URGENT

Dated: 10th September, 2012

Ref. No.R/GAD/Comm. (30) / 2570/1

The Directors of Institutes
The Deans of Faculties
The Heads of Departments /Offices/Units
The Principal, Mahila Mahavidyalaya
The Principal of Colleges/Schools
Banaras Hindu University,

Subject: Implementation of recommendation in “para 5.1.12- Citizens' Initiatives”
of 2nd ARC contained in its 4th Report titled “Ethics in Governance”- reg.

Dear Sir/Madam,

Enclosed please find herewith a copy of letter No.F.No1-3/2012-AR dated 23\textsuperscript{rd} August, 2012 (along with a copy of D.O.No.F.15012/42012-PG-PC dated 17\textsuperscript{th} July, 2012 of Secretary, Govt. of India, Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances, Sardar Patel Bhavan, Sansad Marg, New Delhi-110001) received from Economic Advisor, Govt. of India, Ministry of Human Resources Development, Department of Higher Education, Shastri Bhavan, New Delhi addressed to the Vice-Chancellor, BHU, which is self explanatory.

In this connection, I am directed to request you to comply with the recommendation and also kindly suggest ways & means for implementation of the recommendations by 20\textsuperscript{th} September, 2012.

An early action is requested.

Encl: As above

No.R/GAD/Comm. (30) / 25077

Copy forwarded to the following Information & necessary action to:

1. The Chairman, PPP cell, BHU
2. The Coordinator, Computer Centre with the request to upload on the internal website.
3. The Dy.Registrar & Secretary to the Vice-Chancellor, BHU
4. The P.S. to Registrar, BHU

Your Faithfully,

Assistant Registrar
(General Administration)

[Signature]

Encl: As above

No.R/GAD/Comm. (30) / 25077


Assistant Registrar
(General Administration)

[Signature]

[Handwritten notes: RSY/834/12/19/112]
To
Prof. Lalji Singh, Vice-Chancellor
Banaras Hindu University
Varanasi – 221005 U.P.


Sir,

Please find enclosed a copy of d.o. letter No. F. No.15012/4/2012-PG-PC dated 17th July, 2012 received from Secretary, Department of Administrative Reforms & Public Grievances on the above cited subject forwarding following two recommendations made by 2nd ARC under “para 5.1.12- Citizens’ Initiatives” in its 4th Report for implementation:

/a) Citizens may be involved in the assessment and maintenance of ethics in important government institutions and offices.
b) Reward schemes should be introduced to incentivise citizen’s initiatives.

2. In this regard, I would like to mention that the concerned chapter of the 4th Report of 2nd ARC says that the citizens’ voice can be effectively used to expose, denounce and restrain corruption. This calls for the engagement of civil society and the media in educating citizens about the evils of corruption, raising their awareness levels and securing their participation by giving them a ‘voice’. There have been many outstanding cases of civil society engagement to improve governance and these initiatives signify that Civil Society Groups have put pressure on erring Governments to reform corrupt practices. They have also provided monitoring mechanisms to track corruption by educating members of the public and associating them in anti-corruption efforts. They have helped generate demand for reducing corruption and introducing systemic reforms. On the whole, these civil society engagements are path-breaking initiatives that have emerged out of an urge to serve the needs of the common man and have involved a great deal of educating people and mobilising them.

3. The Report further says that the successful initiatives of Civil Society Groups underscore the criticality of educating people and raising their awareness in fighting corruption. Though such initiatives come from the society, the government can create an environment whereby the citizens’ groups can effectively participate in its efforts to root out corruption. Some measures, as mentioned in the report, to facilitate this could be:-

i) inviting civil societies to oversee government programmes;
ii) establishing and disseminating service standards;
iii) establishing credible complaints mechanisms;
iv) assessing public confidence in anti-corruption institutions, judiciary and law enforcement and in designing programmes to improve trust levels;
v) enforcing access to information
vi) educating society on the events of corruption and to instill moral commitment to integrity.
reduce inefficiency, wastage and corruption prevailing in the system. To make the delivery system modern, fast and reliable, Department of Electronics and Information Technology has recently introduced “Electronic Delivery of Services Bill, 2011” in the Parliament. Sevottam compliant Citizen Charters and Grievance Redressal Mechanisms are operational in most of the Central Ministries and Departments. Government of India has also introduced Social Accountability tools, such as Social Audits, tracking of expenditure of funds in Social Sector projects to empower the citizenry and enhance their participation.

4. For tackling corruption in governance setup, important initiatives like Lokpal Bill, Whistleblower’s Protection Bill, Judicial Accountability Bill are under consideration of Parliament. Legislation to enact Benami Transactions is also in advanced stage of finalisation. Similarly, recently, ‘Integrity Pact’ has been issued by Ministry of Finance to bring probity and transparency in Government contracts and tenders. “Public Procurement Bill” and Legislation on “False claims” are also under consideration.

5. Central Vigilance Commission (CVC) was consulted for guidelines in regard to Citizens’ Initiatives. The Commission has emphasized the role of preventive vigilance by sensitising the public about corruption. To promote the same, it had advocated the following:

- System improvements and use of information technology.
- For purpose of assessing satisfaction levels of citizens, a roadmap should be prepared. Each Department should come up with survey format to assess the satisfaction levels.
- An inventory should be made by each Department of the systems and processes in place to deliver a particular service, including use of technology for the purpose. (Such assessment should include level of disposal, help to citizens to enable them to fill up application form, ease and simplicity of the same, potential for delays and the monitoring systems to avoid them)

- The CVC vide their Notification dated 12th March, 1999 has already directed Departments/Organisations to prominently display a standard notice board at the Reception of the office mentioning, “DO NOT PAY BRIBES. IF ANYBODY OF THIS OFFICE ASKS FOR BRIBE OR IF YOU HAVE ANY INFORMATION ON CORRUPTION IN THIS OFFICE, YOU CAN COMPLAIN TO THE HEAD OF THIS DEPARTMENT OR THE CHIEF VIGILANCE OFFICER AND THE CENTRAL VIGILANCE COMMISSION. (NAME, COMPLETE ADDRESS AND TELEPHONE NUMBERS HAVE ALSO TO BE MENTIONED AGAINST EACH)”
D.O. No. F.15012/4/2012-PG-PC

17th July, 2012

Dear Shri Thakur,

The 2nd Administrative Reforms Commission in its 4th Report titled ‘Ethics in Governance’ made a number of recommendations relating to Citizens Initiatives. The Original Report as well as the recommendations accepted by the Government are available on the website of the Department [http://darpg.gov.in/](http://darpg.gov.in/). In this regard the 2nd ARC made two important recommendations in paragraph 5.1.12 under the heading ‘Citizens’ Initiatives’. They are:

(a) Citizens may be involved in the assessment and maintenance of ethics in important government institutions and offices.

(b) Reward schemes should be introduced to incentivise citizen’s initiatives.

These recommendations focus on involvement of Citizens in Government processes to enhance ethical standards and also incentivise their initiatives. Thus, these recommendations call for an integrated and holistic approach on the part of officials to strike a meaningful partnership with citizens and stakeholders to evolve towards a higher ethical structure of Governance. Some important developments in this regard are mentioned below.

2. Government of India has undertaken a number of important steps in the recent times to enlarge the existing canvas of ‘Citizen Centric Initiatives’ through mechanisms such as revamped ‘Sevottam compliant Citizen Charters’, ‘Centralised Public Grievances Redress and Monitoring System’.

3. Recently, the Department of AR&PG has introduced a Bill in the Parliament called “The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011” to streamline the public service delivery and
reduce inefficiency, wastage and corruption prevailing in the system. To make the delivery system modern, fast and reliable, Department of Electronics and Information Technology, has recently introduced “Electronic Delivery of Services Bill, 2011” in the Parliament. (Sevottam compliant Citizen Charters and Grievance Redressal Mechanisms are operational in most of the Central Ministries and Departments. (Government of India has also introduced Social Accountability tools, such as Social Audits, tracking of expenditure of funds in Social Sector projects to empower the citizenry and enhance their participation.)

4. For tackling corruption in governance setup, important initiatives like Lokpal Bill, Whistleblower’s Protection Bill, Judicial Accountability Bill are under consideration of Parliament. Legislation to enact Benami Transactions is also in advanced stage of finalisation. Similarly, recently, ‘Integrity Pact’ has been issued by Ministry of Finance to bring probity and transparency in Government contracts and tenders. “Public Procurement Bill” and Legislation on “False claims” are also under consideration.

5. Central Vigilance Commission (CVC) was consulted for guidelines in regard to Citizens’ Initiatives. The Commission has emphasized the role of preventive vigilance by sensitising the public about corruption. To promote the same, it had advocated the following:
   • System improvements and use of information technology.
   • For purpose of assessing satisfaction levels of citizens, a roadmap should be prepared. Each Department should come up with survey format to assess the satisfaction levels.
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   • The CVC vide their Notification dated 12th March, 1999 has already directed Departments/Organisations to prominently display a standard notice board at the Reception of the office mentioning, “DO NOT PAY BRIBES. IF ANYBODY OF THIS OFFICE ASKS FOR BRIBE OR IF YOU HAVE ANY INFORMATION ON CORRUPTION IN THIS OFFICE, YOU CAN COMPLAIN TO THE HEAD OF THIS DEPARTMENT OR THE CHIEF VIGILANCE OFFICER AND THE CENTRAL VIGILANCE COMMISSION. (NAME, COMPLETE ADDRESS AND TELEPHONE NUMBERS HAVE ALSO TO BE MENTIONED AGAINST EACH)”
-3-

- Organising Vigilance Awareness Week – 31st October to 5th November every year. The observance of the Vigilance Awareness Week should commence with a pledge. The details regarding this are contained in the CVC circular No. 09/07/11 dated 12/9/2011.

- The CVC in their order dated 04.02.2002 have brought out detailed guidelines about their initiative regarding Mobilising Civil Society to fight corruption and the role of retired public servants.

6. Guidelines of Indian Government Website (GIGW) published in 2009 stipulate that for facilitating citizens to contact any Government Department or entity to ask questions, get information, seek clarifications or sort out problems, the Government Websites should provide the following:
   - All Government websites MUST have a ‘Contact Us’ page linked from Homepage and all relevant places in the website. (Annexure V)
   - The ‘Contact Us’ page should be categorised according to various divisions handling different kind of queries.
   - The contact details for the Important functionaries in the Department MUST have phone numbers, e-mail address etc.,

7. Considering the fact that issues involving citizen initiatives vary from Ministry to Ministry and its implementation is decentralised, it is requested that you may like to take necessary steps for implementing the above recommendations. A copy of the instructions issued in this regard may be furnished to the Department of AR&PG.

With regards,

Yours sincerely,

(Ramesh C. Misra)

Shri Ashok Thakur,
Secretary,
Department of Higher Education,
Nirman Bhavan,
New Delhi.