and corruption involving employees of Central Government/PSUs and the other Economic Offences Wing, which dealt with cases of violation of fiscal laws.

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

12.9 Over a period of time, some of the work originally allotted to the CBI was transferred to other organizations. Part of the work relating to Crime Records and Statistics Division was transferred to National Crime Records Bureau (NCRB) and that relating to Research Division was transferred to Bureau of Police Research & Development (BPR&D).

12.10 With the passage of time, requests were made by various quarters for CBI to take up investigation even in conventional crimes, like assassinations, kidnappings, hijackings, crimes committed by extremists, violation of Official Secrets Act, large-scale Banks and Insurance Frauds, etc. and other complicated cases, like Bhagalpur Blinding, Bhopal Gas Tragedy, etc. Since early 1980’s, Constitutional Courts also started referring cases to CBI for enquiry/investigation on the basis of petitions filed by the aggrieved persons in cases of murders, dowry deaths, rape, etc. In view of these developments, it was decided in 1987 to have two Investigation Divisions in CBI, namely, Anti-Corruption Division and Special Crimes Division, the latter dealing with cases of conventional crimes as well as economic offences. Banking Frauds and Securities Cell was created in 1992 to investigate cases related to Banking Frauds & Securities Scams.

12.11 Even after the establishment of Special Crimes Division, Special Cells were created to take up investigation in important & sensational cases of conventional nature, e.g., Special Investigation Team (SIT) was constituted in 1991 to investigate case relating to the assassination of Shri Rajiv Gandhi, Special Investigation Cell-IV was created in 1992 to investigate cases relating to the demolition of Babri Masjid in Ayodhya and Special Task Force was created in 1993 to take up investigation relating to bomb blast in Bombay.

12.12 Due to increased workload relating to Securities Scam cases and rise in economic offences with the liberalization of Indian economy, a separate Economic Offences Wing was established in 1994. Accordingly, three Investigation Divisions were created in CBI:

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

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

c) Special Crimes Division – To deal with cases of terrorism, bomb blasts, sensational homicides, kidnapping for ransom and crimes committed by the mafia/underworld.
12.13 Pursuant to the direction of Hon’ble Supreme Court in Vineet Narain and Others v. Union of India, the then Legal Division was reconstituted as the Directorate of Prosecution in July, 2001.

12.14 CBI of today continues to derive its power to investigate from DSPE Act, 1946. Section 2 of the Act vests DSPE with jurisdiction to investigate offences notified under Section 3 of the Act in the Union Territories only. However, the jurisdiction of the DSPE Act 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. As per Section 3 of the Act, Special Police Establishment is organized to investigate only those cases, which are notified by the Central Government from time to time.

12.15 Over the years, the Central Bureau of Investigation has emerged as a Premier Investigating Agency of the country, which enjoys the trust of the people, Parliament, Judiciary and the Government. In the last 72 years, the organization has evolved from an Anti-Corruption Agency to a Multifaceted, Multi-Disciplinary Central Police – Law Enforcement Agency with capability, credibility and legal mandate to investigate and prosecute offences anywhere in India. As on date, offences under existing 82 Central Acts, 22 State Acts and 252 offences under the Indian Penal Code have been notified by the Central Government under Section 3 of the DSPE Act.

12.16 With enactment of CVC Act, 2003, the superintendence of Delhi Special Police Establishment vests with the Central Government save investigations CBI of today continues to derive its power to investigate from DSPE Act, 1946. Section 2 of the Act vests DSPE with jurisdiction to investigate offences notified under Section 3 of the Act in the Union Territories only. However, the jurisdiction of the DSPE Act 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. As per Section 3 of the Act, Special Police Establishment is organized to investigate only those cases, which are notified by the Central Government from time to time, of offences under the Prevention of Corruption Act, 1988, in which the superintendence vests with the Central Vigilance Commission. Director, CBI as Inspector-General of Police, Delhi Special Police Establishment, is responsible for the administration of the Organization. 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.

12.17 In order to improve the organizational efficiency, the organization was restructured with effect from 01.01.2009 by reducing one level of decision-making. A new zone, namely, “Technical Forensic & Coordination Zone” (TFC) headed by IG/ DIG was created at CBI
Headquarters, New Delhi with effect from 14th January, 2010. This zone is not only responsible for technological upgradation of CBI, including functioning of Technological and Forensic Support Units (TAFSU), but also strengthening inter-branch, interstate and international cooperation and coordination. The CBI has 16 investigative Zones and 60 investigative Branches under these Zones, besides three support Divisions/Zone, viz., Policy, Administration and TFC. It has been ensured that each State is covered by at least one Branch/Unit of CBI at State- Capital or at big City/Metro.

12.18 The Parliament has passed Lokpal and Lokayuktas Act, 2013 (Act No. 1 of year 2014). According to the Act, selection of Director, CBI is to be done by a High-Powered Committee chaired by Hon’ble Prime Minister of India. Lokpal will also have superintendence over CBI for cases referred to it by the Lokpal.

HUMAN RESOURCE

12.19 The total sanctioned strength of CBI as on December 31, 2013 was 6,674 against which 5,796 officers were in position with 878 posts lying vacant. The vacancies existed in the ranks of Special/Additional Director (2), Joint Director (1), Deputy Inspector- General of Police (17), Senior Superintendent of Police (5), Superintendent of Police (28), Additional Superintendent of Police (18), Deputy Superintendent of Police (32), Inspector (200), Sub- Inspector (87), Assistant Sub- Inspector (23), Head Constable (22), Constable (92). The posts of 69 Law Officers, 92 Technical Officers (including 38 Technical Officers working on contract basis), 206 Ministerial Staff and 22 Canteen staff at various levels were also lying vacant. A Comparative Manpower Chart for the last three years is given below:

12.20 During the year 2013, 29 Departmental Promotion Committee/Review Departmental Promotion Committee were held in which 336 CBI Officers/Officials of various ranks were promoted, 4 Departmental Promotion Committee meetings confirmed 48 CBI personnel. 312 officers have also been inducted, 1 official working on deputation in CBI was absorbed.
CRIME INVESTIGATION WORK

12.21 During 2013, 1131 Regular Cases / Preliminary Enquiries were registered. 50 of these were taken up on the requests of States Governments / Union Territories and 190 on the directions of the Constitutional Courts. 836 Regular Cases and 234 Preliminary Enquiries were finalised during the year. At the end of year, 922 cases / enquiries were pending investigation / enquiry. During the year, charge-sheets were filed in 666 cases and judgements were received in 1225 court cases. The conviction rate for 2013 was 68.62%. There were as many as 9366 cases (court cases) pending in various Courts at the end of year.

REGISTRATION

12.22 The 1131 cases registered during 2013 comprised 855 Regular Cases (RCs) and 276 Preliminary Enquiries (PEs). Out of these, 224 cases were registered for demand of bribe by public servants for showing official favours and 52 cases were registered for possession of assets disproportionate to known sources of income. The comparative figures of registration of cases /enquiries during the last three years is depicted in the Bar Chart below:

INVESTIGATION

12.23 During 2013, investigation was completed in 836 Regular Cases (RCs) and 234 Preliminary Enquiries (PEs). Out of the 836 RCs, Charge-sheets were filed in 666 cases in the Competent Courts. The following Bar Chart indicate the disposal of cases / enquiries from investigation during the last three years:

12.24 A total of 922 RCs/ PEs were under investigation/ enquiry at the end of the year as against 861 RCs/PEs under investigation/ enquiry at the end of 2012. The following Bar Chart show the comparative figures for the last three years:
There were 228 cases under investigation for more than one year as on December 31, 2013. The following Bar Chart show pendency of such cases at the end of 2011, 2012 and 2013:

The following Pie Chart gives the detailed break-up of the disposal of cases from investigation during 2013:

During the year 2013, courts delivered judgements in 1225 court cases. Out of these, 763 cases resulted in conviction, 301 in acquittal, 48 in discharge and 113 cases were disposed of for other reasons. The conviction rate was 68.62%. The Bar Chart below show the disposal by courts during the last three years:

The following Bar Chart shows break-up of cases decided by the courts during the year 2013:

9366 trials were pending in various courts as on December 31, 2013. 29% of these are in courts of Magistrates.

TRIAL

During the year 2013, courts delivered judgements in 1225 court cases. Out of these, 763 cases resulted in conviction, 301 in acquittal, 48 in discharge and 113 cases were disposed of for other reasons. The conviction rate was 68.62%. The Bar Chart below show the disposal by courts during the last three years:

The following Bar Chart shows break-up of cases decided by the courts during the year 2013:

9366 trials were pending in various courts as on December 31, 2013. 29% of these are in courts of Magistrates.
POLICY & INTERNATIONAL POLICE COOPERATION DIVISION

12.30 India is one of the oldest members of Interpol having joined the organization 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 Co-ordination wing has been re-constituted as International Police Cooperation Unit comprising of National Central Bureau (NCB) and International Police Cooperation Cell (IPCC). While NCB looks after all Interpol related work, IPCC handles Letters Rogatory, active assistance to MHA and MEA in negotiation of treaties on Extradition and Mutual Legal Assistance and Conferences held annually.

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

12.31 During the year 2013, a total number of 76 CBI Officers attended various international conferences/ seminars/symposiums/training courses, investigations, etc. as against 68 in 2012.

- A two-week course titled “INTERPOL Capacity Building Programme on Counter-Terrorism for Asia” from 29 April to 10 May 2013, held in Mumbai, India, which brought together 16 law enforcement officials from Afghanistan, Armenia, Azerbaijan, Brunei, Georgia, India, Kazakhstan, Mongolia, and Uzbekistan, was the final session in a three-year programme organized by Interpol’s Capacity Building and Training Directorate and sponsored by the Department of Foreign Affairs and International Trade, Canada (DFAIT). Enhancing the level and use of Interpol’s tools and services to build capacity and operational connectivity in order to prevent and disrupt terrorist activities in the region was the focus of the programme. The Commissioner of Mumbai Police Shri Satyapal Singh, IPS inaugurated the training programme. Shri R.K. Dutta, Additional Director, CBI delivered the Valedictory Address.

- The Integrated Investigative Capacity Development and Operational Planning Meeting in New Delhi, India that took place from 1-5 July 2013 was a critical step to mobilize co-ordinated action against wildlife crime by the South Asia Wildlife Enforcement Network (SAWEN). Senior delegates from various enforcement and intelligence agencies of the eight South Asian countries plus China, Russia, and Myanmar met to develop a cross cutting operational strategy to curb the growing menace of illegal wildlife trade in the region. Shri Ranjit Sinha, Director, CBI inaugurated the programme. Smt. Jayanthi Natarajan the then Union Minister for Environment and Forest, delivered the valedictory address on this occasion. Hon’ble Minister stressed upon the fact that swift and certain retribution and punishment for wildlife crimes is essential to effectively counter poaching and killing endangered species.

- The Interpol Training Program on “Investigating Traffic of Spurious Medical Product” was held at CBI Academy, Ghaziabad. The CBI in collaboration with Interpol had organized 3-day Training Programme which was attended by 30 participants, 10 each from CBI, State Police Organizations & Office of Drug
Controller General of India. Shri Ranjit Sinha, Director, CBI inaugurated the Training programme. Drug Controller General of India Dr. G.N. Singh addressed the Inaugural Session, which was attended by senior officers of the CBI and related Law Enforcement Agencies of India.

- On 31.01.2013, a team from Organization for Economic Cooperation and Development (OECD), France had a meeting with Director, CBI. The team was headed by Mr. Richard Boucher, Deputy Secretary General, General Secretariat, OECD and accompanied by Mr. Federico Giammusso, Senior Advisor for India, Global Relations Secretariat, General Secretariat, OECD.

- Ms. Melissa Khemani, Anti-Corruption Policy Analyst/Legal Expert, and Ms. Christine Uiarte, General Counsel, Anti-Corruption Division, Directorate for Financial and Enterprise Affairs, OECD, Paris visited CBI Head Office and called on Special Director, CBI on 22.05.2013. The discussion focused on the Prevention of Bribery of Foreign Public Officials and Officials of Public International Organizations Bill 2011 and its present status.

- A delegation from Kuwait headed by Maj. Gen. Essam Al-Naham- Director General of Information and International Cooperation, Col Khaled Al-Loghani-Asstt Director General of Foreign Relations and Deputy of Gen. Essam Al Naham, Col. Mohd Al-Obaid-Incharge of technical team looks after the investigation department in KSS, Major Saoud Al Sabah- Part of technical team and Major Sultan Al Shammarli- from International relations department and interpreter in the delegation, visited the CBI head office in Dec. 2013. A discussion was held on MLAT, pending LR, RCN subjects (Santosh Kumar Rama) and the matters related to Mutual Legal Assistance. The delegation evinced keen interest in courses in CBI Academy, Ghaziabad. The course calander and other details have been shared with the delegation through embassy of India in Kuwait later.

- India-US Homeland security dialogue was held, Director CBI chaired the session on the topics related to Forensics.

- A delegation comprising of Mr Jose Mandra, Hon’ble Minister of Interior, Mr Mose Maria Morrais, High Commissioner of Mozambique in India, Mr Marion Jorge, Director International relations, Mr Luis Magueza, Director of Personnel and Training, Mr. Admgee Carlos Molde, Director Logistic and Finance, Mr. Abilio Chivavel, Head of Deptt. of Criminal Investigation Agency and Mr Jose Antonio Xeanda, Second Secretary, High Commission of Mozambique in India visited at CBI Hqrs on 10/09/2013 and they interacted with DCBI and DD/IPCU alongwith all JDs. Discussions were held regarding mutual legal assistance in Criminal Matters.

- A US delegation comprising officials of US Department of Justice visited CBI Hqrs. on 17.01.2013 and the discussions were held in the Conference Room of CBI. Mr. Jeff Olson, Associate Director, Mr. Dan Stigall, Trial Attorney and Mr Jason A Biros Attorney Advisor attended from the US side and Indian delegation was headed by DCBI with all HoZs and HOBs. Discussions regarding Interactive MLAT, Extraditions and Electronic Media were held and presentations were made by Mr. Dan Stigall and Mr. Jeff Olsen.

12.32 Director, CBI as the Interpol Executive Committee delegate attended the various meetings of Interpol during 2013. Various foreign delegations also visited India and had interaction with the CBI Officers.
LETTERS ROGATORY (LRs)

12.33 During this period, 41 Letters Rogatory were sent to various countries for seeking assistance in investigation of criminal matters. Out of these, 15 pertain to various State Police Agencies and 26 are related to CBI cases. A total of 36 execution reports were received out of which 21 pertained to CBI cases and 15 to the cases of State Police Agencies. During this period, 62 Letters Rogatory were received from various countries requesting to provide assistance in investigation of criminal matters and execution reports in 46 cases were sent to MEA after receiving the same from the various ILOs/CBI Branches for onward transmission to the Law Enforcement Agencies of the requesting countries.

EXTRADITION/ DEPORTATION

12.34 During the period, Red Notice published, Red Notice subjects arrested in India/abroad and Red Notice subject extradited to India are as under:

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Notices published by NCB-India during the year 2013</td>
<td>79</td>
</tr>
<tr>
<td>Red Notice subjects wanted by India, arrested in India in the year 2013</td>
<td>12</td>
</tr>
<tr>
<td>Red Notice subjects wanted by India, arrested/located abroad during 2013</td>
<td>15</td>
</tr>
<tr>
<td>Red Notice subjects extradited/deported to India from abroad during 2013</td>
<td>7</td>
</tr>
<tr>
<td>Red Notice subject extradited/deported from India to abroad during 2013</td>
<td>6</td>
</tr>
</tbody>
</table>

ASSISTANCE IN FORMULATION OF TREATIES

12.35 IPCU has participated in the negotiation of MLAT / Extradition Treaties / Joint Working Group meetings with the following countries during the year 2013:

- 14th India-Australia Joint Ministerial Commission (JMC) meeting was held in New Delhi in January, 2013.
- Fifth Meeting of the BIMSTEC JWGCTTC Sub-Group on Legal and Law Enforcement Issues was held at New Delhi from 8th-9th January, 2013.
- Shri N.S. Kharayat, AD/NCB-II attended this meeting. The Convention on Mutual Assistance in Criminal Matters was discussed in length in the meeting and accordingly, comments were sent to MHA.
- Inter-Ministerial meeting was held to review the action taken on the issues being faced by UAE investors in India.
- DD/IPCU attended the meeting along with all necessary inputs as well as a Self-contained Note related to case RC:18(A)/2011/CBI/HYD and petition filed u/s 239 of Cr.P.C. by M/s Emmar in the Hon’ble Court at Hyderabad, sent to Ministry of Commerce, to Mr. S. Bucchan, US, Government of India each time.
- Homeland Security Dialogue – Meeting of Sub-Group on Cyber Security and critical infrastructure Protection. Shri Santosh Kumar, the then SSA attended the meeting.
- Meeting of India-Nepal Joint Working Group (JWG) on Border Management was held on 15th-17th January, 2013 in New Delhi.
- Meeting between India and Ethiopia on MLAT in Criminal Matters.
- 8th India-Thailand Joint Working Group (JWG) Meeting on Security Cooperation – 18th - 19th July, 2013, New Delhi. Shri Anish Prasad, SP,CBI, Jaipur attended the said meeting held at Neemrana Fort, Alwar
(Rajasthan) on 18th-19th July, 2013. The meeting focused mainly on the pending LRs with Thailand. The Thai authorities informed that they had not received most of the LRs and that they should be again sent through MLAT Requests.

- Inter-Ministerial meeting to review the action taken on the issues being faced by UAE investors in India and follow-up action pursuant to the first meeting of India UAE High Level Task Force on Investment held in Abu Dhabi, UAE on 18.02.2013.

- Minutes of the Shadow Committee on Counterfeit Medical Products – Shri Sandeep Ghosh, Dy.SP attended the meeting.

- Annual Conference was held on 27.09.2013 of Principal Secretaries of GADs/Personnel Department of States/Cadres. AIG(P) Shri M.R. Kadole was nominated for the said meeting and the topic for discussion was Special Courts formed by CBI.

- Second India-UK dialogue on International Cyber issues, Delhi, December 3, 2013.

- Memorandum of Understanding with NLSIU, Bangalore and CBI to strengthen CBI’s training, research and capacity-building in areas of Law, Investigation and Prosecution was signed.

- Memorandum of Understanding with IIM, Bangalore and CBI to provide a framework of cooperation and to facilitate collaboration between the parties in the areas of mutual interest was signed.

- Memorandum of Understanding with NIMHANS and CBI was signed.

**MISCELLANEOUS ENQUIRIES**

12.36 During the period under review, the four regional desks of NCB-India received as many as 6245 references from foreign NCBs/Foreign Law Enforcement Agencies, regarding miscellaneous inquiries in respect of driving licences, identification of foreigners, arrest report of foreigners in India, criminal antecedents, identification of fingerprints, missing person’s deportation, drug trafficking, searches and registration of thefts of antiquities stolen from India, examination of foreign counterfeit currency seized by authorities in India, etc. were received and attended upon.

**TRAINING**

12.37 In the year 2013, CBI Academy and the three RTCs conducted a total of 138 courses and trained 3,459 officers/officials.

### Training Delivery

In the year 2013, CBI Academy and the three RTCs conducted a total of 138 courses and trained 3,459 officers/officials:

<table>
<thead>
<tr>
<th></th>
<th>No. of Courses</th>
<th>No. of Participants</th>
<th>Total</th>
<th>Training Mandays</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBI Academy</td>
<td>92</td>
<td>947</td>
<td>1611</td>
<td>2558</td>
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<tr>
<td>RTC, Kolkata</td>
<td>17</td>
<td>234</td>
<td>-</td>
<td>234</td>
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<tr>
<td>RTC, Mumbai</td>
<td>15</td>
<td>193</td>
<td>-</td>
<td>193</td>
</tr>
<tr>
<td>RTC, Chennai</td>
<td>14</td>
<td>474</td>
<td>-</td>
<td>474</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>138</strong></td>
<td><strong>1848</strong></td>
<td><strong>1611</strong></td>
<td><strong>3459</strong></td>
</tr>
</tbody>
</table>
13.0 The Scheme for Joint Consultative 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. The scheme provides a platform for constructive dialogue & discussion between the representatives of the staff side and the official side for peaceful resolution of all disputes between the Government as employer and the employees. The scheme was introduced with the objectives of promoting harmonious relations and securing the greatest measure of cooperation between the Central Government as the employer and the employees in matters of common concern and with the object of further increasing the efficiency of the public service combined with the well being of those employed.

13.1 The JCM Scheme provides for 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 (chaired by respective Secretaries); and

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).

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

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

Provided, however, that

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

(ii) Individual cases are not considered.

13.3 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. 46 meetings of the National Council (JCM) have been held under the Chairmanship of Cabinet Secretary since the inception of the Scheme in 1966.

NATIONAL ANOMALY COMMITTEE

13.4 In order to resolve the anomalies arising out of the implementation of the recommendations of the Sixth Central Pay Commission, a National Anomaly Committee has been constituted under the Chairmanship of Secretary (P). Five meetings of the National Anomaly Committee have been held under the Chairmanship of Secretary (P) on 12th December, 2009, 27th March, 2010, 15th
February, 2011, 5th January, 2012 and 17th July, 2012 wherein various anomalies were discussed with the representatives of the staff side. A Joint Committee on Modified Assured Career Progression Scheme (MACPS) was also constituted under the Chairmanship of Joint Secretary (Establishment) which held three meetings on 25th May, 2010, 15th September, 2010 & 15th March, 2011 and submitted its report which was placed before the National Anomaly Committee in its 4th meeting held on 5th January, 2012 and was subsequently discussed separately in a meeting with the Staff Side on 27th July, 2012.

13.5 The Government announced to set up the 7th Central Pay Commission. Before finalising the Terms of Reference (ToR) of the proposed Central Pay Commission, a meeting was convened by the Secretary (P) on 24.10.2013 to discuss the possible ToR for the 7th CPC with the staff side members of the JCM. Based on the discussions, possible ToR for the 7th CPC have been forwarded to the Ministry of Finance. The formal suggestions given by the Staff Side in this regard have also been forwarded to the Ministry of Finance.

ARBITRATION

13.6 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:-

- pay and allowances;
- weekly hours of work; and
- leave of a class or grade of employees.

BOARD OF ARBITRATION (BOA)

13.7 A Board of Arbitration (BOA) comprising a Chairman (an independent person) and two members, (nominated - one each by staff side and official side) functions 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. Under JCM Scheme, 259 references have been made to Board of Arbitration for settlement of disagreement cases to date of which, 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.
14.0 The enactment of Administrative Tribunals Act, 1985 opened a new chapter in the sphere of administering justice to the aggrieved Government servants in their service matters. The Administrative Tribunals Act owes its origin to Article 323-A of the Constitution of India which empowers Central Government to set up by an Act of Parliament Administrative Tribunals for adjudication of disputes and complaints with respect to recruitment and conditions of service of persons appointed to the public services and posts in connection with the affairs of the Union and the States. In pursuance of the provisions contained in the Administrative Tribunals Act, 1985, the Administrative Tribunals, set up under it exercise original jurisdiction in respect of service matters of employees covered by the Act. As a result of the judgment dated 18th March, 1997 of the Supreme Court in the case of L. Chandra Kumar & Other Vs UOI, the appeals against the orders of an Administrative Tribunal shall lie before the Division Bench of the concerned High Court.

14.1 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.

14.2 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. At present, 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.

14.3 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 Members of Central Administrative Tribunal (CAT) and State Administrative Tribunals 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. The
sanctioned strength of the Chairman is one and sanctioned strength of the Members of Central Administrative Tribunal is 65. The appointment of Members in CAT is made on the basis of recommendations of a Selection Committee chaired by a sitting Judge of Supreme Court (nominated by the Chief Justice of India). Thereafter appointments are made with the approval of Appointments Committee of the Cabinet after obtaining the concurrence of Chief Justice of India. The Selection of 16 Members (6 Judicial Members and 10 Administrative Members) has been made against the vacancies of Members in CAT arising up to 31.12.2013.

14.4 Under the Administrative Tribunal Act, State Administrative Tribunals were also set up in the following States -

(i) Andhra Pradesh
(ii) Himachal Pradesh
(iii) Orissa
(iv) Karnataka
(v) Madhya Pradesh
(vi) Maharashtra
(vii) Tamil Nadu
(viii) West Bengal and
(ix) Kerala

14.5 However, the Madhya Pradesh, Tamil Nadu and Himachal Pradesh Administrative Tribunals were abolished on the request of the concerned State Governments. Recently, on a proposal submitted by the Government of Himachal Pradesh, the Central Government has granted in-principle approval for re-establishment of Himachal Pradesh Administrative Tribunal.

14.6 The appointments against the vacancies of Chairmen and Members in State Administrative Tribunals are made on the basis of proposals sent by the State Governments with the approval of the Governor of the State concerned. Thereafter, their appointments undergo the same process as the one in respect of Central Administrative Tribunal.

14.7 Since its inception in 1985 and up to 31st March, 2014, the Central Administrative Tribunal received 6,61,119 cases for adjudication (including those transferred from High Courts), out of which 6,26,345 cases have been disposed of leaving a pendency of 34,774 cases. A statement indicating the institution, disposal and pendency of cases since inception of CAT is at Appendix-II.

14.8 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 206 organizations so far.

14.9 In order to familiarize the newly appointed Members of CAT with the functioning of the Tribunal, a short Orientation Programme / Training is held once in a year. So far four such Orientation Programmes / Training have been held and the last such Training was organized in February, 2014 at the National Judicial Academy, Bhopal.

14.10 In 2010, in order to commemorate completion of 25 years of establishment of CAT, the Rajiv Gandhi Lecture Series on Administrative Law was instituted. The inaugural lecture was delivered by Justice Shri Michael Kirby, Retired Australian High Court Judge on 11th December 2010 on the
topic “The Modern Administrative State – Reflections on India and Australia”. The second lecture in Rajiv Gandhi Lecture Series was delivered by Shri Soli J. Sorabjee, former Solicitor General on the “Meaningful Facets of Administrative Law” on 6th November, 2011 at Vigyan Bhawan. The third Rajiv Gandhi Lecture on Administrative Law was delivered by Dr. G. Mohan Gopal, Director, Rajiv Gandhi Institute of Contemporary Studies, New Delhi on “Justice, Court and Tribunal” on 16th March 2013.

14.11 The All India Conference of all the Members of the CAT to deliberate on the issues relates to CAT was held on 16th March, 2013, which was attended by the Chairman, CAT and Members of all the Benches of the CAT. Shri V. Narayanasamy, Hon’ble Minister of State for Personnel, P.G. and Pensions, Shri Ashwini Kumar, Hon’ble Minister of Law and Justice and Shri Altmas Kabir, Chief Justice of India addressed the gathering.

14.12 Presently, Justice Shri Syed Rafat Alam, is the Chairman of CAT. He has been appointed as Chairman, CAT with effect from 08.08.2012. Before his appointment as the Chairman, CAT, Justice Shri Alam was the Chief Justice of Allahabad High Court.

APPENDIX-I

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>
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<td>6</td>
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### STATEMENT SHOWING THE NAME OF BENCH AND PLACES WHERE CIRCUIT SITTINGS ARE HELD

<table>
<thead>
<tr>
<th>Sl. No.</th>
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<th>Circuit Sittings Held at</th>
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<tbody>
<tr>
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<tr>
<td>2.</td>
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</tr>
<tr>
<td>3.</td>
<td>CHANDIGARH BENCH</td>
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<td>4.</td>
<td>MADRAS BENCH</td>
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<td>5.</td>
<td>GUWAHATI BENCH</td>
<td>Shillong, Itanagar, Kohima, Agartala, Imphal</td>
</tr>
<tr>
<td>6.</td>
<td>JABALPUR BENCH</td>
<td>Indore, Gwalior, Bilaspur</td>
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<tr>
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<td>BOMBAY BENCH</td>
<td>Nagpur, Aurangabad, Panaji</td>
</tr>
<tr>
<td>8.</td>
<td>PATNA BENCH</td>
<td>Ranchi</td>
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</table>

### APPENDIX-II

### STATEMENT SHOWING THE POSITION OF INSTITUTION, DISPOSAL AND PENDENCY OF CASES IN THE CENTRAL ADMINISTRATIVE TRIBUNAL SINCE INCEPTION UPTO 31.3.2014.

(as provided by Central Administrative Tribunal, Principal Bench from time to time)

<table>
<thead>
<tr>
<th>S. NO.</th>
<th>PERIOD</th>
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<th>PENDENCY AT THE END OF THE PERIOD</th>
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<td>2013</td>
<td>27442</td>
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<td>Upto 31st March’14</td>
<td>7022</td>
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</table>
15.0 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**

15.1 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 61 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. 10000/-per annum for an Association.

**AREA WELFARE OFFICERS**

15.2 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)**

15.3 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. 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.

Central Civil Services Cultural and Sports Board (CCSCSB)

15.4 The Central Civil Services Cultural & Sports Board, a society registered under the Societies Registration Act, 1860 is the Central agency for promotion of Cultural & Sports activities amongst the Central Govt. employees 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. Subsequently, Regional Sports Boards were set up in various cities. Financial grants-in-aid are sanctioned every year by the Board to the Regional Boards.

ACTIVITIES OF THE BOARD
INTER MINISTRY TOURNAMENTS 2013-14

15.5 The Board organized Inter-Ministry Tournaments in 18 Disciplines of Sports during the year 2013-14.

ALL INDIA CIVIL SERVICES TOURNAMENTS HELD DURING THE YEAR 2013-14.

15.6 These tournaments, which are open to Central and State Government employees, aim
to give an opportunity to the civil servants to meet and interact with each other and compete. In 2013-14 such tournaments were held in 8 disciplines namely Badminton, Basketball, Chess, Hockey, Kabaddi, Lawn Tennis, Volleyball and Wrestling.

COACHING CAMP FOR CHILDREN/DEPENDENTS OF GOVERNMENT EMPLOYEES

15.10 The Board provides regular Coaching in Cricket and Lawn Tennis for the Children/Dependents of Government employees at Vinay Marg Sports Complex, New Delhi. Regular coaching in Lawn Tennis is also provided at Bharti Nagar and R.K. Puram, New Delhi.

CCSCSB-CITIZEN CHARTER

15.11 The CCSCSB is committed to achieve excellence in the promotion of sports and cultural activities amongst Central Government employees and to ensure their larger and effective participation in the said activities for physical fitness as well as recreation. With these objectives in view, the CCSCSB strives to create awareness among the employees about the virtues of physical fitness and the need to release stress and tension of the present day fast-paced life through sports and cultural activities. The Board carries out its activities in such a way as to arouse interest amongst employees to ensure their mass participation and towards this end also offers opportunities of training in sports to the children of Central Government servants.

15.12 The CCSCSB expects all the Central Government employees and their families based in Delhi to make full use of the sports facilities of the Board at Delhi for physical fitness as well as forward suggestions for better fulfillment of the Board’s objective. Details are available at the website of the Board.
Welfare Division, Department of Personnel and Training at [www.persmin.nic.in](http://www.persmin.nic.in).

GRIH KALYAN KENDRA (GKK)

15.13 The Grih Kalyan Kendra (GKK) is a registered Society under the Societies Registration Act, 1860 and functioning under the aegis of Ministry of Personnel, Public Grievances & Pensions. The basic objectives of the Kendra, in brief are:

a) To promote social, economic, cultural and educational activities for the welfare 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 families of Central Government employees for supplementing family income.

15.14 The GKK is administered by GKK Board. The Board is responsible for the organization and administration of GKK. President of the GKK Board is nominated by Secretary (P), DOPT.

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

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

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

c) Creches or Day Care Centres for children between the age of 90 days and 10 years.

d) Recreational facilities like Health Club/Gym, badminton and tennis, etc.

e) Coaching classes in Martial Arts, Yoga, Music, Dance, Theatre, etc.

15.16 The welfare activities run by Grih Kalyan Kendra are indicated in the table given below:

<table>
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<tr>
<th>Place</th>
<th>Number of Samaj Sadans/ Centres</th>
<th>Craft Centres</th>
<th>Nursery Schools</th>
<th>Creche Centres</th>
<th>Health Clubs/ Gyms</th>
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<td>25</td>
<td>17</td>
<td>14</td>
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</table>
15.17 The Grih Kalyan Kendra has undertaken the following activities during 2013-14.

i) 2110 children in Nursery Schools, 450 Students in Craft Centres, 250 Children in Crèches and 400 Users in Health Clubs/Fitness Centres have been availing the facilities.

ii) The multi-utility community centres are also hired out to Central Government employees for purpose of marriages/social functions at highly subsidized rental charges. Eight multi-utility community centres have been renovated and brought up to modern standards during the year 2013-14.

Kendriya Bhandar
Objects of the Organisation

15.18 The Central Government Employees Consumer Cooperative Society Ltd, New Delhi, operating in the name of KENDRIYA BHANDAR was set up in 1963 in pursuance of Cabinet decision as a Welfare Project for the benefit of the Central Government Employees. Presently, Kendriya Bhandar is serving its valuable customers i.e., Government Employees, Government & Non-Government Organizations / Institutions and general public at large by providing quality goods of daily need at reasonable price. The range of items which Kendriya Bhandar provides includes consumer goods, grocery items, stationery and medicines etc.

Conversion into Multi State Cooperative Society

15.19 Kendriya Bhandar was registered as a Multi State Cooperative Society w.e.f. 08.09.2000. With this change in its status Kendriya Bhandar has been able to expand its operations to other parts of the Country.

All India Networks of Stores/Branches

15.20 The Society operates a network of 132 stores/branch offices in Delhi, Maharashtra, Tamilnadu, Andhra Pradesh, Karnataka, Cochin, Daman, Goa, Uttar Pradesh, Uttarakhal, Rajasthan, Madhya Pradesh, Haryana, Punjab, Panipat and Chandigarh. At Delhi, Kendriya Bhandar has a chain of 100 stores, 96 Grocery/Consumer Stores and 04 Exclusive Stores for Medicine. At Grocery/Consumer stores, all items of consumer goods, grocery items and certain stationery items are being sold. In addition, we have exclusive sales counter at East Block and West Block, R.K. Puram, New Delhi for sale of stationery and other products. In other parts of country, our valuable customers are being served through the network of stores/branches as per the details given hereinabove.

15.21 Furthermore, Kendriya Bhandar is supplying medicines and related items to CGHS Dispensaries and Hospitals in Delhi through its existing chemist shops. Kendriya Bhandar has also opened Jan Aushadhi Generic Drug Shops in GTB Hospital, DDU Hospital and Shastri Bhawan as a part of Jan Aushadhi project of the Department of Pharmaceuticals Govt of India.

NEW STORES

15.22 Kendriya Bhandar has also opened new retail stores at Rashtrapati Bhawan Shopping Complex which was inaugurated by Shri Pranab Mukherjee, hon’ble President of India. This is a historic achievement for Kendriya Bhandar. Further, a new KB retail
store has been opened at AIIMS Residential Colony, which was inaugurated by the Director, AIIMS in April’2013.

Share Capital
15.23 As on 31st March 2013 Kendriya Bhandar had a paid-up capital of Rs. 94.81 lakhs of which Rs.68.18 lakhs have been subscribed by the Central Government and the rest by individual members.

Modernization/Automation Efforts
15.24 In line with latest trend in retailing, Kendriya Bhandar has made concerted efforts to modernize the existing stores in term of its ambience, display system etc. in a phased manner. In this direction, Kalkaji Store, Lodhi Road Store and Bhavishya Nidhi Store etc have been given facelift with the objective of providing better shopping environment to the customers and action is in hand to modernize other stores in a phased manner.

15.25 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. Kendriya Bhandar has also undertaken computerization of godowns such as Grocery and Consumer godowns and is also in the process of computerization of stores in phased manner. Furthermore, electronic weighing machines have been provided in the Kendriya Bhandar retail stores and godowns.

Sales and Financial Performance
15.26 Kendriya Bhandar has registered significant growth in the recent past. Total sales and net profit during the year 2012-13 was Rs.608.14 crores and Rs.6.04 crores respectively. Kendriya Bhandar has declared a dividend of 10% for the year 2012-13. Kendriya Bhandar is likely to achieve a turnover of Rs.680 crores (approx.) during the financial year 2013-14. The society has been paying bonus @ 20% to its employees for the last many years.

Cooperative Excellence Award
15.27 Kendriya Bhandar has been honoured with the prestigious Cooperative Award for Best Cooperative in the field of consumer welfare by the Govt. of NCT of Delhi for the year 2011-12 by Delhi Government. Kendriya Bhandar was also honoured with this Award in earlier years.

Sanskriti School
15.28 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. 25% seats are reserved for children belonging to disadvantaged groups and weaker sections, as defined in the Right to Education (RTE) Act and State RTE Rules.

Civil Services Officers Institute (CSOI)
15.29 The 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
imbibed with the spirit of cooperation in all aspects of civil services.

- The new CSOI building constructed by NBCC became fully operational in January 2012.
- The membership of CSOI increased from 6000 to 8000 members.
- CSOI new building has been graded as one of the five best building projects for incorporation green features and awarded ‘Three Star’ Rating by Ministry of Renewable Resources & GRIHA.
- CSOI at Vinay Marg, Chanakyapuri has state of the art facilities viz. swimming pool, gymnasium, auditorium for 250 seating, squash, health club (Spa) and ten fully furnished guest rooms.
- CSOI has consolidated its financial portfolio and increased its investments in public sector banks from Rs. 18 crore to Rs. 26 crore received from new membership entry fee of 2000 members.
- CSOI has organized various events for entertainment viz. social functions festival celebrations and intellectual talks through ‘Books & Authors’ interactive sessions every month.
- An ‘Art Gallery’ has been designed and opened on second floor of the building to promote art & rich heritage of India through exhibition of paintings, sculptors and masks in collaboration with Lalit Kala Academy.

**Departmental Canteens**

15.30 As a measure of Staff Welfare, Departmental Canteens/Tiffin Rooms have been set up in the 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 1000 non-statutory Departmental Canteens/Tiffin rooms are functioning in various offices of the Central Government. With a view to bring about improvement in cleanliness, quality of service etc. detailed instructions are issued from time to time including orders on policy matters.

15.31 Every year Scholarship is granted to eligible wards of canteen employees from the Discretionary Fund of Director (Canteens). A Revised Scholarship Scheme has been introduced for the meritorious wards of the canteen staff.

15.32 Training programme were organised for Cook Category at Institute of Hotel Management, Chandigarh for Departmental Canteen employees during December, 2013.

15.33 Certain targets were fixed for the Office of Director (Canteens) under Annual Work Plan (April, 2013 to March, 2014) on various subject matters, dealt with by this Department. These include:-

a) Review & Revision of Recruitment Rules of Group ‘B’ & ‘C’ post in the Non-Statutory Departmental Canteens;

b) Training of Managerial and Cook Category of Employees of Non-Statutory Departmental Canteens;

c) Updating data on balance of about 450 Non-Statutory Departmental Canteens;

d) Analysis of data collected in respect of Departmental Canteen all over India;

e) Inspection of Non-Statutory Departmental Canteens;

f) Grant of scholarship to the wards of canteen employees;
g) Interaction with Association of Canteen employees.

15.34 Revised scholarship scheme has been implemented and scholarship will be granted to the eligible wards of canteen employees in due course. Inspection of 42 Departmental Canteens (i.e. in Delhi and outside Delhi) has been under taken. Training programme for Cooks level has been organised at Institute of Hotel Management, Chandigarh. Model Recruitment Rules for Group ‘C’ posts in Non-Statutory Departmental Canteens has been revised.
THE RIGHT TO INFORMATION

Mandate

Administration of the RTI Act and Rules including amendments thereof.
Issue of Guidelines and clarification on RTI.
Implementation of the centrally sponsored plan scheme titled ‘Improving Transparency and Accountability in Government through Effective Implementation of RTI Act’.
Management of RTI online web portal.
Administrative matters of Central Information Commission.
Selection of Chief Information Commissioner and Information Commissioners in the Central Information Commission.
Framing of Right to Privacy Law.

SALIENT FEATURES OF THE RIGHT TO INFORMATION ACT, 2005

16.1 To set 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.

16.2 The Act is comprehensive and covers disclosure of information on almost all matters of governance. 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 the government. It covers all legislative bodies, the judiciary, the executive and all Constitutional bodies.

16.3 The Act casts an obligation on public authorities for suo-motu 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 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 indicating the information required. The request may be sent either by post, submitted in person or online if such facility exists with the public authority. It can be made in Hindi or English or in the official language of the area in which the application is made.

16.4 The Act creates an elaborate machinery to ensure supply of information which consists of Public Information Officers, Assistant Public Information Officers, Departmental Appellate Authorities, independent Central and State Information Commissions etc.
16.5 The Act requires supply of information on time bound basis. 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 to be 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/-. 

16.6 The information Act has created a system of two appeals. If an applicant does not get 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 departmental appellate authority who is generally the next superior officer to 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.

16.7 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. 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.

16.8 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, inter-alia, 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.

16.9 The Central Information Commission, when constituted initially, had five Commissioners including the Chief Information Commissioner. The Government has subsequently strengthened the Commission and it has now Eight Information Commissioners, in addition to the Chief Information Commissioner.

16.11 The Right to Information Rules, 2012 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. The applicant may have to pay fee in addition to application fee for obtaining documents or for inspecting the documents as follows:

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<td>Rs.2 for each page in A-3 or smaller size of paper;</td>
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<td>Actual cost or price of a photocopy in large size paper;</td>
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<td>Rupees fifty per diskette or floppy;</td>
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<td>price fixed for a publication or rupees two per page of photocopy for extracts from the publication;</td>
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<td>no fee for inspection of records for the first hour of inspection and a fee of rupees 5 for each subsequent hour or fraction thereof; and</td>
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<td>so much of postal charge involved in supply of information that exceeds fifty rupees.</td>
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16.12 The persons below poverty line are not required to pay any fee for seeking information.

16.13 The RTI Rules, 2012 also prescribe the procedure for deciding appeals by the Central Information Commission. The Rules provide for the following aspects of the appeal:

(i) Documents to be enclosed with the appeal
(ii) Return of Appeal
(iii) Process of Appeal
(iv) Procedure for deciding appeals
(v) Presence of the appellant before the Commission
(vi) Presentation by the Public Authority
(vii) Service of notice by Commission
(viii) Order of the Commission

**RTI WEBSITE**

16.14. There is a dedicated website on RTI namely www.rti.gov.in, which contains valuable information including circulars, notifications and Guides on RTI, search facility for locating CPIOs and Appellate Authorities in Central Government etc. It has a linkage with other RTI related sites as well.

**CENTRALLY SPONSORED PLAN SCHEME ON RIGHT TO INFORMATION**

16.15 The Government has launched a Centrally Sponsored Scheme “Improving Transparency and Accountability in Government through Effective Implementation of the Right to Information Act” in August, 2010 to undertake activities in the area of awareness generation and capacity building. Under the scheme, the Administrative Training Institutes and State Information Commissions are given support through release of grants for awareness generation and training programmes of all stakeholders. The total outlay of the scheme under XII Five Year Plan is Rs.110.36 crores. During the last two years i.e., 2012-13 and 2013-14 (upto December, 2013) an expenditure of Rs.29.60 crores has been incurred under the Scheme.

**TRAINING:**

16.16 The above Plan Scheme has components of training of Public Information Officers / First Appellate Authorities of Centre as well as States. On the training of State PIOs, a sum of Rs.2.70 crores was released to Administrative Training Institutes upto 31st December, 2013.
MASS MEDIA CAMPAIGN ON RTI:
16.17 The component of awareness generation includes mass media campaign and publication of guidebooks. As part of mass media campaign, RTI song was telecast, broadcast and screened in 10 Regional Languages and Hindi through television, radio and theatres. During the year under review, new video spots have been got produced on the themes of MGNREGA, ration, school and panchayat. Further, new audio spots have been developed. These were telecast and broadcast in Hindi and 10 regional languages on Doordarshan and AIR channels. An expenditure of Rs. 9.95 crores was incurred on this component till December, 2013.

INTERNSHIP ON RTI:
16.18 Considering the need to consolidate and document the experiences of the Ministries/Departments of Government of India in the implementation of RTI, its successes, constraints in implementation, to identify the areas which need more attention, to address the gap areas and to see what more needs to be done to help achieve the objectives of the Act, DOPT provides Short Term Internships to Undergraduates pursuing the five year integrated course in Law and pursuing Graduation in Law to conduct an analysis of RTI application in select Public Authorities. During the year under review, internship is being offered to students from reputed Law Schools and Universities across the country.

REGIONAL WORKSHOPS & NATIONAL WORKSHOP:
16.19 The Plan Scheme also envisages organization of Regional Workshops and a national workshop to provide a forum for sharing of best practices, success stories and for panel discussions with the aim of collating and publishing of learnings from these workshops for wider disseminations. During the year under review, so far four Regional Workshops have been organized by the Administrative Training Institutes located at Shimla, Mysore, Pune and Bhopal. A National workshop has also been organized at Indian Institute of Public Administration, New Delhi, which included panel discussion on ‘Ensuring compliance of suo motu disclosure commitments – from villages to Central Ministries’ by eminent panelists.

RTI CELLS IN MINISTRIES / DEPARTMENTS
16.20 Department of Personnel & Training provides a one-time grant of Rs.50,000/- under the Plan Scheme for setting up RTI Cells in the Central Ministries / Departments to streamline receipt and disposal of RTI applications / appeals and orders. During this year, so far 20 Central Public Authorities have availed of funds to set up RTI Cells.

RTI LOGO
16.21 With a view to create a brand for the Right to Information, a logo given below had been adopted for the RTI on 28th October, 2010. The logo is very simple and iconic. A sheet of paper with information on it, and the authority figure behind it – providing the information. This represents the two key stakeholders in the process of sharing information under the RTI Act.
**RTI SONG**

16.22 A theme based song on RTI had been launched in the year 2011. An Audio-visual and Audio publicity campaign for both the RTI song and RTI logo has been undertaken through various channels of Doordarshan, private channels of Television, All India Radio and private channels of Radio.

**RTI ONLINE PORTAL**

16.23 A web portal namely ‘RTI Online’ has been launched to provide a facility for the Indian Citizens to file online RTI applications and first appeals and also to make online payment of RTI fees. The prescribed fee can be paid by the applicant through internet banking of State Bank of India and its associate banks as well as by Credit/Debit cards of VISA / Master, through the payment gateway of SBI linked to RTI Online portal.

16.24 The RTI online portal provides for sending online replies to applications and appeals, though reply can be sent by regular post also. For the successful implementation of this facility, extensive training to the CPIOs / FAAs has been provided by DOPT, with the help of NIC. This facility has been extended to all the Central Ministries/Departments located at New Delhi / Delhi.

**SUO MOTU / PROACTIVE DISCLOSURE**

16.25 Section 4(1)(b) of the RTI Act lays down the information which should be disclosed by Public Authorities on a suo motu or proactive basis. Sections 4(2) and 4(3) of the Act prescribe the method of dissemination of this information. In order to improve the proactive disclosure, Government of India constituted a Task Force on suo motu disclosure in May, 2011. After considering the recommendations of the Task Force, the Government of India has issued guidelines to Central Ministries / Departments for Proactive Disclosure under section 4 of the RTI Act on 15.4.2013. These guidelines envisage –

(a) Suo motu disclosure of more items under section 4,
(b) guidelines for digital publication of proactive disclosure,
(c) detailing of certain clauses of section 4(1)
(b) to make disclosure more effective
(d) compliance mechanism for suo motu disclosure

16.26 As per the guidelines, pubic authorities may publish information relating to procurement, public private partnerships, transfer policy and orders, RTI applications, CAG and PAC paras, citizens’ charter, discretionary and non-discretionary grants, foreign tours of Prime Minister and Ministers.

16.27 The guidelines further provide that each Central Ministry/Public Authority should get its proactive disclosure package audited by a third party every year and that such audit should be communicated to the Central Information Commission annually through publication on their own websites alongwith the names of the third party auditors. Under these guidelines it is mandatory that a senior officer of the level of Joint Secretary in the case of Ministry/Department and Additional HoD in the case of attached/subordinate offices is nominated as nodal officer for ensuring compliance with the proactive disclosure guidelines.

16.28 State Governments have also been requested to consider issuing similar guidelines, along with templates for disclosure at various
levels, for better implementation of suo motu disclosure at State level. Four areas have been identified for development of templates viz. Public distribution system, Panchayats, MGNREGA and Primary and Secondary Schools.

**COMPENDIUM**

16.29 For the convenience of the citizens, a compendium of Office Memorandums (OMs) and Notifications under the Right to Information Act, 2005 issued by DoPT has been launched online, with topic wise search facility.

**GUIDE**

16.30 Section 26 of the RTI Act requires the Government to compile a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right specified in the Act. Further, it requires the Government to update the guide at regular intervals. Accordingly an updated Guide on the Act has been published online. This would help all the stake-holders viz. information seekers in getting information, public information officers in dealing with the RTI applications, first appellate authorities in taking cogent decisions on appeals and the public authorities in implementing various provisions of the Act in right earnest.

**2ND BEST IN THE WORLD**

16.31 Right to Information Act, 2005 has been rated second globally in a study conducted by the Access Info Europe and the Centre for Law & Democracy. Both the institutions are Human Rights Organisations working in Europe and Canada respectively. The RTI rating provides a numerical assessment for rating for the overall legal framework for the Right to Information in a country, based on how well that framework gives effect to the right to access to information held by public authority. The rating is limited to measuring the legal framework and does not measure the quality of implementation. Out of 95 countries, where the law is applicable, India has been placed second, after Serbia.
17.0 The Prime Minister approved a system for Monitoring and Evaluating the Performance of Government Departments and Ministries on 11.9.2009. Under this system, all Departments are expected to prepare a Results-Framework Document (RFD) summarizing the main objectives and corresponding action for the year. The High Powered Committee on Government Performance in its meeting held on 28.01.2010 decided to include the Department of Personnel and Training (DoP&T) in Phase II of the Performance Monitoring and Evaluation System in Government Departments and Ministries.

17.1 The essence of the proposed system of RFD is simple. It seeks to address three basic questions:

(a) What are the main objectives of the Government Department for the year?

(b) What actions are proposed to achieve these objectives?

(c) How would we know at the end of the year the degree of progress made in implementing these actions? That is, what are the relevant success indicators?

17.2 Accordingly, this Department prepared RFD for the year 2010-11, 2011–12 and 2012-2013. Detailed RFD 2012-13 is as per Annexure IV and is also available on this Department’s website i.e. www.persmin.gov.in.

Strategy and Strategic Plan of the Department

17.3 As a part of RFD exercise for the year 2010-11, this Department has prepared Strategy and Strategic Plan for the next five years. While preparing the Strategy, DoP&T has had wide stakeholder’s consultation along with open house discussion and brain storming session within the Department. Further, in the process, a Seminar was organised at Mussorie, which provided the requisite inputs for developing the Strategy of the Department. The Departmental Strategy was finalised for the next five years and approved in February, 2011.

17.4 The strategy of the Department endeavours to respond to the challenges of improving performance, bringing efficiency with transparency in public service while keeping pace with the changing environment in the public service. One of the strategies has been added which is placed at (xii). The strategic goals and complete key strategic actions for achieving them are listed below:
Strategic Goals

(i) Attract the most suitable
(ii) Nurture excellence
(iii) Competency based Human Resource Management (new addition)
(iv) Incentivise excellence
(v) Revitalise Junior and Middle Management in Central Secretariat
(vi) Strengthen Vigilance administration
(vii) Bring more transparency in Public Affairs.

Key Strategies/Strategic Actions

(i) Define an over arching credible, transparent and broad Personnel Policy with a clear cut mandate which is non-negotiable.

(ii) Introduce requisite reform in Civil Services Examination with the objective of attracting the most suitable candidates with the right Knowledge, Skills and Attitudes.

(iii) Build the brand image for all levels of service.

(iv) Make the recruitment and placement process more objective by specifying job descriptions with pre-defined and widely disseminated selection criteria and eliminate elements of arbitrariness.

(v) Enrich the work environment to maximize system effectiveness and optimize Human Resource utilization.

(vi) Secure adequate and effective representation of socially and economically disadvantaged groups in the society.

(vii) Develop innovative tools for capacity Development, including mentoring, online training and on the job training.

(a) Ensure adherence to the principle of at least 2.5% of the salary budget of each office/organisation being set apart for training and also introduce an element of mandatory capacity building component in each scheme.

(b) Interact with achievers & luminaries through conferences/seminars while learning and development through international best practices.

(viii) Develop an Inclusive Policy framework - an appropriate organizational culture to develop creativity, innovation, responsiveness, and ethical values leading to “excellence” at all levels in government.

(a) Make organisation/agencies accountable for providing training of opportunities for their employees.

(ix) Mandate training of frontline personnel through a competency framework that stipulates;

(a) Each job is performed by a person with requisite competencies;

(b) Core and sector-specific competencies—with special focus on attitude ;

(c) Induction as well as refresher training at least once in five years.

(x) Strengthen the required infrastructure for training and development through:-

(a) Setting up a National Training Council and strengthening Trainer Development Programme to provide wide coverage.

(b) Collaborating with ATIs in attaining the goal for training for all.

(xi) Promote work life balance.
(xii) Competency based human resource management (new entry)

(a) Design Phase - focusing on developing common Competency Model for the Indian Civil Services and on developing a competency model tool-kit, methodology and knowledge resource.

(b) Pilot Phase — focusing on identifying Competency Requirement for all positions within two select government departments; developing Competency Models for all grade- levels within a select civil service cadre; and developing Recommendations on application of competencies for the following functions: Recruitment, Training, Leadership Development, Performance Management, Remuneration, Career Planning, Succession Planning and Promotions etc.

(xiii) Create fair and credible standards for appraisal of individual’s performance with reference to benchmarked base trends as reflected in sub RFD/Annual Action Plan at group/division level.

(xiv) Review existing schemes and introduce new schemes of monetary and non monetary incentives for extraordinary performance.

(xv) Recognise specified percentage of outstanding officers and employees every year and reward them through specially designed incentive schemes.

(xvi) Make use of Human Resource Information System (HRIS) for all the Services and Cadres managed by the Department with a view to recognising performance and recommending incentives.

(xvii) Recognise, select and sustain individuals who provide strong leadership and direction for the Department/Organisation.

(xviii) Correct and timely assessment of manpower needs in Ministries/Departments

(a) IT based planning and forecasting of manpower based on current allocation of posts;

(b) IT based Cadre Management System;

(c) Re-assessment of Junior/Middle Management Staff in Central Secretariat;

(d) Development of competency framework for various positions;

(e) Assessment of viability of introduction of EA System.

(xix) Recruitment, promotion and placement of suitable staff in a timely manner keeping needs of Ministries as well as employees in view.

(a) Review of direct recruitment policy in Central Secretariat Services;

(b) Introduce a system of personal development plan in a gradual manner;

(c) Provide competency framework based training to all employees as per CTP;

(d) Institutionalize induction training;

(e) Continuous training through innovative tools viz., online training, mentoring, etc.;

(f) Placement of staff- balancing the need of individuals for career advancement, of Departments for skilled staff and of Government to promote fairness in opportunity & promotion of integrity.
Strengthening HR management for Central Secretariat Services by:-

(a) Developing core HR Managers in the Ministries as well as CS Division.
(b) Streamlining distribution of HR functions between DOPT and Cadre Units for efficiency and effectiveness using ICT.
(c) Institutionalize systems for open and transparent engagement with Ministries and employees in a sustained manner.
(d) Review and strengthen system for redress of employees’ grievances.

Reduce the trust deficit in Government by simplifying existing Rules and Procedures for reimbursement of personal claims & perquisites.

Develop a preventive mechanism through psychological profiling at entry level.

Laying down, inculcating and nurturing organizational values at all levels through:-

(a) Providing training on ethics at all levels.
(b) Reviewing and amending the rules and procedures regulating Regular Departmental Action (RDA) cases to ensure that violators are dealt with surely and swiftly.
(c) Improving process for punishing violations by providing for Alternate Dispute Resolution and negotiated penalty.
(d) Improving systems of communication at all levels and encouraging ethical behavior.

Strengthening institutional mechanism for prevention and detection of corruption amongst public servants.

Improving public and media perception of the Government by highlighting achievements and making an example of those punished.

Develop ICT tools for reducing discretion and improving transparency in public dealing Departments.

Institutionalize system for effective implementation of provisions for suo-motu disclosure by public authorities

(a) Lay down detailed rules and templates for suo-motu disclosure.
(b) Audit of suo-motu disclosure made by Public Authorities.

Strengthen demand side of RTI through awareness generation, training and effective collaboration with civil society and media

(a) Develop and implement a long term communication strategy for RTI which synergizes the efforts of central and state governments, CIC/ SICs, CSOs, and Media.
(b) Establish identity of RTI through effective use of RTI logo and media campaign.
(c) Support State governments and SICs in their awareness generation efforts.
(d) Build capacity of general public to use the RTI act, 2005 effectively through publication of the Act, rules, guidebooks etc..Undertake training activities and through supporting efforts of State governments and CSOs in this regard.
(xxix) Enhance capability of public authorities, Central Public Information Officers, Appellate Authorities and Information Commissions to perform their assigned roles under the Act.

(a) Training of CPIOs/ AAs and support to states for training of SPIOs and AAs.
(b) Capacity building of ICs.
(c) Streamlining procedures and strengthening of infrastructure for handling RTI requests in Central Public Authorities.
(d) Review and streamlining record management procedures in Central Public Authorities, in consultation with DARPG.
(e) Facilitate updating of knowledge of CPIOs and AAs on a continuous basis.

(xxx) Strengthen institutional framework for implementation of the RTI Act through:

(a) Review and revision of RTI Act and Rules and related procedures, as per need.
(b) Setting up institutional arrangements for ‘Knowledge Management’ in regard to RTI and dissemination of knowledge.
(c) Review of procedures for selection of CIC / ICs.
(d) Review of Government-CIC relationship for smoother functioning of CIC.
(e) Setting up a forum for regular exchange of views between the government, Information Commissions and CSOs for better implementation of the Act.

(f) Undertaking and supporting surveys, research and studies on issues relating to the Act.

(xxxi) Improve public access to information through use of ICT by:

(a) Setting up a call centre to receive RTI applications for central public authorities.
(b) Setting up a portal for enabling online submission and follow up of RTI applications and first appeals.
(c) Facilitating filing of RTI applications by NRIs through use of ICT.

17.5 Detailed Strategy and Strategic Plan is available on the Department’s website persmin.gov.in.

Citizens/ Client’s Charter and Sevottam Compliant Public Grievance System of the Department:

17.6 As per the mandatory requirement of RFD, the Citizen’s/Client’s Charter of the Department was reviewed by the Ad-hoc Task Force constituted by the Performance Management Division, Cabinet Secretariat. The Ad-hoc Task Force appreciated the efforts of the Department and suggested some changes/modifications which were duly carried out and the revised Charter has been uploaded in the website of the Department by the target date. The revised Citizen's/Client's Charter of the Department contains the services provided by the various Divisions, name and contact, details of the responsible officer, service standards and time taken, process involved and documents required. The revised Citizen’s charter was uploaded on the DOPT’s website on 16.1.2012. The charter also contains the name and contact details of public grievance
The services included in the citizen's/client's charter are:

i. Processing of proposals for ACC approval.

ii. Allocation of Service on the basis of result of Civil Services Examination.

iii. Nomination of candidates for Foundation Course to whom service have been allocated.

iv. Release of holiday list for the Government Departments/Organisations.

v. Release of Grants-in-aid to staff side Secretariat of National Council (JCM).

vi. Grant of advice on disagreement cases with UPSC on disciplinary matters.

vii. Clarification on issues related to ACRs/APARs.

viii. Processing for extension of ad-hoc appointments/Grant of approval

ix. Processing of proposals for framing/amendment/relaxation of RRs (including proposals received online on RRFAMS).

x. Cadre Clearance for Personal Foreign Visits or/and Deputation.

xi. NOC for filling up of posts in Government organisations.

xii. Nomination of officers under Domestic Funding of Foreign Training - Long Term Training Programmes (6 months-1 year) & Short Term Training Programmes (up to 6 months).

xiii. Nomination of officers for Advanced Professional Programme in Public Administration (APPPA).

xiv. Advice and clarification to Ministries/Departments on the issue of Reservation in services to SC, ST, OBC, PWD and Ex-Servicemen.

xv. Payment to vendors for invoices submitted, except air bills, in all respects.

17.7 Review of implementation of Citizen’s/Client's Charter is a continuous process and the Department is committed to include more services and improve service standards.

Public Grievances Redressal System

17.8 The Department is implementing the Centralized Public Grievances Redress And Monitoring System (CPGRAMS), an online grievance redressal mechanism, developed and monitored by the Department of Administrative Reforms and Public Grievances (DARPG). During the period January 2013 to March, 2014 the Department received 4030 grievances in CPGRAMS, and disposed of 3082 grievances.

17.9 In addition, the Department also receives grievances in hard copy from citizens and other Ministries/Departments of the Government of India. The grievances are acknowledged and forwarded to the various Divisions for examination and redressal. The grievances which do not pertain to this Department are forwarded to the concerned Ministry/Departments and the petitioner informed accordingly.

17.10 The Performance of redressal of grievances and implementation of CPGRAMS in the Department is reviewed Divisions-wise periodically by Joint Secretary (AT&A) and measures to improve the performance is taken up with them.

17.11 Joint Secretary, DOPT is the Director of Public Grievances for DOPT. As per the instructions of Department of Administrative Reforms & Public Grievances, Wednesday of every week is maintained as a meeting less
day so that the citizens can meet officers concerned between 10.00 AM to 1.00 PM for redressal of grievances. The progress of disposal of public grievances is monitored every month to ensure quick disposal and avoiding pendency.

Information and Facilitation Centre

17.12 Information & Facilitation Centre (IFC) of this Department had been set up with a Help Desk for providing information to the citizens, both at North Block and Lok Nayak Bhawan. Apart from facilitating and guiding the citizens, the IFC disseminates information regarding the Department of Personnel and Training and its activities. IFC has been set up keeping in view easy accessibility for the citizen.

Staff Grievances Redressal

17.13 Department has initiated a mechanism for redressal of grievances of employees. Online lodging of grievances by employees has been enabled in the intra-department website, with the technical support of NIC. The redressal/disposal of grievances by the concerned Section is monitored by Director (Administration). In addition, two open house interactions with members of the staff have been held by Director (Administration).

17.14 With a view to looking into the grievances of various nature of the staff working in different Divisions of DOPT and to settle them satisfactorily, Grievance Redressal Officers (GROs) have been designated. The emphasis would be on how to help find a solution to any complaint the staff may have been listening to them carefully with empathy and, in case necessary, in total confidence. The GROs are required to act as an informal, confidential, trustworthy and readily accessible source of early assistance for staff who may be anxious about being provided with a respectful and congenial workplace.
18.0 The Ministry continued to make concerted efforts to promote the use of Hindi in official work and to ensure compliance of the provisions of the Official Language Act, 1963 as amended in 1967, and Official Language Rules, 1976 framed thereunder as also the various orders/instructions issued by the Department of Official Language from time to time with a view to ensure proper implementation of the Official Language Policy of the Union.

**Machinery for Implementation and Translation**

18.1 The Ministry has a full-fledged Official Language Division headed by a Joint Director (OL) (post vacant) with a Deputy Director (Official Language) and two Assistant Directors (one post vacant) and other supporting staff. This Division caters to the needs of the Department of Personnel and Training. There is a separate OL Division under a Deputy Director (Official Language) with necessary supporting staff in the Department of Administrative Reforms and Public Grievances. Likewise there is also a separate OL Division under an Assistant Director (OL) with necessary supporting staff in Department of Pension and Pensioner’s welfare. Besides monitoring the implementation of the Official Language Policy and the Annual Programme, the Official Language Division arranges in-service training for the staff for learning Hindi Language, Hindi Typewriting and Hindi Stenography. It also undertakes translation of the material received from various Sections/Desks of the Ministry from English to Hindi such as General Orders, Standard forms, Notifications, Resolutions, Cabinet Notes (except the annexures relating to other Ministries/ Deptts.), Administrative and other Reports, Press Releases and Periodic statements/ summaries etc. referred to in section 3(3) of the Official Language Act, 1963 in addition to Parliamentary and Budgetary matters.

**Kendriya Hindi Samiti**

18.2 Kendriya Hindi Samiti headed by the Hon’ble Prime Minister also suggests various ways and means to the Ministries/Departments to promote the use of Official Language Hindi in the Official work. The instructions of the Committee are being implemented in the Department.

**Hindi Salahakar Samiti**

18.3 The Hindi Salahakar Samiti of this Ministry has been reconstituted and resolution was issued on 30-01-2013. The reconstitution of the Committee will be taken up afresh after the constitution of the 16th Lok Sabha.

**Kendriya Rajbhasha Karyanavayan Samiti**

18.4 Kendriya Rajbhasha Karyanavayan Samiti is headed by the Secretary, Department of Official Language. The directions of this Committee are being complied with in the Department.
Rajbhasha Karyanvayan Samiti
18.5 The meetings of the Rajbhasha Kryanvayan Samiti of the Department of Personnel and Training are being organized periodically in the Department to discuss the Quarterly Progress Reports and suggest the various means for progressive use of Official Language Hindi in the Department.

SPECIFIC MEASURES TAKEN FOR PROMOTING THE USE OF OFFICIAL LANGUAGE HINDI

Quarterly Progress Report (QPR) and Annual Assessment Report
18.6 To assess the work done by the personnel in Hindi in their official work, a Quarterly Progress Report is compiled after collecting the data from various Divisions / sections in a prescribed proforma and sent to the Department of Official Language on regular basis. Likewise, an Annual Assessment Report relating to the progressive use of Hindi is also sent to the Department of Official Language.

Cash Awards and Incentive Schemes
18.7 An incentive scheme to encourage officers and employees to do their official work in Hindi is in vogue in the Department. Under this scheme, cash awards are given to staff member who carry out their official work (noting & Drafting) in Hindi.

Organising Hindi Pakhwara / Hindi Divas
18.8 During Hindi Pakhwara (13th September, 2013 to 27 September, 2013) Hindi Essay, Hindi Noting & Drafting, Samanya Hindi Gyan Aur Vartani, and Translation Competitions were organized and the participants who secured first, second and third positions as also those who performed well have been awarded with cash prizes and commendation certificates.

Following are some photographs of the activities during Hindi Pakhwara and prize distribution functions:-

![Image](image_url)

Ms. Mamta Kundra, Joint Secretary (Estt.) (left) addressing the colleagues in Hindi Prize Distribution Ceremony during Hindi Pakhwara.

Hindi Workshops
18.9 Three Hindi workshops were organized during the year under report to motivate the personnel to do more and more official work in Hindi.
Official Language Implementation Committees of the attached offices

18.10 The Attached Offices of the Ministry have their own Official Language Units and Official Language Implementation Committees. The meetings of OLIC are being held regularly in these offices and representatives of the Department also attend these meetings.

Training Institutions

18.11 The two Training Institutions under the Ministry viz., Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie and the Institute of Secretariat Training and Management (ISTM), New Delhi have made considerable progress in providing the training material in Hindi also. In LBSNNA teaching material of main subjects is provided in a book form and translation of the lecturer notes of the topics taken by the faculties are provided immediately on the demand of trainees officers. ISTM has all the training material in bilingual form.

Monitoring and Inspection

18.12 In order to assess the progress made in implementing the Official Language Policy and the Annual Programme, Quartely Reports received from various offices are reviewed in the Official Language Division and the progress made in the progressive use of Hindi is discussed at length in the quarterly meetings of the Official Language Implementation Committee of the Department and remedial measures are suggested to remove the shortcomings.

18.13 A team of officials from the Official Language Division of the Department of Personnel and Training inspects the Divisions/Sections and the Attached Offices of the Ministry in a phased manner and also suggests the ways and means from time to time to overcome the practical difficulties experienced in the course of implementing the Official Language Policy of the union.

18.14 During the period from 1.1.2014 to 31.3.2014 one attached office of DoPT (Staff Selection Commission, New Delhi) and five sections of the Department [i.e. Estt.B, AIS-I, AIS-II, AIS-III and Estt.(res.)] were inspected for assessing the progressive use of Hindi.
19.0 The budget provision is made for Secretariat Expenditure of the Ministry of Personnel, Public Grievances & Pensions in respect of:

a) Department of Personnel & Training which is entrusted with the work relating to framing / interpretation of rules and regulations; recruitment, promotion and reservation policy; induction, training and refresher courses for all levels / grades of Civil Services posts; service conditions, career and manpower planning, vigilance, discipline and welfare activities of Central Government servants; investigation and prosecution in corruption cases and other serious crimes; redressal of grievances of public servants; implementation of Right to Information Act etc. The provision includes Grants-in-aid assistance to Civil Services Officers’ Institute, Grih Kalyan Kendra, Residents Welfare Associations, Sanskriti School etc. This also includes provision for the Plan Scheme ‘Propagation of ‘Right to Information Act’.

b) Department of Administrative Reforms & Public Grievances which is entrusted with matters relating to Administrative Reforms, O&M and policy, coordination and redressal of grievances including those pertaining to Central Government Agencies; hosting of Civil Service Day, PM’s Award, Chief Secretaries Conference etc. This also includes plan provision for Modernization of Government Offices, Pilot projects on Administrative Reforms which consists of promotion of e-governance, fostering of good governance, learning from success, sevottam etc.; and

c) Department of Pension & Pensioners Welfare which administers all schemes relating to retirement benefits including Gratuity, Pension, fringe benefits to pensioners, etc. and Pensioners’ Portal.

19.1 The provision is for establishment-related expenditure of the Central Administrative Tribunal which are entrusted with the redressal of grievances exclusively of public servants.

19.2 The provision is for establishment-related expenditure of the Staff Selection Commission including expenditure on the conduct of examinations for recruitment of lower grade staff in Central Ministries/Departments etc. This also includes provision for purchase of office accommodation for NER, Guwahati office of the Staff Selection Commission.

19.3 The provision is for establishment-related expenditure of the Central Bureau of Investigation which is entrusted with investigation and prosecution in corruption cases against public servants, private persons, firms and other cases of serious crimes. This also includes plan provision for CBI
19.4 The provision includes establishment related expenditure of Institute of Secretariat Training & Management (ISTM) and Lal Bahadur Shastri National Academy of Administration (LBSNAA). These Organizations arrange several training programmes including foundation courses, refresher courses, mid-career training, etc. so as to equip all levels / grades of Secretarial functionaries with adequate exposure to the latest rules and regulations, aptitude etc., expenditure on domestic / overseas travel, course fees etc. in respect of CSS / CSSS officials who are to undergo mandatory training at ISTM as a pre-condition for consideration for promotion to next higher grade have also been included centrally in the budget of this Ministry. This also includes provision for Grants to Indian Institute of Public Administration and other training Institutions; as well as Plan provision for Training schemes like Training for all, Domestic Funding for Foreign Training, up gradation of LBSNAA to a Centre of Excellence, setting up of National Centre for Good Governance, augmentation of Training Facilities at ISTM.

19.5 The provision is for establishment related Charged expenditure for Lok Pal. The Lok Pal and Lokayuktas Act, 2013 has been notified by the Government. Action on creation of posts for Lokpal along with the creation of a Separate Grant / Demand No and separate Major Head and Minor Heads has been taken up with the Ministry of Finance & Office of the Controller General of Accounts (CGA) in consultation with Comptroller & Auditor General of India (C & AG) and the exercise is in progress. However from 2014-15, the provision kept for Lok Pal has been included under Major Head 2062- Vigilance with an exclusive Minor Head & related Object heads.

19.6 Expenditure of Central Vigilance Commission (CVC) was earlier a part of Grant No-73. With the approval of Competent authority, CVC has got a separate Grant No-74 to be in operation w.e.f 2014-15. CVC’s Revised Estimates (RE) 2013-14 have been included in the Grant No 73, whereas its BE 2014-15 provisions are now separate from Grant No73 and is being operated under Grant No 74 from 2014-15.

19.7 The provision is meant for reimbursement to State Governments towards House Building Advances paid to All India Service Officers.

19.8 The provision is for establishment related expenditure of Public Enterprises Selection Board and Central Information Commission. This also includes plan provision for construction of office building of the Central Information Commission, Dak digitization, setting up of Video Conferencing facilities, preparation of publicity material on RTI, setting up of Call Centre and establishment of wing for transparency and accountability studies for CIC.

19.9 Highlights of Plan and Non-Plan allocation/expenditure is as follows:-

19.10 The following Central Sector Plan Schemes are being implemented by this Ministry during the Twelfth Five Year Plan 2012-17.
Training Division, DOPT
1 Training for All – Support for Training Activities and Capacity Building for Project Appraisal
2 Domestic Funding for Foreign Training
3 Grant to IIPA

ISTM
4 Augmentation of Training facilities in ISTM

LBSNAA
5 Improvement of Infrastructure and upgradation of essential facilities at LBSNAA-
Upgradation of LBSNAA to a Centre of Excellence
6 Setting up of National Centre for Good Governance

Plan Schemes of CBI
7 Modernization of Training Centre of CBI
8 CBI e-Governance
9 Purchase of land and construction of office complex for CBI, Mumbai office
10 Establishment of Technical and Forensic Support Units of CBI
11 Comprehensive modernization & Purchase of land/construction of buildings for CBI

Plan Schemes of CIC
12 Construction of CIC Office Building
13 Other Plan Schemes of CIC

Plan schemes of IR Division, DOPT
14 Propagation of RTI Act, Improving Transparency & Accountability in Govt. through effective implementation of RTI Act:

AR&PG
15 Plan Schemes for Administrative Reforms

D/o Pensions & PW
16 Pensioner’s Portal

19.11 NON PLAN ALLOCATIONS

Demand No-73, Ministry of Personnel, Public Grievances & Pensions

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<tr>
<th></th>
<th>Actuals</th>
<th>BE</th>
<th>Actuals</th>
<th>RE</th>
<th>BE</th>
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<td>85.54</td>
<td>79.58</td>
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<td><strong>Secretariat General Services (M/o Personnel, PG &amp; P) (Major Head -2052)</strong></td>
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<td>60.01</td>
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<td><strong>Vigilance (CVC &amp; Lok Pal) (Major Head -2070 &amp; 2062 for 2014-15), CVC a separate Grant (Grant No-74) from BE 2014-15 which is Rs 20.35 crore.</strong></td>
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<td>494.69</td>
<td>500.33</td>
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<td>733.62</td>
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<td><strong>Capital Outlay on Police</strong></td>
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<td>CBI-Motor Vehicles / Machinery &amp; Equipment (Major Head -4055)</td>
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<td><strong>Capital Outlay on Public Works</strong></td>
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<td>Staff Selection Commission (Major Head -4059)</td>
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<td><strong>Loans &amp; Advances to State Government</strong></td>
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<td><strong>TOTAL (CAPITAL)</strong></td>
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<td>244.03</td>
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19.12 Details of approved Plan Schemes of this Ministry for the 12th Five Year Plan (2012 – 2017)

There are 16 approved Plan Schemes of this Ministry for the 12th Five Year Plan with an overall allocation of Rs.1385 crore. Scheme wise/ year-wise allocation and a brief on each Plan Scheme are given below:-

(Rs. in crores)

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<td>Training for All – Support for Training Activities and Capacity Building for Project Appraisal</td>
<td>R 127.63</td>
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<td>Domestic Funding for Foreign Training</td>
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<td>43.00</td>
<td>43.00</td>
<td>46.00</td>
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<td>3</td>
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<td>4</td>
<td>Augmentation of Training Facilities at ISTM</td>
<td>R 10.00</td>
<td>3.50</td>
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<td>0.02</td>
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<td>5</td>
<td>Improvement of Infrastructure and upgradation of Essential facilities at LBSNAA - Upgradation of LBSNAA to a Centre of Excellence</td>
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<td>19.39</td>
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<td>Setting up of National Centre for Good Governance</td>
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<td>7</td>
<td>Modernization of Training Centre of CBI</td>
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<td>9</td>
<td>Purchase of land &amp; construction of office / residence complex for CBI Mumbai office</td>
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<td>10.54</td>
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<td>V</td>
<td>Plan Schemes of CIC</td>
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<td>Propagation of RTI Act -Improving Transparency &amp; Accountability in Govt. through effective implementation of RTI Act.</td>
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<td>279.00</td>
<td>209.00</td>
<td>196.81</td>
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<td></td>
<td>Revenue</td>
<td></td>
<td>157</td>
<td>141.70</td>
<td>138.17</td>
<td>159.15</td>
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<tr>
<td></td>
<td>Capital</td>
<td></td>
<td>122</td>
<td>67.30</td>
<td>58.64</td>
<td>119.85</td>
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</table>

19.13. AUDIT OBSERVATIONS IN RESPECT OF MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS

19.13.1 **Public Accounts Committee**

No PAC Para is pending in this Ministry

19.13.2 **Comptroller & Auditor General of India**

One C&AG Para pertaining to UPSC is pending in this Ministry. The draft ATN on the Para which was sent to DG, Audit for vetting has been returned by DG: Audit seeking some additional clarification from UPSC. Reply from UPSC is awaited.
### Statutory Audit Paras

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<tr>
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<tr>
<td>1</td>
<td>Staff Selection Commission</td>
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<td>36</td>
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<td>2</td>
<td>Central Administrative Tribunal</td>
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<td>3</td>
<td>Deptt. of Personnel &amp; Training</td>
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<td>4</td>
<td>Welfare Division, DOP&amp;T</td>
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<td>5</td>
<td>Training Division, DOP&amp;T</td>
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<td>24</td>
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<td>6</td>
<td>Central Vigilance Commission</td>
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<td>7</td>
<td>Central Information Commission</td>
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<td>8</td>
<td>Lal Bahadur Shastri National Academy of Administration</td>
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<td>9</td>
<td>Union Public Service Commission</td>
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</tr>
<tr>
<td>10</td>
<td>Central Bureau of Investigation</td>
<td>9</td>
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<tr>
<td>11</td>
<td>Institute of Secretariat Training and Management</td>
<td>14</td>
<td>16</td>
</tr>
<tr>
<td>12</td>
<td>Department of AR&amp;PG</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>13</td>
<td>Deptt. of Pensions &amp; Pensioners Welfare</td>
<td>14</td>
<td>17</td>
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<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>210</strong></td>
<td><strong>350</strong></td>
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</table>

*Also includes Audit Paras of Branch offices of CBI.

All the concerned authorities have been instructed to take steps for early settlement of the audit objections.
DEPARTMENT
OF
ADMINISTRATIVE REFORMS
&
PUBLIC GRIEVANCES
INTRODUCTION

Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redressal of public grievances relating to the States in general and those pertaining to Central Government agencies in particular. The Department endeavours to document and disseminate successful governance practices by way of audio-visual media and publications. It also undertakes activities in the field of international exchange and cooperation to promote public service reforms. The Department is headed by the Secretary, Department of Administrative Reforms & Public Grievances and Pensions & Pensioner’s Welfare. There is an Additional Secretary, one Joint Secretary, 6 Director/Deputy Secretary and 16 Under Secretary level officers. There are 7 Divisions in the Department namely Administrative Reforms, Organization & Methods, E-Governance, Documentation & Dissemination, International Exchange & Cooperation, Administration & Coordination and Public Grievances. An organizational chart of the Department is at Annexure-VI. The incumbency position of Under Secretary level officers and above in the Department is at Annexure VII.

As per the Government of India Allocation of Business Rules, the following subjects have been allotted to the Department of Administrative Reforms & Public Grievances:

1. Administrative Reforms, including e-governance and dissemination of best practices.
2. Organization and Methods.
3. Policy, coordination and monitoring of issues relating to –
   a. Redress of public grievances in general; and
   b. Grievances pertaining to Central Government agencies in particular
4. (a) Research in public management;
   (b) liaison with State Governments, professional institutions etc. in public management matters.

The following are the Vision, Mission and Functions of the Department of Administrative Reforms & Public Grievances:-

**Vision**

Excellence in governance for the benefit of all citizens.
Mission

To foster excellence in governance and pursuit of administrative reforms through:
- Improvements in government policies, structures and process
- Promoting citizen-centric governance with emphasis on grievance redressal
- Innovations in e-Governance.
- Documentation and dissemination of best practices

Objectives

1. Promoting administrative reforms in government policies and processes as per recommendations of Administrative Reforms Commission (ARC).
2. Formulation of policy and coordination of issues relating to redress of grievances.
4. Promoting reforms through e-Governance.
5. Improvement in Public Service Delivery System

FUNCTIONS

(i) Matters relating to administrative reforms.
(ii) Prime Minister's Awards for Excellence in Public Administration.
(iii) Follow up of matters relating to implementation of Reports/recommendations of Second Administrative Reforms Commission.
(iv) Organization of Civil Services Day, Collectors’ Conference, Inter Services Workshops.
(v) Capacity building, change management and Government Process Re-engineering to provide reform through e-Governance.
(vi) e-Office Mission Mode Project under NeGP
(vii) Organisation of National Conference on e-Governance and National awards on e-Governance.
(viii) Management of Public Grievance Redressal Mechanism.
(ix) Documentation and dissemination of good practices – innovations, adoption and replication.
(x) Organizing programmes and visits of the foreign delegation to India and visits of Indian delegation abroad as part of projects/bilateral measures taken up in accordance with the Memorandum of Understandings (MOUs)/Agreements signed between India and other countries (biteral or multilateral)/training/exposure to international best practices.
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Objective</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Promoting administrative reforms in government policies and processes as per recommendations of Administrative Reforms Commission (ARC).</td>
<td>(1.1) Monitoring and review of administrative reforms recommended by ARC.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(1.2) Review meeting with the State AR Secretaries on implementation of ARC recommendations.</td>
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<tr>
<td></td>
<td></td>
<td>(1.3) Setting up institutional mechanism in the Central Govt. Ministries and States for regular review of the implementation of ARC recommendation.</td>
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<td>(1.4) Review meetings with the Central Govt Ministries/Departments on implementation of ARC recommendations.</td>
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<td></td>
<td>(1.5) Review with States on implementation of ARC recommendations.</td>
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<td>(1.6) Preparation of Research/ Background papers.</td>
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<td>(1.7) Prime Minister’s Awards for Excellence in Public Administration.</td>
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<td></td>
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<td>(1.8) Compilation of case studies based on best practices in districts.</td>
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<td>(1.9) State Collaboration on implementation of ARC recommendations.</td>
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<td></td>
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<td>(1.10) Authors’ Conference.</td>
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<tr>
<td>2.</td>
<td>Formulation of policy and coordination of issues relating to redress of grievances.</td>
<td>(2.1) Review of pendency of grievances in Ministries/Departments/Organisations (including all subordinate offices)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(2.2) Training of CPGRAM in Ministries.</td>
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<td></td>
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<td>(2.3) Capability building of State ATIs for bringing in service delivery in their respective State/ Government/ Department.</td>
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<tr>
<td>Sl. No.</td>
<td>Objective</td>
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<tr>
<td>3.</td>
<td>Dissemination of governance knowledge and best practices</td>
<td>(3.1) Organising Civil Services Day.</td>
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<td>(3.2) Organizing Video Conference of Secretaries of Administrative Reforms of the States / UTs.</td>
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<td>(3.3) Providing financial assistance to States for documentation of good practices.</td>
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<td>(3.4) Organizing Regional Conferences on good practices.</td>
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<td>(3.5) Publication of quarterly journal – Management in Government (MIG), Monthly newsletter – Civil Services News (CSN) and a book on good practices.</td>
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<td>(3.6) Production of documentary films on good practices.</td>
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<td>(3.7) Presentation on Best Practices.</td>
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<td>(3.8) Entering into Memorandum of Understanding (MoU) with Government of Malaysia in the field of Public Administration and Governance</td>
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<td>(3.9) Taking forward MOU with China; Ministerial Level Delegation from China to attend meetings with the Indian side for carrying forward exchange and cooperation between two sides in the areas of interest identified under Memorandum of Understanding (MoU).</td>
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<td></td>
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<td>(3.10) Organization of meeting of India Brazil and South Africa (IBSA) Working Group on Public Administration.</td>
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<td>(3.11) Organization of India Symposium on Public Service Excellence.</td>
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<td>(3.12) Organization of meeting of the working Group under the India Singapore Cooperation Programme in the field of Personnel Management and Public Administration</td>
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<td>(4.2) Interaction with awardees of previous and present year for adoption, replication and innovation.</td>
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<td>(4.3) Publishing of Compendium of select papers on issues of e-Governance, case studies of the previous year’s awardees, compilation of national and international good practices on selected topic.</td>
</tr>
<tr>
<td>Sl. No.</td>
<td>Objective</td>
<td>Action</td>
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<td>5.*</td>
<td>Efficient Functioning of the RFD System</td>
<td>(5.1) Timely submission of Draft RFD 2014-15 for Approval</td>
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<td></td>
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<td>(5.2) Timely submission of Results for 2012-13</td>
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<td>6.*</td>
<td>Transparency/Service delivery Ministry/Depar-</td>
<td>(6.1) Independent Audit of implementation of Citizens’/Clients’ Charter (CCC)</td>
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<td></td>
<td>tment</td>
<td>(6.2) Independent Audit of implementation of Public Grievance Redressal System</td>
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<tr>
<td>7.*</td>
<td>Improving Internal Efficiency/Responsiveness.</td>
<td>(7.1) Update departmental strategy to align with 12th Plan priorities</td>
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<td>8.*</td>
<td>Ensuring compliance to the Financial</td>
<td>(8.1) Timely submission of ATNs on Audit paras of C&amp;AG.</td>
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<td>Accountability Framework</td>
<td>(8.2) Timely submission of ATRs to the PAC Sectt. on PAC Reports.</td>
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<td></td>
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<td>(8.3) Early disposal of pending ATNs on Audit Paras of C&amp;AG Reports presented to Parliament before 31.3.2012.</td>
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<tr>
<td></td>
<td></td>
<td>(8.4) Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.03.2012</td>
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</table>

* Mandatory objectives
20

ADMINISTRATIVE REFORMS

Mandate

- Follow up action with the Nodal Ministries and the States relating to the implementation of the accepted recommendation of the Administrative Reforms Commission.
- Follow up action in regard to reports of the ARC where action lies with Multiple Ministries/Department in regard to the implementation of the recommendations.
- Submit Action Taken Status on each of the Administrative Reforms Commission Reports to the Cabinet.
- Organising Civil Service Day on 21st April of every Year.
- Nodal Division responsible for processing selection of awardees for “Prime Ministers Awards for Excellence in Public Administration”.
- Parliamentary matters/Standing Committee matters relating to Administrative Reforms.

SECOND ADMINISTRATIVE REFORMS COMMISSION (ARC):

20.1 The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005. It presented 15 Reports to the Government for consideration. The Core Group on Administrative Reforms (CGAR) under the Chairmanship of Cabinet Secretary examined all the reports. The Group of Ministers (GoM) has considered fourteen reports. The report on ‘Combating Terrorism (Eighth Report)’ is being handled by the Ministry of Home Affairs. The Union Cabinet has noted all the action taken Report of the accepted recommendation of 2nd ARC.

20.2 Institutional mechanism for implementation of accepted recommendations of 2nd ARC.

For expeditious implementation of accepted recommendations of 2nd ARC, Committee of Secretaries (CoS) in its meeting held on 06.11.2012, interalia, decided for an institutional mechanism as under:-

a) Secretaries of Ministries / Departments concerned may review and monitor the progress on implementation of the recommendations on a monthly / bi-monthly basis. The implementation may also be monitored through CoS or the Group of Officers once every quarter.
b) DAR&PG may address the State Governments requesting them to constitute a Committee under the chair of Chief Secretary for expediting the pace of implementation of the ARC recommendations.

c) The Ministries / Departments concerned may furnish the action taken report on the recommendations of ARC in the format prescribed by DARPG and to include the same as a part of the monthly DO letter sent by the Secretaries to Cabinet Secretary.

d) DARPG may develop modules to sensitize officers at various levels of All India Services / Central Services and State Services at the training academies / institutes.

e) DARPG may address the Academies, both National and States and the Administrative Training Institutes (ATIs) to include the recommendations of the ARC appropriately as a module in the induction and mid-career training curriculum.

DARPG may organize training of the faculty / trainers and acquaint them with the ARC recommendations.

20.3 Follow up action on implementation of recommendations of CoS

A. Institutional Mechanism

The follow up action on decisions of CoS is being taken, which include, interalia, the following:-

i) Letters written to Secretaries of Central Government Ministries / Departments conveying there in the decision of the CoS. Some of the accepted recommendations of 2nd ARC which have relevance to all Central Ministries / Departments, and, some recommendations which are specific to concerned Central Ministries / Departments, have been sent for implementation. The deliverables against such recommendations have also been indicated in the D.O letters from Secretary (AR&PG) to Secretaries of Central Ministries / Departments. These Central Ministries / Departments have also been requested to send their Action Taken Report in a prescribed format which should be a part of the monthly D.O letter to Cabinet Secretariat.

ii) Similarly, letters written to all Chief Secretaries / Administrators of States / Union Territories to constitute committees under their respective chairpersonship to further strengthen the mechanism of monitoring and reviewing the recommendations. The D.O letters from Secretary (AR&PG) to States / Union Territories bear the lists of some important indicative recommendations relevant to States / Union Territories giving deliverables against each of them.

iii) Many Central Ministries / Departments have commenced action for expeditious implementation of recommendations of 2nd ARC. Many States / UTs have set up the committees under the chairmanship of respective Chief Secretary / Administrator.

iv) Important recommendations of 2nd ARC shortlisted and the same were circulated to States / UTs. Their implementation was discussed with States / UTs in the workshop held with State AR Secretaries in the months of May-June, 2013 and subsequently in the Video Conference
held in November, 2013. Another indicative of list of recommendations of 2nd ARC has been sent to States / UTs with the request to send their action taken report thereon.

B. Capacity Building of Central Training Institutes (CTIs) and State Administrative Training Institutes (State ATI)

(i) In continuation with the direction by CoS, the Department provided financial assistance for development of modules etc. on 2nd ARC to 17 Central Training Institutes (CTIs) and 29 State Administrative Training Institutes (State ATIs).

(ii) Workshops to discuss outlines of modules with CTIs and State ATIs were held on 17.05.2013 and 29.05.2013 respectively and draft training modules were circulated to them.

(iii) A national level workshop was held for training of trainers on 2nd ARC was held at National Academy of Customs, Excise and Narcotics (NACEN), Faridabad, on 26-27th August, 2013. The workshop at NACEN was attended by representatives from CTIs and eminent persons invited by this Department. This was followed up by organizing Three Training of Trainers programmes (ToT) for the faculty / resource persons from State level Training Institutes at State ATI, Mysore on 30-31st October, 2013 and at Mahatma Gandhi State Institute of Public Administration, Chandigarh, held on 25-26 November, 2013 and scheduled at State ATI, Kolkata, on 19-20th December, 2013.

(iv) Through these ToTs, the Department has been able to create a pool of trainers who can be utilized by CTIs and State ATIs for imparting training on 2nd ARC report.

(v) Further, CTIs and State ATIs have been requested to customize the training module as per their needs and will also develop one –day / half-day module for mid-service training on their own.

C. Engagement of Social Entrepreneurs with CTIs and State ATIs

The CoS in its meeting held on 06.12.2013, interalia, decided that DARPG may organize training of the faculty / trainers and acquaint them with ARC recommendations. On specific topics like ethics, it may be advisable to have the talk delivered by a person who is widely respected in the field.

It has been observed that Government officers coming to the CTIs and State ATIs for induction and mid-service level training are not adequately exposed to the outstanding initiatives happening in the social sector outside the Government. They would benefit immensely from exposure to such initiatives and have a fresh insight into the challenges faced by the disadvantaged sections of society and how these challenges can be addressed with innovative and effective use of the available human, financial and technological resources. It was decided, therefore, to have consultation with social entrepreneurs who have successfully ventured into creating social capital in the country, to put in place an institutional mechanism for involving them in the training programme for Government officers.

Two meetings with selected Social Entrepreneurs of repute took place in the Department on 25.09.2013 and 22.11.2013 respectively.
Secretary (AR & PG) informed that creating right kind of motivation in the Government servants and exposing them to good initiatives taking place within and outside the Government is of critical importance for improving the quality of governance. The exposure to experiences of social entrepreneurs will not only help them know the innovative processes adopted for building a collaborative and participative environment, but will also help in understanding the barriers and challenges encountered in implementation of projects. All the social entrepreneurs present in the meetings welcomed the initiative taken by the department and expressed their willingness to be part of the training programmes of the CTIs and day, two days, five days etc.

For imparting training for ‘Training of Trainers’ and at different levels – like Induction, Mid Career, orientation, regular trainings etc – in the Central Institutes as well as the State ATIs, the Department would provide funds to the extent of Rs.6 lakhs for the Central Institutions. Similarly, for imparting training for ‘Training of Trainers’ and at different levels – Induction, Mid Career, Orientation, regular trainings etc – in the State ATIs, the Department would provide funds to the extent of Rs.4 lakhs. The total cost for the above proposal is Rs.274 lakhs. The funds for Phase – I have been released. Funds for phase II have now been released after receipt of Utilization Certificate for Phase I from IMG, Kerala.

E. Proposal for setting up of National Centre for Land Governance – IMG, Thiruvananthapuram, Kerala.

(i) Institute of Management in Government, (IMG) Thiruvananthapuram, Kerala is setting up the National Centre for Land Governance (NCLG) The expenditure for the phase I will be Rs.12 lakhs and for the phase II Rs.18 lakhs. The funds of Phase-I have been released. Funds for phase II have now been released after receipt of Utilization Certificate for Phase I from IMG, Kerala.

(ii) The proposed National Centre for Land Governance at IMG will be undertaking training of officials of the Central as well as State Governments as part of Capacity Building in the area of Land Governance. The trainings envisaged are in the format of Induction, In-service and Orientation programmes.

20.4 Civil Services Day

(a) Government of India is celebrating 21st of April every year as ‘Civil Services Day’ as an occasion for the civil servants to rededicate themselves to the cause of citizens and renew their commitment to public service and excellence in work. The First such function was held in Vigyan Bhavan on 21.04.2006. On the occasion, civil servants are awarded by the Prime
Minister for their excellent work done in the field of public administration. 21st April has been chosen as date as on this very date the first Home Minister of the country Shri Vallabhbhai Patel addressed the first batch of Indian Administrative Services officers.

(b) On the occasion of the Eighth Civil Services Day on 21st April 2013, the Prime Minister presented the Awards for Excellence in Public Administration for the year 2011-12 to seven initiatives in three categories viz., individual, team and organization. A book on administrative reforms initiatives ‘Thinking Out of the Box’ a compilation of articles on exemplary initiatives of public administration was also released on the occasion. Panel discussions on the following three subjects were organized - ‘Civil Services- Fit for the Future’ ‘Addressing the Challenges of Public Service Delivery’ and ‘Rural Economy with Focus on Employment’. A number of prominent members of the society also participated and shared their views. Besides this, there was as Talk on ‘Civil Services: Opportunities and Challenges’ by Shri Naresh Chandra, ex Cabinet Secretary.

20.5 Prime Minister’s Award for Excellence in Public Administration:

(a) Government of India has instituted ‘Prime Minister’s Awards for Excellence in Public Administration’ to acknowledge, recognize and reward Extraordinary and innovative work done by officers of the Central and State Governments. The Scheme rewards the outstanding and exemplary performance of civil servants. Discharge of routine duties and responsibilities and/or implementation of programmes/projects in the normal course, do not qualify for the Award. Initiatives and projects whose qualitative and quantitative outcomes/results are of a very high order, and benefit a large number of citizens/stakeholders could be considered. All serving officers of the Central and the State Governments, either individually or as a team, or as organizations are eligible for the Awards. Under the team nomination, all the members of the team should have been actively and directly involved in the initiative nominated.

(b) There are a maximum of 15 Awards, given under individual, team and organization categories. The Award carries with it:
   i) A medal
   ii) A scroll, and
   iii) A Cash Award
In the individual category, the Award amount is Rs.1 lakh. In case of a team, the total Award amount for the team is Rs.5 lakh subject to a maximum of Rs.1 lakh per member. The Award amount for an organization is Rs. 5 lakh. Nomination of an individual or a team of officers or an organization may be made by Central Government
Departments/Ministries/State Governments/Non-Governmental Organizations and other stake-holders. The nominations are examined by an Expert Committee chaired by Secretary, Department of Administrative Reforms & Public Grievances. This Committee can also take up noteworthy initiative(s) suo-moto. On-the-spot studies are done for the nominations shortlisted by this Committee. The Committee takes into account the study Reports and make its recommendations to the Empowered Committee chaired by the Cabinet Secretary.

The Empowered Committee then makes its recommendations for the consideration of the Prime Minister after assessing the vigilance status and overall performance of officers recommended for the Awards. The members in both the Expert Committee and the Empowered Committee are nominated with the approval of the Prime Minister.

A list of Awardees of 2011-12 for Prime Minister’s Award for Excellence in Public Administration is at Annexure-VIII.

20.6 ‘Conference of District Collectors’

The Department endeavors to identify Best Practices with a view to disseminate them and facilitate innovation/adaptation / replication in other States/UTs. The conference institutionalizes the process of interaction among the District Collectors who have done an exemplary job in the field. The 2nd Conference of District Collectors was organized 6th-7th September, 2013 at Vigyan Bhawan Annexe, New Delhi. The event was inaugurated and addressed by Dr. Kavuru Sambasiva Rao, Union Minister of Textiles and Shri V. Narayanasamy, Hon’ble Minister of State for Personnel, Public Grievances & Pensions and PMO. Technical sessions were organized on Rural Development, Education, Urban Development, Disaster Managements and Law & Order with special focus on gender related issues. Urban Development Rural Development, Ministry of Home Affairs, Women and Child Development Senior officers of Government of India also participated in the panels and shared their vast experience in the field of administration. Shri Ajit Seth, Cabinet Secretary delivered the valedictory address. Around 30 District Collectors attended the two days Conference.
21
PUBLIC GRIEVANCES

Mandate

The Public Grievances Division is responsible for issuing policy guidelines and coordinating & monitoring of issues regarding redress of public grievances and staff grievances for the Central Government. In accordance with federal principle of governance, the grievances relating to States are forwarded to concerned State Government for appropriate action. The PG Division also coordinates the implementation of Sevottam which is a part of citizen centric quality management framework for better service delivery.

21.1 The Allocation of Business Rules, 1961, allocate to the DARPG *inter alia*, the responsibility for Policy, Coordination and Monitoring of issues relating to (a) Redress of Public Grievances in general and (b) Grievances pertaining to Central Government Agencies, in particular. The Public Grievance Division is responsible for this activity since December 1987. From 1997, the Division has also been made responsible for several Citizen Centric Initiatives under the platform of ‘Responsive Government’. These include Citizen’s Charter, Information Facilitation Counters, and Quality Management System (QMS) framework called Sevottam, for bringing improvement in public service delivery on a continuous basis, that may result in Certification under Indian Standard 15700: 2005 by Bureau of Indian Standards. With the objective of bringing quality based improvements in public service delivery, the QMS *Sevottam* framework has been introduced through Workshops, in all the 82 Ministries / Departments of Government of India, and to all the State Governments / UT Administrations through Workshops and implemented in 10 Ministries / Departments and State Governments through pilots of 12 month duration. The 14 pilots of QMS Sevottam have confirmed that the framework can work successfully in various pro-poor sectors for bringing continuous improvements in public service delivery.

21.2 From its beginning through issue of Policy Guidelines on Public Grievances, the scope of Public Grievances today envisages reduction in arising of grievances, by bringing continuous improvement in Public Service Delivery through the extension of Quality Management System ‘Sevottam’ at the Centre as well as in the States. Statutory backing for improvements in service delivery is sought to be given through the ‘Right of Citizens For Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011’ that has been introduced in the
Lok Sabha on 20.12.2011. The Department Related Parliamentary Standing Committee, to whom the Bill was referred for examination in January 2012, has submitted its 53rd Report on the Bill to Parliament on 28th August 2012. Official amendments to the Bill was listed for consideration in the Winter and extended Winter Session of Lok Sabha 2013 and 2014, though it could not be taken up. Thus, over the years the functions and responsibilities of Public Grievances Division have enlarged in scope and complexity since the creation of the Division in 1987.

21.3 During 2013-14, the Public Grievances Division has undertaken the following activities:

21.3.1 GRIEVANCE REDRESS:

(a) Activity 1: In the responsibility area of ‘Application of ICT for technological upgrading’ the Online system for grievance redress, called the ‘Centralized Public Grievance Redress And Monitoring System’ (CPGRAMS) evolved since 2007, was upgraded to the version 5.0. It is accessible at http://pgportal.gov.in and also through www.darpg.gov.in The CPGRAMS interlinks 105 Central Ministries / Departments / Organizations. There are 9111 organizations listed on it which includes subordinate and field offices also. The number of field offices / organizations linked to CPGRAMS has increased from about 1500 in 2010-11 to over 9000 in 2013-14. CPGRAMS in Hindi has also been made available.

Figure 21.1 Snapshot of PG Portal version 5.0 in English.
(b) Activity 2: Extending CPGRAMS to State Governments / Union Territories. The codes for using the CPGRAMS, through the Internet, have been provided to all State Governments. During the year, the Division has extensively used the System to forward public grievances to the State Governments concerned. From 1st April 2013 to 31.03.2014 a total of 4366 grievances have been sent to State Governments. Out of these 1473 were received electronically, and 2893 were received by post or given in person by the complainant. The inflow of State related grievances is in two forms (i) Through the CPGRAMS and (ii) through post. The grievances received by post are digitized and sent both through the System as
well as by post to the State Government concerned. Redress response as received is sent by post, to the complainant.

(c) **Activity 3:** Extending CPGRAMS with local language interface to State Governments / Union Territories. Up to November, 2013-14, CPGRAMS with local language interface, has been launched in all departments of the Governments in the 9 States of Haryana (http://harsamdhan.gov.in), Orissa (www.cmgecorissa.gov.in) Rajasthan (sugamrpg.raj.nic.in), Mizoram (http://mipuiaw.nic.in), Meghalaya (http://megpgrams.gov.in), Union Territory of Puducherry (http://puduvaikural.puducherry.gov.in), Uttrakhand (samadhan.uk.gov.in), Jharkhand (http://jharkahandsamadhan.nic.in) and Punjab (http://shikayatnivaran.gov.in). A Presentation for its implementation in Uttar Pradesh was made before the senior officers of U.P. Government on 06.08.2013. Their confirmation on adopting the system is awaited.

### 21.3.2 PUBLIC SERVICE DELIVERY

**Introduction:**

Quality Management System (QMS) **Sevottam framework** for bringing excellence in service delivery by Government organizations: A Quality Management System (QMS) ‘Sevottam’ framework has been developed for bringing improvements in the quality of public service delivery. This is a citizen centric initiative for institutionalizing an assessment-improvement framework for improving the quality of service delivery on a continuous basis through the involvement of Ministries / Departments and citizens. **Sevottam** includes three dimensions of a public service organization as follows: (a) Citizen’s / Client’s Charter that specifies the service delivery standards (b) Grievance Redress Mechanism that gets activated if the service delivery is not as per standards in the charter (c) Service Delivery Capability of the organization to delivery service as per standards in the charter. A ‘nine point quality of compliance’ criterion based on published standards has been developed.

(i) **Activity 4: Sevottam** Pilot Projects in 10 Central Ministries/Departments from 2007-08 to 2010-11 have resulted in the certification under Indian Standard 15700:2005 for the following 27 units:

1. New Delhi, General Post Office in 2008
2. Central Board of Direct Taxes, New Delhi in 2008
3. Central Excise Directorate I Delhi, under CBEC in 2010
4. Service Tax, Delhi in 2010
5. Excise and Custom, Delhi Air Port in 2010
6. Central Excise, Hyderabad III in 2011
7. Aay Kar Seva Kendra Pune in 2010
8. Aay Kar Seva Kendra Kochi in 2011
9. Hyderabad III, Central Excise Commissionerate in 2011
10. Aayakar Seva Kendra, Gandhinagar in 2012
<table>
<thead>
<tr>
<th></th>
<th>Activity</th>
<th>Location/Unit</th>
<th>Year</th>
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<tbody>
<tr>
<td>11.</td>
<td>Aay Kar Seva Kendra, Surat</td>
<td></td>
<td>in 2012</td>
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<td>12.</td>
<td>Aay Kar Seva Kendra, Chandigarh</td>
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<td>in 2012</td>
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<td>13.</td>
<td>Central Excise Commissionerate, Ahmedabad-1</td>
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<td>in 2012</td>
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<td>14.</td>
<td>Central Excise Commissionerate, Jaipur – 1</td>
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<td>in 2012</td>
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<td>15.</td>
<td>Central Excise, Ahmedabad III</td>
<td></td>
<td>in 2012</td>
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<td>16.</td>
<td>Central Excise, Rajkot</td>
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<td>in 2012</td>
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<td>17.</td>
<td>Central Excise, Belapur</td>
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<td>in 2012</td>
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<td>18.</td>
<td>Central Excise, Mumbai III</td>
<td></td>
<td>in 2012</td>
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<td>19.</td>
<td>Customs, Mumbai Airport</td>
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<td>in 2012</td>
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<td>20.</td>
<td>Chief Post Master General Ahmedabad</td>
<td></td>
<td>in 2013</td>
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<td>21.</td>
<td>Chief Post Master General Mumbai</td>
<td></td>
<td>in 2013</td>
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<td>22.</td>
<td>Chief Post Master General Chandigarh</td>
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<td>in 2013</td>
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<td>23.</td>
<td>Chief Post Master General Chennai</td>
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<td>24.</td>
<td>Chief Post Master General West Bengal</td>
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<td>in 2013</td>
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<td>25.</td>
<td>UP Housing Development Board Lucknow</td>
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<td>in 2013</td>
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<td>26.</td>
<td>Central Board of Excise &amp; Customs, Aurangabad</td>
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<td>in 2013</td>
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<td>27.</td>
<td>Directorate of Art &amp; Culture, Panaji, Goa</td>
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<td>in 2013</td>
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<td>28.</td>
<td>Chief Post Master General, Bhudaneshwar</td>
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<td>29.</td>
<td>Office of the Chief Electrical Inspector to Government of Keral Thiruvananthapuram</td>
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<td>30.</td>
<td>Office of the Chief Post Master General Thiruvananthapuram</td>
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<td>31.</td>
<td>O/o The Chief Commissioner of Central Excise, Bangalore</td>
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<td>32.</td>
<td>Office of the Commissioner of Customs (IMPORT)</td>
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<td>33.</td>
<td>State Bank of India Central Processing Unit, New Delhi</td>
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<td>34.</td>
<td>Chief Post Master General, Jaipur</td>
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<td>35.</td>
<td>Chief Post Master General, Lucknow</td>
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<td>36.</td>
<td>Chief Post Master General, Jammu</td>
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<td>37.</td>
<td>O/o The Commissioner of Customs (UP), Lucknow</td>
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<td>38.</td>
<td>Department of Posts India, Shimla</td>
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<td>39.</td>
<td>Central Excise &amp; Service Tax Commissioner, Chandigarh</td>
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<td>40.</td>
<td>M/s Chief Post Master General, Chandigrah</td>
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<td>41.</td>
<td>Department of Posts India, Ambala</td>
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(ii) **Activity 5:** For the second phase of implementation of 12-month pilot projects of Sevottam, beginning from 2012-13, a list of 25 pilot units in 15 Central Ministries / Departments / Organizations has been finalized. For Sevottam pilots projects in States, 6 pilot units in 4 States of Assam, Meghalaya, Puducherry, and
Himachal Pradesh, have been finalized and approved for action on engagement of consultants for each, through Open Tender. This activity was held in abeyance pending enactment of ‘The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011’ that was introduced in Lok Sabha on 20.12.2011.

(iii) **Activity 6:** Strengthening of State Administrative Training Institutions and Central Training Institutions as part of capability building for time bound delivery of public services in the States. Under the Sevottam (Plan) pilot projects, a new scheme for strengthening of the State ATIs and CTIs, has been started from October 2012, for (i) conducting short surveys and Impact Studies on the implementation of the Right to Services legislations enacted by 8 State Governments. In States where these have not been enacted, the studies are to be on the impact of Citizens Charters and Grievance Redressal Mechanism. (ii) for building capacity of the ATI to become consultants for implementing Quality Management System ‘Sevottam’ in all departments of the State Government, including replication of best practices from other States / UTs. 8 ATIs were provided funds for conducting Impact Studies on the Right to Services Act/Citizen Charter. Reports have been submitted by Karnataka and Punjab ATIs Reports have been submitted by all the ATIs except NCT Delhi which has refunded the amount due to lack of resources. Presentations have also been made on the Impact Study except ATI, Uttarakhand. For QMS Sevottam, the process has been initiated in 10 ATIs namely, Delhi, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh. For Sevottam Training Cells in the ten ATIs hardware has been purchased / being purchased. 27 Faculty Members/ Consultants have been trained in the first 2-day Training of Trainers (ToT), on 18th and 19th September, 2013 Additional Training material is being sent weekly to all participants.

(iv) **Activity 7:** District Level Sevottam Workshops as a new activity was started in 2012. The first One Day District Level Sevottam Workshop was organized in Thane District, Maharashtra, on 30th October 2012. The second district level workshop on Sevottam was held on 21st January, 2013 at Barasat in North 24 Parganas District, West Bengal. The workshop was attended by 249 participants. Valuable feedback was received from 179 participants. During the workshop participants were apprised about creation of Sevottam compliant Citizens/ Clients Charter and Sevottam compliant grievance redressal system. This activity was held in abeyance in 2013-14 in view of economy instructions of Ministry of Finance, and the Bill, ‘The Right of citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievance Bill, 2011’, pending enactment by Parliament.

**21.3.3 RIGHTS BASED SERVICE DELIVERY AND REDRESS OF GRIEVANCES**

**Activity 8:** For bringing a national level framework for a rights based delivery of
services and redress of public grievances, a Bill entitled ‘The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of Their Grievances Bill, 2011’ (No. 131 of 2011) was introduced in the Lok Sabha on 20.12.2011. The Department Related Parliamentary Standing for Personnel, Public Grievances, Law and Justice has presented its Report No. 53 on the Bill to Parliament on 28.08.2012. The official amendments to the Bill was listed for consideration in the Lok Sabha during the Winter and extended Winter Session of Parliament, 2013, but could not be taken up due to unavoidable reasons.

**21.3.4 CITIZEN’S / CLIENT’S CHARTERS**

**Activity 9:** The Citizen’s/Client’s Charters (CCC) were first introduced simultaneously in Central Departments and in all State governments in May, 1997. In 2005, the CCC has been included as a module in QMS Sevottam Framework. In the Bill introduced in December, 2011 referred in para III above, Citizens Charter had been made mandatory for all public authorities.

The Citizen/Client charter for 2013-14 of DARPG has been prepared and duly uploaded on the web site of the Department.

**21.4 Main Initiatives of PG Division in 2013.**

As a result of persuasive efforts, in 2013 the State Module of CPGRAMS was launched in three States namely Uttrakhand (SAMADHAN), 2. Jharkhand (SAMVAD EVAM SAMADHAN) 3. Punjab (PB-PGRAMS). In all 9 States / UTs, others being Haryana (HARSAMADHAN), Odisha (e-ABHIJOGA), Puducherry (PUDUVAIKARAL), Rajasthan (SUGAMARPG), Mizoram (MIUPUIAW) and Meghalaya (MEGPGRAMS) have so far implemented State Module of CPGRAMS. A presentation on CPGRAMS was made before senior officers of Government of Uttar Pradesh was made on 6.8.2013.

Two days Training of Trainer Workshop was held in the Department on 18-19 September, 2013. 27 Faculty Members/ Consultants from 11 State ATIs attended the workshop. Field visits were organized to the Passport Sewa Kendra and National Custom House for first hand experience of the working of these Sevottam complaint Offices.

Sevottam compliant to Citizen Charter have been implemented in 72 Ministries/Departments. Citizen’s/Client’s Charter of DARPG for 2013-14 has been prepared and uploaded on the website of the Department.
The Modernization Scheme:

22.1 The Modernization Scheme is being implemented by this Department for the last 25 years in order to give boost to modernization of offices at Branch and Section level in various Central Govt. Offices located in the city of Delhi as an overall process of Administrative Reforms. As per the scheme, the DAR&PG extends financial assistance to the extent of 75% of the total cost of the project and the beneficiary has to contribute 25% of the cost. The proposals are considered by a Screening Committee and funds are released with the concurrence of Integrated Finance Division. The scheme was introduced in the year 1987-88 and total financial assistance till 31.03.2014 is about Rs. 63.75 crore for financing 443 modernization proposals.

Result Framework Document:

22.2 In September, 2009 Prime Minister approved the outline of a “Performance Monitoring and Evaluation System” for Government Departments. Under this system each Department is required to prepare a Result Framework Document (RFD), which provides summary of the most important results that the Department concern expects to achieve during the financial year. Main purpose of framing this document is to move the focus of the Department from process-orientation to result orientation and also to provide an objective and fair basis to evaluate Department’s overall performance at the end of year. Accordingly RFD is being prepared in the Department of Administrative Reforms and Public Grievances for the each financial year. The RFD of DARPG for the financial year 2012-13 is at Annexure-IX.
National Conference on e-Governance-(Annual event)

The Department of Administrative Reforms and Public Grievances and Department of Electronics & Information Technology in association with one of the State Governments have been organizing the National Conference on e-Governance every year since 1997. This Conference provides a platform to the senior officers of the Government including IT Secretaries of State Governments, IT Managers of the Central Government, and Resource Persons, Experts, Intellectuals from the industry and academic institutions etc. to discuss, exchange views and experiences relating to various e-governance initiatives.

The 17th National Conference on e-Governance was organized in Kochi, Kerala during 30-31 January, 2014 under the joint auspices of Department of Administrative Reforms and Public Grievances, Government of India, Department of Electronics and Information Technology, Government of India and Department of Information Technology, Government of Kerala. The Theme of the conference was ‘e-Governance-Vision to Implementation’ and Focus sector was Health. It was attended by senior Government officers and intellectuals from industry, academia and civil society and provided a platform to them to discuss, exchange views and experiences relating to various e-Governance initiatives. National Awards for e-Governance were presented during the valedictory session of this Conference.

Inaugural Session- Inauguration of 17th National Conference on e-Governance by Hon’ble CM of Kerala, 30.01.2014, Kochi, Kerala
Every year, the Department of Administrative Reforms and Public Grievances recognizes and promotes excellence in e-Governance by awarding Government organizations/Institutions which have implemented e-Governance initiatives in an exemplary manner. This year six new categories were added which include separate categories for Academic and Research Institutes and Non-Government Institutions. The cash awards have also been introduced.

Award categories:

(i) Excellence in Government Process Re-engineering.
(ii) Outstanding performance in Citizen-Centric Service Delivery.
(iii) Innovative Use of Technology in e-Governance.
(iv) Incremental Innovations in Existing Projects.
(v) Best District level Initiative in Citizen-centric Service Delivery through ICT.
(vi) Innovative use of GIS Technology in e-Governance.
(vii) Innovative Use of Mobile Technology in e-Governance.
(viii) Sectoral Award: ‘Health’.
(ix) Innovative Use of ICT by Central Government PSUs.
(x) Innovative Use of ICT by State Government PSUs/ Cooperatives/ Federations/Societies.
(xi) Outstanding e-Governance Initiative by Academic and Research Institutions.
(xii) Use of ICT for Development by Non-Government Institutions.

Publications

The following publications are brought out by the Department during the National Conference on e-Governance:

(i) Background Paper- on the Conference containing nine research papers on theme, sub-themes and focus sector of the year.
(ii) Compendium- selected papers on themes and Sub-themes of the Conference.
(iii) Cause for Applause- Brief write-up on initiative awarded with National e-Governance Awards last year.
(iv) Award citation booklet for this year award winning initiatives.

**e-Office - A National Mission Mode Project**

e-Office is one of the Mission Mode Projects (MMPs), under the National e-Governance Plan (NeGP). The project 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 DARPG is the nodal agency for implementing the project. “e-Office” 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. The project is being implemented through NIC.

DAR&PG has adopted a phased plan for e-Office implementation across the Ministries/
Departments of GOI. The project was initially launched in 3 pilot sites i.e., DAR&PG, Training Division of DoP&T and e-Governance Division of Department of Electronics and Information Technology in September 2010. 12 Ministries/Departments were taken up during phase 1 and 6 in phase 2.

Objectives:

(i) Workflow automation: All the activities shall follow well defined workflow processes, most of which are automated and performed by the system through the use of generic customizable electronic file system;

(ii) Automation of Routine Tasks: Routine tasks that do not require any decision by a user, can be automated and performed at regular intervals by the system;

(iii) Quick Access to Information: e-Office would provide a systematic approach to storage, retrieval, communication, integration and publication of information available in different formats such as documents, statistics etc.

(iv) System would be able to handle required volumes and types of files.

Improved Transparency

(v) Physical file would be converted to suitably redesigned e-files;

(vi) Easy tracking of the status and location of a file at any given point of time will curb delays and facilitate exception reporting; and

(vii) The project would facilitate publication of information through appropriate websites.

Better accountability through monitoring of work and performance management

(viii) Online availability of dashboards; alerts etc, so that the work done at various levels can be monitored and assessed regularly; and

Confidentiality and security

(ix) This is a pre-requisite of electronic handling of files of Government Ministries and Departments and the requisite security will be ensured under e-Office;

(x) Proper access control would be implemented;

(xi) Highly secure technology would be deployed; and

(xii) Security audit will be mandated.

Modern Office Environment

(xiii) Facelift of traditional offices will be taken up alongside

(xiv) Less paper office

Improved capacity and legal enablement of electronic office

(xv) Capacity of staff to be built to operate in the e-Office environment; and

(xvi) Office procedures and other related guidelines will be modified in conjunction with the implementation of e-Office

Strategy

(a) Define technical standards;

(b) Provide e-Manual (Central Secretariat Manual of e-Office Procedures);
(c) Create Role Models;
(d) Create a simple system for selection and operation of e-Office environment;
(e) All the above would enable the Department to develop a Standard Roadmap;
(f) Security/confidentiality.

**Master e-Governance Training Plan (MeTP) under NeGP**

DARPG has finalized Master e-Governance Training Plan (MeTP) under NeGP in consultation with DeitY and DoPT. MeTP is being implemented in Mission Mode Projects (MMPs) and e-office implementing Ministries/Departments in the initial phase. The MeTP was launched on a pilot basis during March, 2013 and 102 officials of central government from the level of Assistant to Joint Secretary were trained. After successful implementation of the pilot, the training programme is continuing during 2013-14. Till March, 2014, a total of 450 officials (including pilot phase) have been given training under the MeTP, in different e-Governance modules (NeGP, Change Management, Basic ICT usage, Process reengineering etc) through NIC and National Institute of Electronics and Information Technology (NIELIT).
24.1 The Department works 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 delegation to India and visits of Indian delegation abroad as part of projects / bilateral measures taken up in accordance with the Memorandum of Understandings (MOUs) / Agreements signed between India and other countries (bilateral or multilateral).

24.2 The purpose of the international cooperation component is to enable the sharing of information, best practice and personnel across national government. At present, there are five countries, with whom MOUs have been signed: China, Singapore, Malaysia (bilateral), South Africa and Brazil (under IBSA). This involves exchange of visits and undertaking programmes/projects and activities in the field of Civil Services, Personnel Management, Public Administration and Governance.

Cooperation with International Institute of Administrative Sciences

24.3 The Department is an institutional member of the International Institute of Administrative Sciences (IIAS) since 1998. IIAS with its headquarters at Brussels, Belgium, was established for the purpose of promoting the development of Administrative Sciences, better organization and operation of public administrative agencies, improvement of administrative matters and techniques and for the progress of International Administration. Membership enables the Government of India in getting information on the latest development in the field of public administration through participation in international meetings and seminars organized by the IIAS as well as through various journals, documents and study reports prepared/issued by them.

Cooperation with Commonwealth Association for Public Administration and Management

24.4 The Commonwealth Association for Public Administration and Management (CAPAM), with its headquarters at Ottawa, Canada, is a membership organization dedicated to strengthening public management and consolidating democracy and good governance throughout the Commonwealth. It was formed in 1994 as a result of decisions taken at the Commonwealth Heads of Government meetings in Harare in 1991 and in Cyprus in 1993. Since inception, CAPAM has grown to a network of over 1100 members across the Commonwealth countries. The Ministry of Personnel, Public Grievances and Pensions, Government of India became an institutional member of CAPAM in 1997. The membership enables the Government of India to keep pace with the latest developments in the field of public administration, through participation in various programmes of CAPAM viz;
International Innovations Awards Programme, International Innovations Cascading Programme, International Meetings, Seminars and Conferences organized by CAPAM, as well as through various publications, journals and study reports issued by CAPAM.

**India-Brazil-South Africa (IBSA) Forum**

24.5 Recognizing the emergence and consolidation of India – Brazil – South Africa (IBSA) initiatives and collaboration at regional and global level for promoting good governance and wishing to strengthen South-South cooperation, the three countries acknowledged that joint efforts and collaboration will position them as active players in helping to direct the public administration and governance towards democratic values and social inclusion. The Prime Minister of India, the President of Brazil and the President of South Africa met in Brasilia (Brazil) on 13th September, 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. It has since held seven meetings and adopted the areas of cooperation as (i) integrated monitoring and evaluation, (ii) e-governance, (iii) human resource development, (iv) citizen oriented service delivery, (v) anti-corruption and ethics, and (vi) accountability and transparency. Collaboration in these areas represents the essence of the agreed upon MOU which was signed on 17th October, 2007 in South Africa, during the 2nd IBSA Summit.

24.6 India taking the lead under IBSA cooperation programme in the field of public administration launched the IBSA web portal on public administration on 30th November, 2010 with Brazil and South Africa onboard. The web portal, a virtual centre of excellence in public administration, is a wide ranging web-based resource and an interactive platform for the IBSA partners to facilitate among them an exchange of ideas and knowledge on public administration. The 7th WGPA meeting was held in New Delhi on 5th-6th March, 2011, where the Working Group decided a way forward in terms of an Action Plan for implementing the MOU on identified areas of interest.

**India – China Cooperation**

24.7 An MOU on cooperation in the field of Civil Services, Personnel Management and Public Administration between the Ministry of Personnel, Public Grievances and Pensions, Government of India and the Ministry of Human Resources and Social Security of the People’s Republic of China was signed on 27th May, 2010 during the visit of President of India to China from 26th May to 31st May, 2010. Areas of Cooperation under the MOU are (i) Capacity Building and Skills Upgradation; (ii) Improved Systems of Public Service Delivery; (iii) Human Resources Development – Civil Services; (iv) Human Resources Management in Public Sector, and (v) Public Sector Reforms.

24.8 A Ministerial level delegation headed by Shri V. Narayanasamy, Minister of State, Personnel, Public Grievances & Pensions and Prime Minister’s Office visited China from 14-17 January, 2013 to attend meetings with the Chinese side for carrying forward exchange
and cooperation between two sides in the areas of interest identified under MOU in the field of Civil Services, Personnel Management and Public Administration. Official level meeting held on 14th January, 2013 with officials of Department of International Cooperation, Ministry of Human Resources and Social Security, People’s Republic of China and Ministerial level meeting held on 15th January, 2013 between Shri V. Narayanasamy Hon’ble MOS (PP) & PMO, India and Mr. Yin Weimin, Minister of Human Resources and Social Security, PR China.

24.9 It was agreed that both sides will actively pursue the projects and activities for mutual exchange and cooperation as agreed upon in the official level and ministerial level meetings held on 14th and 15th January, 2013 respectively. The Fourth India – China bilateral meeting was held on 29th November, 2013. The Chinese side was headed by Mr. Yang Shiqiu, Vice Minister of the MOHRSS and the Indian side was headed by Mr. Sanjay Kothari, Secretary (AR&PG). Both sides agreed on a Plan of Action (PoA) for the year 2014 for bilateral exchange and cooperation under the MoU.

India – Singapore Cooperation

24.10 As a part of its international collaborative efforts, the Department of Administrative Reforms and Public Grievances (DARPG) explored the possibility of sharing and exchanging administrative experiences with Singapore; particularly in the area of public administration and delivery of services, so as to improve upon the current system of governance and instill a greater sense of responsiveness, accountability, transparency, and achieving public service excellence in the context of public service delivery, good governance, public service reform, and capacity building and skills up-gradation.

24.11 Given the fact that high among the priorities of the two countries are public service reforms and good governance, a Memorandum of Understanding (MOU) between the two countries on cooperation in the field of Personnel management and public administration was signed on 11th November, 2011 for cooperation in (i) Capacity building and skills upgrading; (ii) Improved systems of public service delivery; (iii) Human Resources Management; (iv) Public Sector Reform; and (v) Leadership/Talent Development.

24.12 A meeting of the Joint Working Group on Public Administration of both sides was held in New Delhi on 19th March, 2012, in which both sides adopted a Plan of Action for exchange and cooperation, which is presently under implementation in the area of interest identified under the MoU. Additional Secretary (DARPG) visited Singapore to share the experiences of the Singapore Model of Public Service Delivery and business processes from 25th to 27th September, 2012.

India - Malaysia Cooperation

24.13 An MoU on cooperation in the field of Public Administration and Governance was signed on 25.11.2013. Areas of Cooperation under the MoU in the field of Public Administration and Governance are (i) Human Resources Management; (ii) Improved systems of public service delivery; (iii) E-Governance; (iv) Accountability and Transparency; (v) Capacity Building and skills Up-grading; (vi) Quality of Outcome; (vii) Governance Reforms of both countries; and (viii) Any other
areas of co-operation in the field of Public Administration and Governance to be jointly decided by the participants. Subsequently, First meeting of Joint Working Group for implementation of the MoU was held on 26th November, 2013 at New Delhi. During the Joint Working Group meeting, Terms of Reference (ToR) was signed by two sides for implementation of the MoU.

Foreign Training Programme for Senior/Middle Level Management Officers of Government of India/States -

24.14 As a part of its international collaborative efforts, the Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms & Public grievances has been exploring the possibility of sharing and exchanging administrative experiences with other countries, particularly in the area of public administration and delivery of services, so as to improve upon the current system of governance and instill a greater sense of responsiveness, accountability and transparency and to bring in fresh insights and new perspectives in these areas.

24.15 In the given context, the Department of Administrative Reforms & Public Grievances nominated a group comprising 22 Senior Management Level Officers of Government of India/States including PM Award winners/ National e-Governance winner on five day exposure visit to the Institute of Public Administration of Canada (IPAC), Toronto, Canada from 30th September to 4th October, 2013.

24.16 In the same given context the Department of Administrative Reforms & Public Grievances nominated a group comprising 13 officials from central Ministries/Departments and State/Union Territories headed by Secretary (AR&PG) Government of India for signing of MoU with Government of Malaysia and exposure visit in the field of “Public Service Delivery and Governance” to Kuala Lumpur, Malaysia from 25th to 28th November, 2013. Further in the given context, the Department of Administrative Reforms & Public Grievances nominated a group comprising 21 Senior/Middle Management Level Officers of government of India for attending customized training programme on Public Service Reforms Service Delivery at Duke Centre for International Development, Durham, USA from 17 – 21st February, 2014.

24.17 Exchange and Cooperation with other countries - The Department was also engaged with the visiting delegations from China, Bangladesh, Malaysia and Sierra Leone. The interactions with these countries focused on the areas of Civil Services, Personnel Management and Public Administration, including Reforms Initiatives, Capacity Building and Skills up-gradation.
25 DOCUMENTATION AND DISSEMINATION DIVISION

Mandate

The Documentation and Dissemination Division of the Department primarily carries out the activities of documentation, incubation and dissemination of good governance practices of Centre, State/Union Territory Governments with a view to sharing of experience with each other and replication elsewhere. Besides, the Division also brings out periodic publications and maintains repository of reference material concerning public administration, management, information technology, human resource development in the shape of rich and well equipped library.

25.1 The Documentation and Dissemination Division of the Department primarily carries out the activities of documentation, incubation and dissemination of good governance practices of Centre, State/Union Territory Governments with a view to sharing of experiences and replication elsewhere. Besides, the Division also brings out periodic publications and maintains a repository of reference material concerning public administration, management, information technology, human resource development in the shape of a rich and well equipped library.

25.2 State Governments and Union Territory administrations have taken several initiatives in good governance from time to time. However, the documentation of the process of conceptualizing and implementing these initiatives/practices is often confined to newspaper reports and official briefs. This is largely due to the fact that the people involved in the process have little time or patience to document it and in the absence of professional documentation, it is not possible to make an evaluation of these initiatives for their replication elsewhere. The activities dealt by the Division are detailed below:-

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

The objective of the scheme is to provide financial assistance to support professional documentation and dissemination of good governance initiatives by the State/UT Governments for replication elsewhere. Till date, this Department has granted financial assistance for professional documentation of 66 good governance initiatives of 21 different States/UTs. In the fiscal year 2013-14, the department has sanctioned financial assistance of ₹3 lakh each for professional documentation of the following six initiatives of various State Governments:
(i) Mobile Book Keeping (m-book-keeping) - {Andhra Pradesh},
(ii) Online Recruitment Processing System, Andhra Pradesh Public Service Commission – {Andhra Pradesh},
(iii) Good Governance Practices in Rajasthan Police in Rajasthan – (Rajasthan),
(iv) SCORE-e-Registration in Bihar – (BIHAR),
(v) Bhoochetana- (Karnataka) and
(vi) Public Grievance Redressal System, (Karnataka)

25.4 Series of Presentations on Best Practices: -
In order to facilitate replication of the successful good governance initiatives in other states, a novel initiative was taken by the Cabinet Secretary in January 2005 with the introduction of this presentation series on best practices. Presentation is organized before a select group of Secretaries and senior officers of State Governments and Central Government Departments. Champions of the best practices are called for making the presentations. So far 21 such presentations on diverse topics have been made which were well-attended by senior officers from the Central as well as State Governments. This year, two presentations were organized on 14th June, 2013 on (i) Kaushalya Vardhan Kendra (Skill Development Programme) – Gujarat, (ii) Saving Open Spaces and Open Lakes (SOUL) and Cultural Rejuvenation of the Twin City of Hubli-Dharwad (iii) Student Academic Management System, Department of Higher Education – Odisha and on 26th Feb, 2014 on (i) Sugarcane Information System, Uttar Pradesh and (ii) Educational Initiatives in Dantewada, Chhattisgarh.
This has proved to be a useful platform for sharing of experiences of the champions of successful initiatives as also for learning lessons from the successes and failures. It is our experience that there is no dearth of innovative ideas and projects in our country. It is required to scale these up and replicate them to other states so that the successful initiatives do not remain confined to islands of excellence only.

25.5 Organization of Regional Conferences on “Learning from Successes”:

(a) After the ‘Conference of Chief Ministers’ held in 1997, an Action Plan to facilitate Citizen Charter and accountable administration, effective and speedy Public Grievances Redress System, Transparency and Right to Information and dissemination of best practices has been adopted by the Department of Administrative Reforms & Public Grievances. Regional Conferences are being organized with a view to bring together National and State level organizations along with other stakeholders including NGOs, intelligentsia, media etc. on the same platform to share experiences in the formulation and implementation of good governance practices. Senior Officers of the Central and State Governments responsible for implementing good governance practices including Citizen Charters, officials from cutting edge level, representatives of the NGOs/ consumer organizations, etc. will participate in the Conference. This year, the Department has organized one Conference for States in the North, East and North-Eastern regions at Gurgaon, Haryana on 16-17 December, 2013. Another Conference for States/UTs in the South, West & Central regions was held in Bengaluru on 22-23 January, 2014.

(b) The main objective of the Conference is to generate awareness amongst the participants about the recent reforms for promotion of good governance. Senior officers of Government of India responsible for implementing good governance, officers from State Governments
and experts in the area of governance and administration are the main participants of these conferences.

25.6 Publication of Book:
This Division is engaged in organizing presentations of best practices across the country. These lectures/presentations are immensely useful for the administrators and the dissemination of success stories would facilitate replication of the same elsewhere. As such, publication of books containing a compilation of these lectures/presentations would also go a long way in facilitating dissemination and eventual replication. The Division has already published a series of books on the subject. These are - Ideas that have Worked, Vichar Jo Kamyab Huye (Hindi version of Ideas that have Worked,) Learn from Them, Inse Seekhe (Hindi version of Learn from Them), Splendour in the Grass, Roofless Towers, Management by Listening, In Search of Light, People First, Some Gems Some Pearls and Thinking Out of the Box. A list of books published by the Department of Administrative Reforms & Public Grievances is at Annexure X.

25.7 Production of Documentary Films on Best Practices:
(a) One of the objectives of the Department of Administrative Reforms & Public Grievances is to promote best practices. Many States have achieved excellence in various aspects of administration and service delivery. It would be useful to gain from the experiences of each other by exchange of ideas. The Department is engaged in producing documentary films on best practices across the country. These films are immensely useful for the administrators and the dissemination of success stories would facilitate replication of the same elsewhere. Sixty one such documentary films have already been produced. In the fiscal year 2013-14 six more documentary films have been produced. The films are made available on the website of the Department and Youtube for public viewing. Some of the films were also shown on the Doordarshan during 2013-14.

(b) Eleven of the films were launched jointly by Hon’ble Minister of State for Personnel, Public Grievances & Pensions & PMO and Hon’ble Minister of State for Information and Broadcasting (Independent Charge) on 3.4.2013 and 27.9.2013. A list of films launched by the Department of Administrative Reforms & Public Grievances may be seen at Annexure XI.

Release of ‘Thinking Out of the Box’ on the occasion of Civil Services Day on 21st April, 2013

Joint Launch of Films on 27.09.2013
25.8 Governance Knowledge Centre (GKC):

(a) The Department of Administrative Reforms and Public Grievances has taken up an initiative to design and develop a web based repository of good governance initiatives and best practices. The GKC encompasses web based digital repository as also a support team comprising domain experts, resource persons, analysts along with technical professionals who continuously ensure dynamic updation of Knowledge Resources and Case Studies relevant to the profile of users visiting the repository. The Digital Repository is envisaged as a tool to enable capture, organize and store for easy retrieval of digital contents, various selected case studies of “Good Governance Practices” in India and abroad. The GKC Portal can be accessed at www.indiagovernance.gov.in.

(b) The portal aims to assist civil servants to seek practical and implementable solutions to the day-to-day challenges they face. It serves as a platform for collaborative knowledge exchange for the improvement of governance. It also offers a widespread and reputed source of governance knowledge that civil society can utilize to understand the nuances of civil service practices and reforms.

25.9 Research & Evaluation Studies on Good Governance Initiatives

(a) In the 12th Five Year Plan scheme of the Department of AR & PG, a new activity, namely ‘Research and Development Studies’ was initiated. The objective of the activity is to promote research and Development in State Governments. In addition, impact assessment/review/survey of sustainability of Prime Minister’s Award winning initiatives, sustainability of National e-Governance Award winning initiatives, effectiveness of various schemes of this Department can also be taken up.

(b) The activity is proposed to be implemented in two different streams with different...
modalities. The first stream will be to get research and evaluation studies on good governance initiatives selected from the shortlisted nominations received by the Department for PM awards or the e-Governance awards across the country. The objective for this activity is to assess the present status of implementation of the initiative in view of technical advancements and to suggest changes to be incorporated for improving the initiative. It will also provide suggestions on sustainability, scalability and replicability of these initiatives.

(c) The second stream of implementation would be for encouraging research by Government Organizations such as the State Administrative Training Institutes. This will enable the State ATIs to actively get involved in the reform measures taken by the State Government and to become a nodal point for good governance initiatives in the State.

(d) In 2013-14, research and evaluation study on ten select good governance initiatives was commissioned.

25.10 Publication of ‘Management In Government’ - A Quarterly Journal:
Department of Administrative Reforms and Public Grievances is bringing out a quarterly journal “Management in Government” since 1969 in order to provide forum for exchange of views and opinions among administrators, academicians, scholars and others interested in public administration and public sector management. The focus of the journal is on the application of management techniques to practical situations of public administration as well as on conceptualization of principles of good management based upon experience of live situations.

25.11 Publication of ‘Civil Services News’ – A monthly newsletter:
The newsletter is being brought out since January 1988 for serving and retired Government servants. The main objective of the priced publication is to act as an effective medium for transmission of information to civil servants regarding latest developments taking place at the Centre with regard to personnel management, pensions, administrative reforms and public grievances and other matters of interest to civil servants.
PUBLIC GRIEVANCES (PG)

26.1 Improvements in a system for redress of grievances and a system for bringing improvement in public service delivery are the two broad work areas of PG Division.

26.1.1 All aspects of (a) Redress of Public Grievances, in general, and (b) Grievances pertaining to Central Government, in particular, are in the domain of Public Grievances Division. For this the Division has put in place a system called ‘Grievance Redress Mechanism (GRM) in Government of India’, and issued guidelines thereon. The main components of the GRM include (i) A Director of Grievances in each Central Ministry / Department / Organization as the nodal officer (ii) Timelines for acknowledgment and redress of grievances, (iii) publicity to the grievance redress system (iv) No prescribed form or fee for redress of grievances, (v) Regular Monitoring and (vi) Periodic review of grievances to identify the grievance prone areas for process change (vii) Grievance Redress mechanism as a mandatory part of every Citizen’s / Client’s Charter.

26.1.2 Through application of ICT the Grievance Redress Mechanism has been made online to facilitate the citizens. An online system called the Centralized Public Grievance Redress And Monitoring System (CPGRAMS) has been developed and introduced by NIC, in DARPG, from 2007 onwards. The CPGRAMS has been improved and upgrades continually, and as in 2013-14, there are 9111 organizations listed on it which includes subordinate and field offices also. The number of field offices / organizations linked to CPGRAMS has increased from about 1500 in 2010-11 to over 8000 in 2013-14. CPGRAMS in Hindi has also been made available. The system also enables the citizens to give their satisfaction feedback through a very simple format.

26.1.3 During the year, Sevottam Training Cells have been established and made functional in 10 State Administrative Training Institutes in Punjab, Karnataka, Tamil Nadu, Himachal Pradesh, Rajasthan, Uttar Pradesh, Haryana, Jharkhand, NCT of Delhi and Madhya Pradesh, under a 12th Plan Scheme of the Department, for a period of five years. A two day ‘Training of Trainers Workshop on Sevottam’ for faculty of these State Administrative Institutes, was organised in New Delhi on 18th and 19th September, 2014. Thereafter, the study and training material was created and from November-December, 2013, nine out of the ten Sevottam Training Cells, have started conducting training on bringing improvements in public service delivery at the State level.

26.1.4 Eight studies on the implementation and impact of their ‘Right to Service Delivery’ or on impact of Citizens’ Charter and grievance Redress Mechanism, have also been sponsored by the Department through the State ATIs.”
National Conference on e-Governance - (Annual event)

26.2 The Department of Administrative Reforms and Public Grievances and Department of Electronics & Information Technology in association with one of the State Governments has been organizing the National Conference on e-Governance every year since 1997. This Conference provides a platform to the senior officers of the Government including IT Secretaries of State Governments, IT Managers of the Central Government, and Resource Persons, Experts, Intellectuals from the industry and academic institutions etc. to discuss, exchange views and experiences relating to various e-governance initiatives.

26.3 The 17th National Conference on e-Governance was organized in Kochi, Kerala during 30-31 January, 2014 under the joint auspices of Department of Administrative Reforms and Public Grievances, Government of India, Department of Electronics and Information Technology, Government of India and Department of Information Technology, Government of Kerala. The Theme of the conference was ‘e-Governance-Vision to Implementation’ and Focus sector was Health. It was attended by senior Government officers and intellectuals from industry, academia and civil society and provided a platform to them to discuss, exchange views and experiences relating to various e-Governance initiatives. National Awards for e-Governance were presented during the valedictory session of this Conference.

26.4 Every year, the Department of Administrative Reforms and Public Grievances recognizes and promotes excellence in e-Governance by awarding Government organization/Institutions which have implemented e-Governance initiatives in an exemplary manner. This year six new categories were added which includes separate categories for Academic and Research Institutes and Non-Government Institutions. The cash Awards has also been introduced.

e-office - A National Mission Mode Project

26.5 e-Office is one of the Mission Mode Projects (MMPs), under the National e-Governance Plan (NeGP). The project 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 DARPG is the nodal agency for implementing the project. “e-Office” 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. The project is being implemented through NIC.

Master e-Governance Training Plan (MeTP) under NeGP

26.6 DARPG has finalized Master e-Governance Training Plan (MeTP) under NeGP in consultation with DeitY and DoPT. McTP is being implemented in Mission Mode Projects (MMPs) and e-office implementing Ministries/Departments in the initial phase. The MeTP was launched on a pilot basis during March, 2013 and 102 officials of central government from the level of Assistant to
Joint Secretary were trained. After successful implementation of the pilot, the training programme is continuing during 2013-14. Till March, 2014 a total of 450 officials (including pilot phase) have been given training under the MeTP, in different e-Governance modules (NeGP, Change Management, Basic ICT usage, Process reengineering etc) through NIC and National Institute of Electronics and Information Technology (NIELIT).

ADMINISTRATIVE REFORMS
SECOND ADMINISTRATIVE REFORMS COMMISSION (ARC):

26.7 The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005. It has presented 15 Reports to the Government for consideration. The Core Group on Administrative Reforms (CGAR) has examined these reports. The report on ‘Combating Terrorism (Eighth Report)’ is being handled by the Ministry of Home Affairs. Subsequently, 14 Reports have also been considered by the Group of Ministers. The Cabinet has taken note of the status of action taken in all 14 reports.

26.8 Recent initiatives:

5th Report

The third meeting of Group of Ministers on the 5th Report of the 2nd Administrative Reforms Commission was held on 21st November 2013 under the Chairmanship of Shri A. K. Anthony, Raksha Mantri. The GoM deliberated upon the 165 recommendations contained in the Report and gave appropriate decisions keeping in view the fact that most of the recommendations relate to States/UTs, the subject of ‘Public Order’ being a Concurrent subject.

10th Report

Fourth meeting of Group of Ministers (GoM) was held on 16.12.2013 to consider recommendations contained in the 5th Chapter of 10th Report titled “Refurbishing of Personnel Administration-Scaling New Heights”. The GoM has thus deliberated upon all the recommendations contained in the Report and gave appropriate decisions.

Institutional mechanism for implementation of accepted recommendations of 2nd ARC.

26.9 CoS in its meeting held on 06.11.2012, inter alia, decided that Secretaries of Ministries / Departments concerned may review and monitor the progress on implementation of the recommendations on a monthly / bi-monthly basis. The implementation may also be monitored through CoS or the Group of Officers once every quarter. DAR&PG may address the State Governments requesting them to constitute a Committee under the chair of Chief Secretary for expediting the pace of implementation of the ARC recommendations. The Ministries / Departments concerned may furnish the action taken report and to include the same as a part of the monthly DO letter sent by the Secretaries to Cabinet Secretary. DARPG may organize training of the faculty / trainers and acquaint them with the ARC recommendations.

26.10 Institute of Management in Government, (IMG) Thiruvananthapuram, Kerala has been provided financial assistance for setting up of the National Centre for Land Governance (NCLG). The proposed National Centre for Land Governance at IMG will be undertaking training of officials of
the Central as well as State Governments as part of Capacity Building in the area of Land Governance.

Training and Facilitation:

26.11 In order to fast the implementation of the recommendations of 2nd ARC, there is need to build capacity in the institutions to impart training to the officials at the induction level, mid service level and as part of the normal training programmes. The Capacity Building programme has been put in two phases. Phase I involves development of Modules on 2nd Administrative Reforms Commission (ARC) Reports for sensitizing officers at various levels of All India Services/ Central Services/ State Services by reputed academies of All India Services/ Central Services/ ATIs in the States and Training of Trainers. Phase II involves completion of Training programmes like induction, Mid-career, orientation, regular training etc. Funds of phase I have been released to all the institutes. Funds for phase II to be released after receipt of details of modules developed, Utilization Certificate for phase I. Funds for phase II released to 2 institutes as yet.

Study on the evaluation of the functions of the Deputy Commissioners / District Collector:

26.12 The Second Administrative Reforms Commission in its 15th report “STATE AND DISTRICT ADMINISTRATION” suggested various measures for strengthening the functions of the Deputy Commissioners / District Collector. National Institute of Administrative Research (NIAR) has been awarded the study on ‘Evaluation / Impact Assessment of the functions of the district Collectors in States.

Civil Services Day

26.13 Government of India from the year 2006 has started celebrating 21st of April every year as ‘Civil Services Day’ as an occasion for the civil servants to rededicate themselves to the cause of citizens and renew their commitment to public service and excellence in work. The First such function was held in Vigyan Bhavan on 21.04.2006. On the occasion, civil servants are awarded by the Prime Minister for their excellent work done in the field of public administration. 21st April has been chosen as date as on this very date the first Home Minister of the country Shri Vallabhbhai Patel addressed the first batch of Indian Administrative Services officers.

Prime Minister’s Award for Excellence in Public Administration:

26.14 The Government of India has instituted ‘Prime Minister’s Awards for Excellence in Public Administration’ to acknowledge, recognize and reward the extraordinary and innovative work done by officers of the Central and State Governments. All serving officers of the Central and the State Governments, either individually or as a team, or as organizations are eligible for the Awards. There are a maximum of 15 Awards, given under individual, team and organization categories. The Award carries with it:

i) A medal
ii) A scroll, and
iii) A Cash Award (Individual- Rs.1 lakh, Team-Rs.5 lakh subject to a maximum of Rs.1 lakh per member and Organization-Rs. 5 lakh).
Conference of District Collectors

26.15 The Department endeavors to identify Best Practices with a view to disseminate them and facilitate innovation/adaptation/replication in other States/UTs. The conference institutionalizes the process of interaction among the District Collectors who have done an exemplary job in the field. The 2nd Conference of District Collectors was organized 6th-7th September, 2013 at Vigyan Bhawan Annexe, New Delhi.

INTERNATIONAL EXCHANGE & COOPERATION

26.16 The Department works 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 delegation to India and visits of Indian delegation abroad as part of projects/bilateral measures taken up in accordance with the Memorandum of Understandings (MOUs)/Agreements signed between India and other countries (bilateral or multilateral).

26.17 The purpose of the international cooperation component is to enable the sharing of information, best practice and personnel across national government. At present, there are five countries, with whom MOUs have been signed: China, Singapore, Malaysia (bilateral), South Africa and Brazil (under IBSA). This involves exchange of visits and undertaking programmes/projects and activities in the field of Civil Services, Personnel Management, Public Administration and Governance.

Officers of Government of India/States

26.18 As a part of its international collaborative efforts, the Department of Administrative Reforms & Public Grievances nominated two groups each comprising 22 public service officials from the Government of India/States/UTs including PM Award winners/National e-Governance winners on five day exposure visits to the Institute of Public Administration of Canada (IPAC), Toronto, Canada from September 30 to October 4, 2013 and Duke Centre for International Development (DCID) Durham, USA from 17-21 February, 2014.

DOCUMENTATION AND DISSEMINATION DIVISION

26.19 The Documentation and Dissemination Division of the Department primarily carries out the activities of documentation, incubation and dissemination of good governance practices of Centre, State/Union Territory Governments with a view to sharing of experience with each other and replication elsewhere. Besides, the Division also brings out periodic publications and maintains repository of reference material concerning public administration, management, information technology, human resource development in the shape of rich and well equipped library.

26.20 Following are the activities of D&D Division.

(i) Financial Assistance to State Governments/UT Administrations for professional documentation and dissemination of good governance practices.

Foreign Training Programme for Senior/Middle Level Management
(ii) Series of Presentations on Best Practices.

(iii) Regional Conferences on “Learning from Successes”

(iv) Publication of Book on good governance practices

(v) Production of Documentary Films on Best Practices

(vi) Research & Evaluation of good governance practices.

(vii) Governance Knowledge Centre (GKC), accessible at www.indiagovernance.gov.in.

(viii) Publication of ‘Management In Government’, a quarterly journal

(ix) Publication of ‘Civil Services News’, a monthly newsletter
DEPARTMENT OF PENSIONS AND PENSIONERS’ WELFARE

The Department of Pension & Pensioners’ Welfare was set up in 1985 as part of the Ministry of Personnel, Public Grievances and Pensions to formulate policy and coordination of matters relating to retirement benefits of Central Government employees (Civil, Defence and Railway Pensioners). Incumbency position of Group 'A' Officers is at annexure XII.

2. The Department administers the following rules:
   i. CCS (Pension) Rules, 1972
   ii. CCS (Commutation of Pension) Rules, 1981
   iii. CCS (Extra-ordinary Pension) Rules - 1939
   v. CPF (India) Rules, 1962

3. The approximate number of pensioners as on 31st March, 2013 is as follows:-
   Civil: 11,80,554;
   Defence: 23,80,070;
   Postal: 2,83,215;
   Railway: 12,92,207
   Telecom: 2,43,075
   Total 53,79,121

4. Pensioners’ Portal:
The Department of Pension & Pensioners’ Welfare has developed a web-based ‘Pensioners’ Portal’, a Mission Mode Project (MMP) under the National e-Governance Plan of Government of India. The portal is in operation for dissemination of pension related information as well as registration of pensioners’ grievances online. It has two components: (a) non-interactive and (b) interactive. The non-interactive part contains updated information on pension rules and various instructions issued thereunder and the database of pensioners. The interactive part involves pension road map, online calculation for pension, family pension, etc. and online registration of grievances of pensioners and their redressal.

5. CPENGRAMS
The Department of Pension & Pensioners’ Welfare has developed an improved version of CPENGRAMS integrating with the data base of Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) which is under the administrative control of Department of Administrative Reforms & Public Grievances. Under the new version, which was launched by Minister of State (Personnel & Pension) in October, 2011, the pension related grievances have been combined with other grievances and thus the Ministries/Departments do not have to monitor receipts from multiple sources.

6. Standing Committee of Voluntary Agencies (SCOVA):
A Standing Committee of Voluntary Agencies
(SCOVA) has been set up under the Chairmanship of MOS (PP) with a view to provide feedback on the implementation of policies/programmes of this Department besides mobilizing voluntary effort to supplement the Government action. The SCOVA consists of a Standing Group (5 members) and a Rotating Group (10 members). SCOVA was last reconstituted in July, 2013. During the financial year 2013-14, **two meetings of SCOVA were held – in September, 2013 and February, 2014.** These were attended by representatives of various Pensioners’ Associations and some Ministries/Departments.

7. **Dearness Relief to Pensioners/Family Pensioners:**

Rates of Dearness Relief (DR) currently payable to Pensioners/Family Pensioners have been revised from time to time. The same are payable at the following rates:

i. With effect from 1.1.2013: 80 per cent  
ii. With effect from 1.7.2013: 90 per cent

To enable Pension Disbursing Authorities (i.e. Banks/Treasuries/Post Offices) to speedily disburse the enhanced DR, the orders are also hosted on the website of the Department simultaneously for the convenience of all concerned Ministries/Departments and Banks/ Treasuries/Post Offices.

8. **New Initiatives of the Department**

i. **Pensioners’ Welfare – Sankalp**

Considering the fact that the average life expectancy today is 76 years, it is felt that government servants when they superannuate at 60 have a number of years of active life left which can be devoted towards contribution to society. There are close to 50,000 fresh retirees from the Central Civil category every year. A large number of these pensioners feel the loss of a daily routine as well as a feeling of not being wanted. Keeping these factors in mind a new initiative of the Department is to channelize experiences and skill of retiring and retired government servants towards meaningful interventions in society.

The department organized its first brainstorming session on channelizing the experience and skill of pensioners on 11.10.2013, **with the objective of preparing a Road Map and working out the modalities for taking this initiative forward.**

A web based application “Sankalp” has now been launched in February 2014 wherein 10 organizations and around 300 pensioners have registered.

The Department also conducted a pre-retirement counseling for retiring / retired personnel of CRPF on 30th December, 2013 which covered aspects relating to pension processing formalities, CGHS benefits, investment options, preparation of Will and post retirement voluntary effort.

ii. **Bhavishya**

**Pension Sanction and Payment Tracking System:** Actions preparatory to grant of pension and other retirement benefits are to be taken at various stages starting from two years before the date of retirement of the employee. A software has been launched on pilot basis in fifteen Departments of the Government for monitoring **sanction and payment of pension.** Status can be reviewed by Administrative authorities as well as employees. In its advanced version, the software shall also capture the date of payment of monthly pension by the pension disbursing bank.
iii. Review of Forms

With a view to simplify and streamline the procedure for sanction and payment of pension and other retirement benefits, forms under all Rules being administered by the Department are being systematically reviewed. In this process as far as possible the attestation of information and submission of affidavits has been liberalized. All forms under CCS (Pension) Rules have been reviewed and concurred by Ministry of Law and since notified. The review of remaining forms will be completed shortly.

iv. Digitization

Digitization/Scanning of records/files in respect of DoPPW was initiated in 2013. Under RFD 2013-14, a target of one lakh pages was stipulated. A total of two lakh thirty three thousand pages have been scanned so far. With this all recorded files of the department have been digitized. These digitized files have also been reviewed and digitally certified before upload onto e-office.

9. Handling of various references and Grievance Redressal System:

(i) The Department of Pension & Pensioners’ Welfare, being the nodal Department for pension and pension related matters, receives large number of references from Ministries/Department/PSUs, etc. The Department renders advice on interpretation of Pension Rules and considers cases referred by Ministries/Departments for relaxation of the provisions of Pension Rules. Regular review meeting to redress the grievances are being conducted by the Department.

(ii) During the period under report concerted efforts were made to bring down the pendency of old pension related grievances by holding regular review meetings with the Nodal Officers of various Ministries / Departments. This resulted in disposal of more than 18800 grievances as against 7560 grievances received during the same period. The total pendency came down to 6759 grievances as against 18048 pending on 01.04.2013. The grievances pending for a year or more as on 01.01.2013 were also reduced from 10036 to 1199.

10. The Department conducted 4 outstation awareness, programmes upto 31.3.2014 on Pensioners Portal at Trivandrum, Lucknow, Kolkata and Jalandhar for dissemination of pension related information to pensioners.

11. The Department has also dubbed a Documentary Film on “Pensioners Portal” in English and 4 regional languages to reach out to pensioners across the country. 3 training sessions were organized for officers of 55 Ministries/Departments to apprise them of latest changes in the Pension Rules.

12. Results Framework Document 2012-13:

On the directions of Cabinet Secretariat (Performance Management Division), the Department has formulated a Results Framework Document (RFD). The High Power Committee (HPC) on Government Performance has approved the Composite Score of 93.88 out of 100 for the year 2012-13 RFD in respect of DoP&PW and details are at annexure XIII. The RFD for 2013-14 has been finalized.
13. Compendium:

Two compendiums were published on pension related orders issued during 1.1.2012 to 31.12.2012 and 1.1.2013 to 31.12.2013. They are also available on the Department’s website.

14. The following important policy decisions were also taken during the year 2013-14:

1. Family pension allowed to a disabled child even after his/her marriage.
2. Two family pensions for service rendered under two different sets of Rules allowed.
3. Disabled children, dependent parents and disabled siblings co-authorized in the Pension Payment Order during the life time of Government servant/pensioner which will enable disbursement of family pension to this category.
4. Payment up to Rs. 2.5 lakh by the Head of Office of arrears of pension and arrears of family pension without a succession certificate allowed.
5. The amount of monthly ex-gratia payable to pre-1986 retirees under Contributory Provident Fund (CPF) brought at par with that payable to pre-1986 State Railway Provident (Contributory) Fund (SRPF) retirees. Monthly ex-gratia payable to the dependent members of families of CPF as well as SRPF beneficiaries, who retired before 1986 and died subsequently or died before 1986 while in service, has been increased.
6. Revision of 1/3rd restorable pension w. e f. 01.01.2006 of those Govt. Servants who had taken lump sum on absorption in PSU/Autonomous bodies, by multiplying the pre-revised 1/3rd pension by a factor of 2.26, if it is more beneficial. (O M dated 11.07.2013)
7. On the recommendations of Cabinet Secretary’s Committee 28.1.2013, Government has issued orders dt. 28.01.2013 for stepping up of pension of pre-2006 pensioners at 50% of the minimum of pay in the pay band plus grade pay corresponding to the pre-revised scale arrived at on the basis of fitment tables for fixation of pay. These orders are effective from 24.9.2012.
8. Instead of having separate nomination forms for GPF, Gratuity and CGEGIS, common Nomination Forms have been notified.
9. To apply for family pension first time after the death of the employee, the spouse who is the joint account holder is henceforth not required to apply in Form-14.

15. Hindi Pakhwara:

A Hindi Pakhwara was organized by the Department in the month of September, 2013 to inculcate the spirit of making progressive use of Hindi in official noting, drafting and communications. Competition in essay writing and noting and drafting was organized for the staff members and suitable awards were given as incentive.
ANNEXURE
Department of Personnel and Training


The Department of Personnel & Training brought out the following publications during 2013 – 2014:

2. Model Recruitment Rules for various common categories of posts.
4. Compendium of Instructions on Reservation for Ex–Servicemen.

HANDBOOK FOR PERSONNEL OFFICERS - 2013

The large number of rules and regulations associated with the recruitment and conditions of service of Government employees covering areas from selection, empanelment, placement, promotion, posting, emoluments, disciplinary action etc., have been brought out is a compilation titled “A Handbook for Personnel Officers - 2013” through the ISTM which has since been uploaded on the website of this Department (persmin.gov.in) in digitized format with hyperlinks to relevant O.M.s/Instructions. This Handbook would be of significant help to all the Departments in handling issues concerning personnel matters of their employees and would also give out requisite transparency and openness in service matters to Government employees in particular and people at large.

MODEL RRs FOR VARIOUS COMMON CATEGORIES OF POSTS:

i) Revised Model Recruitment Rules for the post of Administrative Officer (Group A & Group B) have been issued in this Department OM NO. AB-14017/18/2012-Estt.(RR) dated 16.8.2013.

ii) The designation and Pay Band & Grade Pay have been revised after implementation of the recommendations of the 6th Central Pay Commission. Accordingly, the revised Model Recruitment Rules for the various posts in Official Language Cadre for Subordinate Offices have been issued in this Department OM No. No.AB-14017/46/2011-Estt(RR) dated 19.09.2013.

iii) The revised Model Recruitment Rules for the various posts of Accounts Cadre have been issued vide OM No. AB-14017/32/2012-Estt. (RR) dated 31.10.2013

The Ministries / Departments have also been requested to forward the Model RRs to all autonomous/statutory bodies for adoption.
Compendium of Best Practices on RTI (Vol. I):

A compendium of best practices on RTI consisting of write-ups on the best practices being adopted by the various Public Authorities all over the country was released by MOS(PP) on 27.2.2014. The compendium has been published on the website of DOPT.

Shri V. Narayanasamy, Hon’ble MOS (PP) at the launch of Compendium of Best Practices on RTI (Vol.I)

Compendium of instructions on reservation for ex-servicemen

A compendium on instructions on reservation, concessions and relaxations for ex-servicemen in Central Government services has been issued vide Office Memorandum No.36034/3/2013-Estt(Res) dated the 25th February, 2014 which is available in the public domain of this Department ‘persmin.nic.in>DOPT>OMs & Orders>Ex-servicemen.’
Visits of Foreign Delegations:
A number of foreign delegations visited the Ministry of Personnel, Public Grievances & Pensions during the year 2013 – 2014. The details of these visits are as under:

1. A Six Member Delegation headed by Mr. Yang Shiqui, Vice Minister of Ministry of Human Resources and Social Security, China visited the Ministry on 26th November 2013 to attend the India – China Working Group Meeting.

2. A delegation of officers from Government of Nepal interacted with the officials of the Ministry, on 5th December 2013, to study the recent initiatives taken by the Ministry on the various reforms.

3. A delegation of the representatives of the Civil Society Organizations of Kenya, Uganda and Tanzania met Secretary (Personnel) on 18th March 2014.

4. A Malaysian Delegation visited the Department of Personnel & Training on 11th November 2013 to explore hosting of overseas exposure and study visit for Central Secretariat Service Officers.
## Department of Personnel and Training

### Incumbency Position of Under Secretary level Officers and above in D/o Personnel and Training as on 31.3.2014

<table>
<thead>
<tr>
<th>Post</th>
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</thead>
<tbody>
<tr>
<td>Secretary(P)</td>
<td>Dr. S.K. Sarkar</td>
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<tr>
<td>Establishment Officer &amp; Additional Secretary</td>
<td>Shri B.P. Sharma,</td>
</tr>
<tr>
<td>Joint Secretary</td>
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<tr>
<td></td>
<td>2. Shri P. K. Das</td>
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<tr>
<td></td>
<td>4. Ms. Deepti Umashankar</td>
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<tr>
<td></td>
<td>5. Ms. Archana Varma</td>
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<tr>
<td></td>
<td>6. Ms. Mamta Kundra</td>
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<tr>
<td>Director</td>
<td>1. Shri Anand Madhukar,</td>
</tr>
<tr>
<td></td>
<td>2. Ms. Mona Singh</td>
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<td>3. Ms. Mukta Goel</td>
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<td>4. Shri Utkaarsh R. Tiwaari</td>
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<td>6. Ms. Anshu Sinha</td>
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<td>7. Shri Sandeep Jain</td>
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<td>14. Shri Vedantam Giri</td>
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<td>18. Ms. Gayatri Mishra</td>
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<td>19. Ms. Vandana Sharma</td>
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<td>22. Ms. Kimbuong Kipgen</td>
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<td>Deputy Secretary</td>
<td>1. Ms. Deepika Lohia Aran</td>
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<td>26. Shri Sanjay Mehta</td>
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ANNUAL REPORT 2013-14
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<tr>
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<td>29.</td>
<td>Shri Virender Singh</td>
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<td>Shri Arvind Thakur</td>
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<td>31.</td>
<td>Shri S Basu</td>
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<td>32.</td>
<td>Shri J.R. Gaikwad</td>
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<td>Shri Arunodoy Goswami</td>
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<td>36.</td>
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<td>Shri Raju Saraswat</td>
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<td>41.</td>
<td>Shri Shyam Sundar Verma</td>
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<td>44.</td>
<td>Ms. Sarita Nair</td>
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<td>Shri Debabrata Das</td>
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<td>46.</td>
<td>Shri N.K. Wadhwa</td>
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<td>Shri Anil Tripathi</td>
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<td>Shri O.P. Chawla</td>
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<td>Shri Abhay Jain</td>
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<td>Shri S.P. Pant</td>
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<td>Principal Private Secretary</td>
<td>Shri Shriniwas Ranga</td>
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<td>53.</td>
<td>Shri N.C. Pandey</td>
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<td>54.</td>
<td>Shri S. C. Baweja</td>
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<td>55.</td>
<td>Shri Ramesh Chand</td>
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<td>56.</td>
<td>Shri Anand Kumar A.C.</td>
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<td>57.</td>
<td>Shri M. Venkateswara Rao</td>
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<td>Deputy Directory (OL)</td>
<td>Shri Kanwar Singh</td>
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</table>
Annexure -IV

Results Framework Document for the year 2012 – 2013 in respect of Department of Personnel and Training

The achievement of RFD 2012-13 is as under:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Objective</th>
<th>Wt.</th>
<th>Actions</th>
<th>Success Indicator</th>
<th>Unit</th>
<th>Weight</th>
<th>Target Date/ Criteria value</th>
<th>Achievement</th>
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<tbody>
<tr>
<td>1</td>
<td>Define an overarching credible, accountable and transparent Personnel Policy.</td>
<td>6</td>
<td>[1.1] Concept Note on Civil Services Performance &amp; Accountability Authority</td>
<td>[1.1.1] Submission of Concept Note for approval of Competent Authority.</td>
<td></td>
<td>2</td>
<td>31.12.2012</td>
<td>29/05/2012</td>
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<td>2</td>
<td>Make the recruitment and placement process more objective by specifying job description with pre-defined and widely disseminated selection criteria and eliminate elements of arbitrariness.</td>
<td>7</td>
<td>[2.1] Development of Standard Operating Procedure (SOP) for Service Allocation</td>
<td>[2.1.1] Approval of SOP by competent authority.</td>
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<td>2</td>
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<td>16/10/2012</td>
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<td>[2.2.2] Submission of Cabinet Note.</td>
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<td>28.2.2013</td>
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<td></td>
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<td>[2.3] Development and implementation of Integrated PAR and Empanelment Processing System (IPEPS) for Central Staffing Scheme at JS Level</td>
<td>[2.3.1] System Study &amp; Designing the system</td>
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<td>[2.3.2] Implementation &amp; validation of system.</td>
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<td>31.12.2012</td>
<td>17/12/2012</td>
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<tr>
<td>3</td>
<td>Secure adequate and effective representation of SC/ST/OBC/PWD groups.</td>
<td>6</td>
<td>[3.1] Filling up of backlog vacancies of SCs, STs, OBCs and PwDs.</td>
<td>[3.1.1] Compilation of data.</td>
<td></td>
<td>1</td>
<td>31/07/2012</td>
<td>30/07/2012</td>
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<td>[3.1.2] Submission of Report to the Cabinet</td>
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<td>[3.2.2] Initiation of Data Entry by different Ministries/ Departments.</td>
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<td>4</td>
<td>Improving transparency and accountability through RTI.</td>
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<td>[4.1] Setting up of an RTI Call Centre and Portal for facilitating access to information</td>
<td>[4.1.1] Selection of agency for Implementation.</td>
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<td>30.09.2012</td>
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<td>[4.2] Facilitating access to best practices on RTI.</td>
<td>[4.2.1] Holding of convention on RTI.</td>
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<td>2</td>
<td>31.1.2013</td>
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<td>[4.3] Capacity building for RTI.</td>
<td>[4.3.1] Upgradation of present English online certificate course.</td>
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<td>[4.3.2] Translation and launch of course in Hindi.</td>
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<td>30.11.2012</td>
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<td>[4.3.3] Translation and launch of course in one Regional language.</td>
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<td>5</td>
<td>HR Management of CSS, CSSS and CSCS through use of ICT.</td>
<td>8</td>
<td>[5.1] Implementation of Cadre Training Plan for Central Secretariat Stenographers Service (CSSS)</td>
<td>[5.1.1] Number of Induction Training Programmes conducted during 2012-2013</td>
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<td>[5.1.2] No. of Training Programmes other than Induction Training conducted as per CTP during 2012-2013</td>
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<td>[5.2] Development of web based IT system for Cadre Management of CSS</td>
<td>[5.2.1] Application, design and development of software for CSS.</td>
<td>Date</td>
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<td>[5.2.2] Validation, user acceptance of software, training and workshops.</td>
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<tr>
<td>6</td>
<td>Capacity building of civil servants at all levels with special focus on building of competency framework and module on Ethics and Values in Governance.</td>
<td>14</td>
<td>[6.1] Development of a common competency framework to guide Cadre Controlling Authorities and organisations in pursuance of implementation of National Training Policy,</td>
<td>[6.1.1] Finalisation and approval of the framework.</td>
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<td>[7.2] Preparation of Guidelines for Performance Related Incentive Scheme</td>
<td>[7.2.1] Submission of draft guidelines to the competent authority.</td>
<td>2</td>
<td>31.1.2013</td>
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<tr>
<td>S. No.</td>
<td>Objective</td>
<td>Wt.</td>
<td>Actions</td>
<td>Success Indicator</td>
<td>Unit</td>
<td>Weight</td>
<td>Target Date/ Criteria value</td>
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<td></td>
<td>[8.1.2] Issue of advisory to concerned stakeholders.</td>
<td></td>
<td>Date</td>
<td>2</td>
<td>30.9.2012</td>
<td>01/05/2012</td>
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<tr>
<td></td>
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<td></td>
<td>[8.2] Strengthening of Vigilance Administration of various Ministries.</td>
<td>[8.2.1] Collection of data regarding present vigilance setup.</td>
<td>Date</td>
<td>2</td>
<td>30/09/2012</td>
<td>30/09/2012</td>
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<tr>
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<td>[8.2.2] Formulation of proposal for assessment parameters</td>
<td>Date</td>
<td>2</td>
<td>30/11/2012</td>
<td>30/11/2012</td>
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<td></td>
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<td>[8.5] Modernization of CBI under Plan Scheme.</td>
<td>[8.5.1] Issue of Sanction Order for purchasing of land for infrastructural requirement.</td>
<td>Date</td>
<td>2</td>
<td>31.5.2012</td>
<td>14/05/2012</td>
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<td>[8.6.1] Operationalisation of Additional Special Courts set up during 2011 – 2012.</td>
<td>number</td>
<td>2</td>
<td>12</td>
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<tr>
<td>9</td>
<td>Improving public and media perception of the Government by highlighting the achievements and making an example of those punished.</td>
<td>3</td>
<td>[9.1] Regular Departmental Action cases to ensure violators are dealt with strictly.</td>
<td>[9.1.1] Framing of Guidelines for monitoring implementation of disciplinary action.</td>
<td>Date</td>
<td>3</td>
<td>30.11.2012</td>
<td>29/11/2012</td>
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<td>10</td>
<td>IT based manpower planning for CPSEs.</td>
<td>4</td>
<td>[10.1] Development of monitoring system for proposals of appointment to Board level vacancies in CPSEs</td>
<td>[10.1.1] Development of system.</td>
<td>Date</td>
<td>2</td>
<td>31.10.2012</td>
<td>29/05/2012</td>
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<td>[10.1.2] Operationalisation and validation of system.</td>
<td>Date</td>
<td>2</td>
<td>31.1.2013</td>
<td>30/09/2012</td>
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<td>12</td>
<td>Efficient Functioning of the RFD System</td>
<td>3</td>
<td>[1.1] Timely submission of Draft for Approval</td>
<td>[1.1.1] On-time submission</td>
<td>Date</td>
<td>2.00</td>
<td>5.3.2012</td>
<td>05/03/2012</td>
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<td>[1.2] Timely submission of Results</td>
<td>Date</td>
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<td>1.5.2012</td>
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<td>Target Date/Criteria</td>
<td>Achievement</td>
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<tr>
<td>1.</td>
<td>Administrative Reforms</td>
<td>6</td>
<td>[2.1] Implement mitigating strategies for reducing potential risk of corruption</td>
<td>[2.1.1] % of implementation</td>
<td>%</td>
<td>2.00</td>
<td>100</td>
<td>100</td>
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<td>[2.2] Implement ISO 9001 as per the approved action plan</td>
<td>[2.2.1] Area of operations covered</td>
<td>%</td>
<td>2.00</td>
<td>100</td>
<td>100</td>
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<td></td>
<td></td>
<td></td>
<td>[2.3] Timely preparation of departmental Innovation Action Plan (IAP)</td>
<td>[2.3.1] On-time submission</td>
<td>Date</td>
<td>2.00</td>
<td>01/05/2013</td>
<td>29/04/2013</td>
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<tr>
<td>2.</td>
<td>Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department</td>
<td>4</td>
<td>[3.1] Implementation of Sevottam</td>
<td>[3.1.1] Independent Audit of Implementation of Citizen’s Charter</td>
<td>%</td>
<td>2.00</td>
<td>100</td>
<td>88</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>[3.1.2] Independent Audit of implementation of public grievance redressal system</td>
<td>%</td>
<td>2.00</td>
<td>100</td>
<td>60.98</td>
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<tr>
<td>3.</td>
<td>Ensuring compliance to the Financial Accountability Framework</td>
<td>2</td>
<td>[4.1] Timely submission of ATNs on Audit paras of C&amp;AG</td>
<td>[4.1.1] Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.</td>
<td>%</td>
<td>0.50</td>
<td>100</td>
<td>100</td>
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<tr>
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<td></td>
<td></td>
<td>[4.2] Timely submission of ATRs to the PAC Sectt. on PAC Reports</td>
<td>[4.2.1] Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.</td>
<td>%</td>
<td>0.50</td>
<td>100</td>
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<td>[4.3] Early disposal of pending ATNs on Audit Paras of C&amp;AG Reports presented to Parliament before 31.3.2012.</td>
<td>[4.3.1] Percentage of outstanding ATNs disposed off during the year.</td>
<td>%</td>
<td>0.50</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>[4.4] Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012</td>
<td>[4.4.1] Percentage of outstanding ATRS disposed off during the year.</td>
<td>%</td>
<td>0.50</td>
<td>100</td>
</tr>
</tbody>
</table>

*- Mandatory Items.

PMD, Cabinet Secretariat has informed that this Department has scored 92.32% achievement against RFD targets of 2012-13.
Department of Personnel and Training

EVENTS IN DOPT

The following major events were organized in the Department of Personnel & Training during 2013–2014.

i) Launching of RTI Online Web Portal.
ii) National Workshop on RTI.
iii) Retreat for officers of the level of DS and above in Ministry.
iv) Employee Interaction with MOS (PP)
v) Workshop on the eve of International Women’s’ Day.

Launching of RTI online web portal

The ‘RTI online web portal’ was launched by Hon’ble MOS (PP) on 21st August, 2013 for all Central Ministries. This is a facility for the Indian Citizens to file online RTI applications and first appeals. The prescribed fee can also be paid online.

National Workshop on RTI

A National workshop on “Right to Information” was organized by Department of Personnel & Training at Indian Institute of Public Administration, New Delhi on 9th January, 2014. The workshop was inaugurated by Hon’ble MoS(PP). There was panel discussion on ‘Ensuring compliance of suo motu disclosure commitments – from villages to Central Ministries’ by eminent panelists include S/Sh. Satyananda Mishra, Former Chief Information Commissioner, Rajendra Singh, Magsaysay Award Winner (known as Waterman of India), Prabhu Chawla, Editorial Director, The New

Launch of RTI online web portal
Indian Express, R.K. Verma, renowned author of RTI related publication, Ms. Maja Daruwala, Director, CHRI and Shri Manoj Joshi, former IS (AT&A) of DOP & T. Presentations were made on best practices and success stories on RTI by presenters from various parts of the country.

Hon’ble MOS (PP) at the National Workshop on Right to Information

Retreat for officers of the level of DS and above in Ministry

The Department organized a two–day Retreat at LBSNAA, Mussoorie from 19th–20th October 2013 for the officers at the level of DS / Director & above in the Department. The objective of the Retreat was to discuss the stakeholders’ perception about the Department and develop an action plan to positively change the orientation of the Department towards service delivery.

Employees Interaction with MOS (PP)

An ‘Open House’ interaction of the Group ‘B’ (Non–Gazetted) employees and above was organized on 24th October, 2013 which provided a platform to these employees to interact directly with MOS (PP) and other Senior Officers of the Department.

Award of Certificate of Excellence

Realizing that recognition of meritorious performance of employees is a critical tool in human resource management, a new non–monetary incentive in the form of an annual award of “Certificate of Excellence” to recognize the contribution of its meritorious employees of the level of Under Secretary and below has been introduced. A Committee of Joint Secretaries would go into the work output by the employees and recommend deserving candidates for awarding the ‘Certificate of Excellence’. Hon’ble MOS (PP) gave away the award of ‘Certificate of Excellence’ to 33 employees of the Department of Personnel & Training for their outstanding contribution during the year 2012–2013.

Workshop on eve of International Women’s Day

A workshop to celebrate the International Women’s Day, 2014 was organized by the Department of Personnel & Training on 7th March 2014 at IIPA, New Delhi. The workshop was inaugurated by Secretary (Personnel). All women employees of the Department of Personnel & Training including women representatives from subordinate offices participated in the workshop. In addition, women employees of the offices of the Ministry of Finance and the Ministry of Home Affairs located in North Block also participated in the workshop. A general motivational talk was delivered by Ms. Indira Jaising, ASG. A session on ‘Lifestyle Issues for working women’ was also delivered by the representatives of Art of Living Foundation. The workshop was a truly informative and learning experience for all in the context of present day scenario wherein the working women try to strike a balance between their responsibilities at home and at office.
ORGANISATIONAL CHART OF DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES as on 23.01.2014
## Department of Administrative Reforms & Public Grievances

### Incumbency Position of Under Secretary level Officers and above in D/o AR&PG as on 10.01.2014

<table>
<thead>
<tr>
<th>Post</th>
<th>Name of Incumbent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secretary</td>
<td>Shri Sanjay Kothari</td>
</tr>
<tr>
<td>Addl. Secretary</td>
<td>Shri Arun Jha</td>
</tr>
<tr>
<td>Joint Secretary</td>
<td>1. Shri P.K.Tiwari</td>
</tr>
<tr>
<td></td>
<td>2. Shri Satish Kumar</td>
</tr>
<tr>
<td>Director</td>
<td>1. Shri Vanraj A. Chavda</td>
</tr>
<tr>
<td></td>
<td>2. Shri R.K.Sharma</td>
</tr>
<tr>
<td></td>
<td>3. Smt. Kavita Garg</td>
</tr>
<tr>
<td></td>
<td>4. Shri Aditya Joshi</td>
</tr>
<tr>
<td>Deputy Secretary</td>
<td>1. Shri A.K.Marwah</td>
</tr>
<tr>
<td></td>
<td>2. Smt. Shgailja N. Joshi</td>
</tr>
<tr>
<td>Deputy Director (OL)</td>
<td>1. Smt. Santosh Manhas</td>
</tr>
<tr>
<td>Under Secretary</td>
<td>1. Shri V.K.Verma</td>
</tr>
<tr>
<td></td>
<td>2. Shri B.K.Singh</td>
</tr>
<tr>
<td></td>
<td>3. Smt. Nita Dharmani</td>
</tr>
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<td></td>
<td>4. Shri Harihar Sukla</td>
</tr>
<tr>
<td></td>
<td>5. Shri S.Bandyopadhyay</td>
</tr>
<tr>
<td></td>
<td>6. Shri Hemant Verma</td>
</tr>
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<td></td>
<td>7. Shri V.Rambabu</td>
</tr>
<tr>
<td></td>
<td>8. Shri S.K.Pani</td>
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<tr>
<td></td>
<td>9. Shri Jagdish Kumar Ambwani</td>
</tr>
<tr>
<td></td>
<td>10. Shri Dhanajay Kumar</td>
</tr>
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<td></td>
<td>11. Shri A.K.Singh</td>
</tr>
<tr>
<td></td>
<td>12. Smt. Pratibha Ahuja</td>
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<td></td>
<td>13. Shri Sandeep Mohan Prasad</td>
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<td>14. Shri Arun Kumar Sarkar</td>
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<td>15. Shri Ajay Kumar Sawhney</td>
</tr>
<tr>
<td></td>
<td>16. Shri Alok Jagbharia</td>
</tr>
<tr>
<td></td>
<td>17. Shri Rajendar Goud</td>
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<tr>
<td>PPS</td>
<td>1. Shri V.K.Nathani</td>
</tr>
<tr>
<td></td>
<td>2. Shri Satish Kumar</td>
</tr>
</tbody>
</table>
Department of Administrative Reforms & Public Grievances

List of Awardees of the Prime Minister’s Awards for Excellence in Public Administration 2011-12

I. Award Category – Individual

1. Shri Om Prakash Choudhary, Collector, Dantewada, for Educational Initiatives in Dantewada, Chhattisgarh.


3. Shri Darpan Jain, then Deputy Commissioner, Dharwad, Karnataka for Saving Open Spaces in Urban Lakes and Cultural Rejuvenation of the Twin Cities of Hubli-Dharwad.

II. Award Category – Group

1. Sugar Cane Information System, Uttar Pradesh.

2. Transforming the Commercial Taxes Department of Karnataka.

III. Award Category – Organisation


### Department of Administrative Reforms & Public Grievances

#### Results Framework Document 2012 – 2013 & Achievements

<table>
<thead>
<tr>
<th>Objective</th>
<th>Wt.</th>
<th>Action</th>
<th>Success Indicator</th>
<th>Unit</th>
<th>Wt</th>
<th>Target Value for Excellent</th>
<th>Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Promoting administrative reforms in government policies and processes</td>
<td>25</td>
<td>Consideration of the recommendations relating to the remaining two Reports of 2nd ARC</td>
<td>Placing the recommendations before GoM</td>
<td>No.</td>
<td>2</td>
<td>2</td>
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<tr>
<td></td>
<td></td>
<td>Implementation of 125 pending accepted recommendations of 2nd ARC under the implementation (including thrust area pending accepted recommendations)</td>
<td>No. of accepted recommendations implemented.</td>
<td>No.</td>
<td>2</td>
<td>100</td>
<td>100</td>
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<td></td>
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<td>Review meeting at the level of Secretary on 2nd ARC Reports at Central/ Regional level</td>
<td>Number of review meetings</td>
<td>No.</td>
<td>4</td>
<td>10</td>
<td>10</td>
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<td></td>
<td></td>
<td>Preparation of Research/ Background papers</td>
<td>Acceptance of papers</td>
<td>No.</td>
<td>4</td>
<td>5</td>
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<td></td>
<td></td>
<td>Prime Minister’s Awards for Excellence in Public Administration</td>
<td>Selection of Awardees</td>
<td>Date</td>
<td>4</td>
<td>10.04.2012</td>
<td>10.04.2012</td>
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<td></td>
<td></td>
<td>Modernizations of government offices</td>
<td>Numbers of offices modernized</td>
<td>No.</td>
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<td>8</td>
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<td></td>
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<td>Record Retention Schedule</td>
<td>Finalization of the revised Record Retention Schedule</td>
<td>Date</td>
<td>3</td>
<td>31.12.2012</td>
<td>03.12.2012</td>
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<td>2. Promoting reforms through e-Governance</td>
<td>15</td>
<td>Onsite support for Implementation of e-office in Ministries/Departments which started e-office in 2011-12</td>
<td>Launching of e-office</td>
<td>No.</td>
<td>2</td>
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<td></td>
<td></td>
<td>Implement e-office in new Ministries/ Department</td>
<td>Implementation</td>
<td>No.</td>
<td>3</td>
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<td>Implementation of Master e-Governance Training Plan in e-Office enabled Ministries/ Department</td>
<td>Implementation</td>
<td>No.</td>
<td>2</td>
<td>12</td>
<td>12</td>
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<td></td>
<td></td>
<td>Organizing National Conference on e-governance and giving away of National Awards</td>
<td>Compilation of deliberations and recommendations of the Conference</td>
<td>Date</td>
<td>4</td>
<td>10.03.2013</td>
<td>12.02.2013</td>
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<tr>
<td></td>
<td></td>
<td>Publishing of Compendium of Select papers on issues of e-Governance, case studies of the previous year’s awardees, compilation of national and international best practices on selected topic</td>
<td>Release during the National Conference on e-Governance</td>
<td>Date</td>
<td>4</td>
<td>21.02.2013</td>
<td>11.02.2013</td>
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<tr>
<td>3. Formulation of policy and coordination of issues relating to redress of grievances</td>
<td>21</td>
<td>Holding of review meetings on redress of public grievances in Central Ministries/Department/ Subordinate Organizations</td>
<td>Numbers of organization reviewed</td>
<td>No.</td>
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<td>Organizing of CPGRAMS Training Sessions in Central Ministries/Department/ Subordinate Organizations</td>
<td>Numbers of Ministries/ Departments/ Organizations trained</td>
<td>No.</td>
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<td>200</td>
<td>209</td>
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<td>Compilation of CPGRAMS pilot project in 2 States/UTs</td>
<td>Number of projects completed</td>
<td>No.</td>
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<td>Workshops on Capacity Building for Sevottam in States/ Districts</td>
<td>Number of workshops</td>
<td>No.</td>
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<td>2</td>
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<td>Implementing Sevottam pilots in States</td>
<td>Number of pilot projects</td>
<td>No.</td>
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<td>Implementing Sevottam pilots in Central Ministries/Departments</td>
<td>Number of pilot projects</td>
<td>No.</td>
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<td>Strengthening of State ATIs through establishment of sevottam Training Cells</td>
<td>Number of ATIs covered</td>
<td>No.</td>
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<td>4</td>
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<td>Objective</td>
<td>Wt.</td>
<td>Action</td>
<td>Success Indicator</td>
<td>Unit</td>
<td>Wt</td>
<td>Target Value for Excellent</td>
<td>Achievement</td>
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<td>Advertisements under Citizen Centric initiatives</td>
<td>Number of Advertisements</td>
<td>No.</td>
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<td>2</td>
<td>2</td>
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<td>Preparing a Strategic Plan for Capacity Building in Sevottam</td>
<td>Timely preparation</td>
<td>Date</td>
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<td>01.10.2012</td>
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<td>Preparation of draft Rules under proposed Right of Citizens for Time</td>
<td>Timely preparation</td>
<td>Date</td>
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<td>15.01.2013</td>
<td>15.01.2013</td>
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<td>Bound Delivery of Goods and Services and Redressal of their Grievances Bill</td>
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<td>Organizing Chief Secretaries Conference</td>
<td>Report on proceeding</td>
<td>Date</td>
<td>2</td>
<td>15.03.2013</td>
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<td>Providing Financial assistance to States for documentation of best practices</td>
<td>No. of proposals finalized</td>
<td>No.</td>
<td>2</td>
<td>9</td>
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<td>Organizing Regional Conferences on best practices</td>
<td>Timely Organization</td>
<td>No.</td>
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<td>Publication of quarterly journal-Management in Government (MIG), Monthly newsletter- Civil Services News (CSN) and a book on best practices</td>
<td>Timely issue and putting up abstract of MIG on website</td>
<td>No.</td>
<td>2</td>
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<td>Production of documentary films on best practices</td>
<td>No. of documentary films produced</td>
<td>No.</td>
<td>2</td>
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<td>India Focal Point Meeting under India-Singapore Cooperation Programme in the field of Personnel Management and Public Administration</td>
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<td>% of Implementation</td>
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<td>Implement ISO 9001 as per the approved action plan</td>
<td>Area of operations covered</td>
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<td>Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year</td>
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<td>Percentage of outstanding ATNs disposed off during the year.</td>
<td>%</td>
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* Mandatory Objective(s)

Total Composite Score: 89.79

PMD Composite: 91.1
## Books Published by Department of Administrative Reforms & Public Grievances

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<th>Year of Publication</th>
<th>Title of the Book</th>
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<tr>
<td>2004</td>
<td>Ideas that have Worked</td>
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<td>2007</td>
<td>Learn from Them</td>
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<td>Splendour in the Grass</td>
<td>3rd Civil Services Day, 2008</td>
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<td>2008</td>
<td>Roofless Towers</td>
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<td>2008</td>
<td>Management by Listening</td>
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<td>2009</td>
<td>Bringing Your Own Bytes</td>
<td>4th Civil Services Day, 2009</td>
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<td>In Search of Light</td>
<td>5th Civil Services Day, 2010</td>
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<td>People First</td>
<td>6th Civil Services Day, 2011</td>
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<td>Some Gems Some Pearls</td>
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<td>Thinking Out of the Box</td>
<td>8th Civil Services Day, 2013</td>
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**Other Publications**

1. “Management In Government” – a quarterly journal
2. “Civil Services News” - a monthly newsletter.
Department of Administrative Reforms & Public Grievances

A list of films launched by the Department of Administrative Reforms and Public Grievances during 2013 is as under: -

2. Participatory Scientific Watershed Management in Gujarat
3. Sustainable Plastic Waste Management in Himachal Pradesh
5. Jeevika – Bihar Rural Livelihoods Promotion Society: Socio Economic Empowerment of Rural Poor through Sustainable Community Institution.
6. e-Sugam, a self policing system for Tax Compliance, in Karnataka.
7. Electronic Service Level Agreement in Delhi.
9. Crop Pest Surveillance and Advisory Project (CROPSAP) in Maharashtra.
10. Aarogyam in Uttar Pradesh.
11. Integrated Odisha Treasury Management System
## Incumbency Position of Group ‘A’ Officers

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<th>Sl. No</th>
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<th>Designation</th>
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<tr>
<td>1.</td>
<td>Shri Sanjay Kothari</td>
<td>Secretary</td>
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<tr>
<td>2.</td>
<td>Smt. Vandana Sharma</td>
<td>Joint Secretary</td>
</tr>
<tr>
<td>3.</td>
<td>Smt Tripti P. Ghosh</td>
<td>Director</td>
</tr>
<tr>
<td>4.</td>
<td>Sh. HajitSingh</td>
<td>Deputy Secretary</td>
</tr>
<tr>
<td>5.</td>
<td>Smt. Sujasha Choudhury</td>
<td>Deputy Secretary</td>
</tr>
<tr>
<td>6.</td>
<td>Sh. C.S. Bisht</td>
<td>Sr. P.P.S</td>
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<tr>
<td>7.</td>
<td>Sh. S.K. Makkar</td>
<td>Under Secretary</td>
</tr>
<tr>
<td>8.</td>
<td>Sh. Kailash Chander</td>
<td>Under Secretary</td>
</tr>
<tr>
<td>9.</td>
<td>Smt. Deepa Anand</td>
<td>Under Secretary</td>
</tr>
<tr>
<td>10.</td>
<td>Sh. N.M. Ranganathan</td>
<td>Under Secretary</td>
</tr>
<tr>
<td>11.</td>
<td>Smt. Neeru Goel</td>
<td>Under Secretary</td>
</tr>
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<td>12.</td>
<td>Sh. Charanjit Taneja</td>
<td>Under Secretary</td>
</tr>
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<td>13.</td>
<td>Sh. D.K. Solanki</td>
<td>Under Secretary</td>
</tr>
<tr>
<td>14.</td>
<td>Kum. Pushpalata</td>
<td>Assistant Director (OL)</td>
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### Annexure XIII

**Department of Pensions and Pensioners’ Welfare**

**Result Framework Document 2012-13 & Achievements**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Wt</th>
<th>Action</th>
<th>Success</th>
<th>Unit</th>
<th>Wt</th>
<th>Target / Criteria Value for Excellent</th>
<th>Achievement</th>
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<tr>
<td>[1] 1. To bring about improvements in policies related to pension and other retirement benefits.</td>
<td>16</td>
<td>Review of Rules[1.1]</td>
<td>Completion of review [1.1.1]</td>
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<td>Amendment of CCS(Pension) Rules [1.2]</td>
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<td>Amendment of forms in CCS (Commutation of Pension) Rules [1.3]</td>
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<td>Issue of instructions on Dearness Relief to Central Govt. pensioners. [1.5]</td>
<td>Average number of days taken after issue of MOF’s instructions on Dearness Allowance [1.5.1]</td>
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<td>[2] 2. Efficient response to references received from Ministries /Departments concerning retirement benefits</td>
<td>39</td>
<td>Response to references from Departments on relaxation of rules. [2.1]</td>
<td>Percentage of cases disposed of within the prescribed time limit [2.1.1]</td>
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<td>Response to references from Departments on interpretation of rules. [2.2]</td>
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<td>Response to references from Departments on clarification of rules resulting in issue of general instructions. [2.3]</td>
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<td>[3] 3. Facilitating the prompt redressal of pensioners’ grievances</td>
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<td>[3.1] 5 workshop-cum-review meeting on grievance redressal mechanism with all Ministries/Departments</td>
<td>Convening of workshop-cum-review meeting within time [3.1.1.]</td>
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<td>[3.2] Workshop/ Training of the officers/staff of the Ministries/Departments/Orgs. in pension matters</td>
<td>Successful completion of 2 workshop/training programmes[3.2.1]</td>
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<td>Preparation of Strategic Plan for capacitive building in Ministries/Departments with respect to pension matters [3.2.2]</td>
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<td>Number of pending grievances redressed quarterly</td>
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<td>[4] 4. To create awareness amongst the pensioners regarding their rights and entitlements and obtaining their feedback.</td>
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<td>[4.1] Updation of existing information on website of DoP&amp;PW</td>
<td>Number of updations in a year. [4.1.1]</td>
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<td>[4.2] Awareness Programmes about Pensioners’ Portal</td>
<td>Holding of 3 Awareness Programmes within the date [4.2.1]</td>
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<td>Publication of Compendium of instructions issued in the previous calendar year [4.3.1]</td>
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<td>[4.5] Updating ‘pensionersportal’</td>
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<td>[4.6] Holding of the meeting of Staff side of JCM (National Council) on pensionary matters.</td>
<td>Issue of minutes within 15 working days [4.6.1]</td>
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*Mandatory Objective(s)

Total Composite Score: 91.0

Total Composite Score Obtained: 93.88