


**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
(LABOUR DEPARTMENT)  
5-SHAM NATH MARG, DELHI-54**

**CIRCULAR**

**Sub :-The 12<sup>th</sup> report of Second administrative reforms commission, Govt. of India entitled "Citizen Centric Administration : The Heart of Governance".**

Please find enclosed herewith a copy of circular. No. F.4/14/2009/AR/Pt.file.3/7190-7349 dated 12/7/10 on the subject cited above, received from Statistical Officer (AR), Administrative Reforms Department, Govt. of NCT of Delhi, 7<sup>th</sup> level C-Wing, Delhi Sectt., I.P. Estate, New Delhi alongwith a copy of letter dated 17/8/2009 for necessary action/compliance.

Encls: as above

  
**(BIJANDRA SINGH)**

**Assistant Labour Commissioner (Co-Ordination)**

- 1 ALL DLCs,  
Labour Department, Delhi
  - 2 All Branch Incharges,  
Labour Department, Delhi
- 

No. F-1/31/616/LC/Estt/Misc/09/2058

Dated :- 23/07/10

**Copy for information to :-**

- 1 P.S. to Labour Commissioner, Labour Department, Delhi.
- 2 P.A. to Spl. Commissioner (Labour), Labour Department, Delhi.
- 3 Asstt. Programmer (EDP Cell), with the request to upload the said circular on the website of this department.

  
**Assistant Labour Commissioner (Co-Ordination)**



(354)

300/c

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
 ADMINISTRATIVE REFORMS DEPARTMENT  
 7<sup>th</sup> Level, C-Wing, Delhi Secretariat, New Delhi  
<http://www.ar.delhigovt.nic.in>

F.No. 4/14/2009/AR/Pt.file.3/

7190-7349/c

Dated :

12/7/10

To,

1. The Pr. Secretaries/Secretaries/Heads of Departments, Govt. of NCT of Delhi.
2. All the Heads of Local Bodies/Autonomous Bodies, Govt. of NCT of Delhi.

**Sub. : The 12<sup>th</sup> report of Second Administrative Reforms Commission, Govt. of India entitled "Citizen Centric Administration : The Heart of Governance".**

**Reference :** This office letters F.4/14/2009/AR/Pt.file1/6872-6996/Cdt. 7.7.2009, F.4/14/2009/AR/Pt.file3/8382-8541/C dt. 17.8.2009, F.4/14/2009/AR/Pt.file3/12643-802/C dt. 21.12.2009 and Minutes of the meeting dated 13.4.2010 issued vide letter no. F.4/14/2009/AR/Pt.file3/2716- 2749/C dt. 23.4.2010

I am directed to refer to this office above mentioned letters vide which the recommendations of 12<sup>th</sup> Report of 2<sup>nd</sup> ARC, duly accepted by the Core Group on Administrative Reforms, Govt. of India were forwarded to you for initiating action and furnishing an action taken report thereafter.

In furtherance to the above mentioned letters, I am also directed to forward a copy of the letter nos.K-110022/3/2010-AR dt. 06.5.2010 & D.O. No.K-11022/3/2010-AR dt. 23-2-2010 received from the Govt. of India, Ministry of Personnel, PG and Pensions, D/o AR & Public Grievances, vide which additional recommendations duly accepted by the Core Group on Administrative Reforms and the Group of Ministers, were forwarded to this office for necessary action. These reports are forwarded to you for compliance and submission of action taken report.

The Department of Administrative Reforms and Public Grievances, Govt. of India has desired that an implementation report detailing the status of compliance of the recommendations should be furnished to the Ministry every month, you are, therefore, requested to furnish the said report to this office by 2<sup>nd</sup> of every month for onward transmission to the Govt. of India.

Yours faithfully,

(Kishan Chaud)

Statistical Officer (AR)

Phone no. : 23392421

Encl. : as above.

A3162/12  
15/7/10

Urgent

put up on file.

16/7

A/c (Coord) Sir

Pl put up immediately  
to boss

16/7/10

Schubh

314/AR/Coord.

16/7/10

Its to put



299/c

1956

Office of the Chief Secretary  
Govt. of NCT of Delhi  
18 MAY 2010

No. K-11022/3/2010-AR  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhawan,  
Sansad Marg, New Delhi. Dated 6<sup>th</sup> May, 2010.

To,

All Chief Secretaries of States/UTs

Govt. of Delhi  
17 MAY 2010  
GAD/10/1/6907  
Dairy No. 10

Subject : 2<sup>nd</sup> ARC's 12<sup>th</sup> Report titled "Citizen Centric Administration - The Heart of Governance".

Sir,

Kindly refer to the D.O. letter No. K-11022/3/2010-AR dated 23<sup>rd</sup> February, 2010, from Secretary, Deptt. of AR&PG, forwarding the recommendations of the 2<sup>nd</sup> Administrative Reforms Commission's 12<sup>th</sup> Report titled "Citizen Centric Administration - The Heart of Governance", approved by the Group of Ministers, for taking appropriate action for implementation of the accepted recommendations.

Secy AR & PG  
15/5/10

Adm (AR)

2. As mentioned in the above D.O. letter, the status of the action taken report is required to be sent to PMO/Cabinet Secretariat every month. In view of the same it is requested that a consolidated implementation report relating to the implementation of the accepted recommendations may be furnished by 5<sup>th</sup> of every month.

DD (AR)

SO

1468/AR  
19/5/10

for compliance  
Samp  
20/5/10

Yours faithfully,

Shri Rakesh Mehta, IAS  
Chief Secretary,  
Government of the NCT of Delhi,  
Indraprastha Estate New Delhi-110002  
Fax : 23392102, T - 23392101  
csdelhi@nic.in

(P.K. Jha) 9/5/10  
Joint Secretary to the Govt. of India  
Tele. 23360331

20/5/10

CS (AR)

S.No-5---CB

193/11



रमेश चन्द्र मिश्रा  
Ramesh C. Misra  
सचिव  
SECRETARY

भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
प्रशासनिक सुधार और लोक शिकायत विभाग,  
सरदार पटेल भवन, संसद मार्ग,  
नई दिल्ली-110001

GOVERNMENT OF INDIA,  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
& PENSIONS,  
DEPARTMENT OF ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES,  
SARDAR PATEL BHAVAN, SANSAD MARG,  
NEW DELHI-110001

D.O.K-11022/3/2010-AR

23 February, 2010

Dear Madam,

Kindly refer to this Department's O.M. of even number dated 22.12.2009 forwarding the minutes of the meeting of the Group of Ministers (GoM) held on 08<sup>th</sup> December 2009 to consider the 12<sup>th</sup> Report titled "Citizen Centric Administration - The Heart of Governance".

2. The 12<sup>th</sup> Report of 2<sup>nd</sup> ARC contains 50 recommendations, out of which 41 recommendations given in Annexure-I were accepted by the GoM and 9 recommendations given in Annexure-II were not accepted by them.

3. I would request you to kindly take appropriate action for implementation of the accepted recommendations contained in Annexure-I. I would also request you that a copy of each of the OM's/circulars etc. issued for implementation of the recommendations may also be sent to this Department.

4. Action taken report on the reports considered by GoM is to be furnished to the PMO/Cabinet Secretariat. Accordingly, action taken report may please be furnished by 5<sup>th</sup> of every month.

Kind regards.

Yours sincerely,

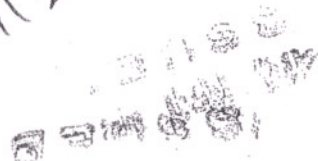
(Ramesh C. Misra)

To  
All Secretaries / Ministries / Departments

23/2/2010

etc

0924/2





No.K.11022/16/2009-AR (Pt)  
 Government of India  
 Ministry of Personnel, Public Grievances & Pensions  
 Department of Administrative Reforms & Public Grievances

102/10

Annexure-I

Administrative Reforms Commission's 12<sup>th</sup> Report titled "Citizen Centric Administration - The Heart Of Governance"- List of recommendations accepted

Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
1.	<p><b>1. Functions of Government (Para 3.3.4)</b></p> <p>a. Government organisations should adhere to the principles highlighted in paragraph 3.2.4 while performing regulatory functions.(1)</p> <p>(i) Regulation only when necessary</p> <p>(ii) Regulation to be effective</p> <p>(iii) Self regulation is the best form of the regulation</p> <p>(iv) regulatory procedures to be simple, transparent and citizen friendly</p> <p>(v) involving citizens' groups, professional organizations in the regulation activities</p>	<p>(a) (i) Accepted. An inter-department committee at center level can be constituted to scrutinize such regulations in the light of the recommendation.</p> <p>(ii) Accepted. Modalities would be worked out for independent monitoring involving various stakeholders.</p> <p>(iii) Accepted. Departments would be encouraged to identify those areas where such self-assessment is possible.</p> <p>(iv) Accepted</p> <p>(v) Accepted. As in '(ii)' above State Governments may also be requested to take similar action.</p>	<p>(a) Recommendation may be accepted. Action would be initiated for implementation</p>	<p>(a) Accepted the recommendation</p>
2.	<p>b. Government agencies, whether regulatory or developmental, should introduce the Single Window Agency concept within their organisations to minimize delays and maximize</p>	<p>(b) Accepted in principle. All Departments will be asked to prepare a roadmap with timelines for expeditious creation of single window</p>	<p>(b) Recommendation may be accepted.</p>	<p>(b) Accepted the recommendation</p>

19/1/c

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Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
3.	convenience to citizens. Government as a whole should draw a roadmap with timelines for expeditious creation of a single window at the local level for provision of all developmental and regulatory services to citizens.(2) <b>(Para 3.4.2)</b> a. The principle of subsidiarity should be followed while deciding on the implementation machinery for any programme.(3)	agency at local level to provide developmental and regulatory services to citizens.  (a) to (d) Accepted. Recommendations of ARC will be brought to the notice of all Ministries / Departments.	(a) to (d) Recommendations may be accepted.	(a) to (d) Accepted the recommendations
4.	b. Citizens should be actively involved in all stages of these programmes i.e. planning, implementation and monitoring.(4)			
5.	c. Mandatory social audit should be carried out for all programmes.(5)			
6.	d. Impact assessment should be carried out for all programmes at periodic intervals.(6)			
7.	<b>2. (Para 4.6.2) Making Citizens' Charters Effective – An Agenda for Reform</b> Citizens' Charters should be made effective by adopting the following principles: <i>i. One size does not fit all. ii. Citizens' Charter should be prepared for each independent unit under the overall umbrella of the organisations' charter. iii. Wide consultation which include Civil Society in the process. iv. Firm commitments to be made. v. Internal processes and structure should be reformed to meet the commitments given in the Charter. vi. Redressal mechanism in case of default. vii. Periodic evaluation of Citizens' Charters. viii. Benchmark using end-</i>	Accepted. Guidelines for implementing Citizen's Charter already incorporate most of these suggestion. Guidelines would be further strengthened by adopting these recommendations.	Recommendation may be accepted. Guidelines for the Citizen's Charter would be further strengthened.	Accepted the recommendation



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 Department of Administrative Reforms & Public Grievances

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Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
	<i>user feedback. ix. Hold officers accountable for results. (7)</i>			
8.	<b>3. (Para 4.9.9) The ARC Seven-Step Model for Citizen Centricity</b> a. The Union and State Governments should make the seven-step model outlined in paragraph 4.9, mandatory for all organizations having public interface. (8)	(a) Accepted. The implementation for seven step model may be made mandatory in the Ministries/ Departments of the Central Government. State / UT Administrations will also be requested to adopt this model.	(a) Recommendation may be accepted. Implementation of the model will be taken up in major ministries/ departments.	(a) Accepted the recommendation
9.	<b>4. (Para 5.7.4) Citizen's Participation in Administration</b> a. It should be mandatory for all government organizations to develop a suitable mechanism for receipt of suggestions from citizens, which could range from the simple 'Suggestion Box' to periodic consultations with citizens' groups. Heads of the concerned organizations should ensure rigorous follow up action on the suggestions received so that these become a meaningful exercise. A system of incentives and rewards should be introduced so that suggestions that lead to significant improvement or savings can be acknowledged. (9)	Accepted in principle. (a) Departments will be advised to have periodical consultations with citizens and other stakeholders. However, the system of rewards and incentives needs further consideration.	(a) Recommendation may be accepted.	(a) Accepted the recommendation
10.	b. Every government organization must ensure the following: (i) fool-proof system for registration of all complaints, (ii) a prescribed time schedule for response and resolution.	(b) Accepted in principle. The CPGRAMS facilitates registration, monitoring and speedy redress of grievances.	(b) Recommendation may be accepted. However, at	(b) Accepted the recommendation



**SECRET**

No.K.11022/16/2009-AR (Pt)  
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Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
11.	and (iii) a monitoring and evaluation mechanism to ensure that the norms, prescribed are complied with. Use of tools of information technology can help to make such a system more accessible for citizens. Heads of all government organizations should be made responsible for ensuring the development of such a system for responding to a time-bound resolution of the complaints of citizens. (10) c. Regular citizens' feedback and survey and citizens' report cards should be evolved by all government organisations for gauging citizens' responses to their services. These should be used as inputs for improving organizational efficiency.(11)	However, prescribing time schedule for response and resolution however, will be difficult to implement.  (c) & (d) Accepted. The matter will be taken up with the concerned Ministries / Departments.	times it might be difficult to resolve grievances within a prescribed time limit.  (c) to (e) Recommendation may be accepted.	(c) to (e) Accepted the recommendations
12.	d. While no single modality or mechanism can be prescribed for encouraging citizens' participation in governance; in general, there is need to create institutionalized mechanisms for encouraging their participation in governance across public agencies at all levels and, for this to happen, the following steps are necessary :i. A comprehensive review of policy and practice in each department/public agency. ii. Modifying administrative procedures where necessary. iii. Entrustment of the function of institutionalizing citizens' participation in governance to a senior level officer. iv. Performance management reviews to incorporate effectiveness in ensuring citizens' participation in governance.(12)			



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Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

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Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
13.	c. The objective could also be served by active and cooperative participation by government agencies in civil society initiatives in the area of citizens' participation in grievance redressal. (13)	(c) Accepted.		
14.	<b>5. (Para 5.10) Participation of Women and the Physically Challenged</b> a. Ensuring the full participation of women should be a specific aim of citizen centric administration and this should be reflected in various policies and programmes, including citizens' charters and grievances redressal mechanisms. (14)	(a) to (f) Accepted. The nodal Ministries i.e. Ministry of Women & Child Development, Ministry of Social Justice & Empowerment and Ministry of Health & Family Welfare will be requested to take further action in the matter	(a) to (f) Recommendations may be accepted. Concerned ministries may be asked to inform specific actions taken and monitor the implementation from time to time.	(a) to (f) Accepted the recommendations
15.	b. Government may constitute an expert committee to identify the areas where special provisions for the physically challenged should be made mandatory. These areas could be reviewed and expanded every five years. (15)			
16.	c. Government should adopt a more proactive approach for detection and registration of the physically challenged persons. (16)			
17.	d. To achieve this, responsibility should be cast on the Primary Health Centres (PHCs) to identify all such cases in their jurisdiction and to get the evaluation of the disabilities done. To enable the PHCs to discharge these responsibilities, adequate resources should be placed at the disposal of the Medical Officer, PHC along with delegation of commensurate authority and changes in the relevant rules. (17)			
18.	e. Organization of camps at PHC level attended by the concerned medical			

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Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

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Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
19.	personnel, would greatly help in issuing certificates of disability on the spot.(18) f. Further, steps should be taken to create a database for all the Disabilities Certificate holders with integration at District, State and National levels.(19)			
20.	<b>6. (Para 6.11) Delegation</b> a. Based on the principle of subsidiarity, each government organization should carry out an exercise to assess whether adequate delegation of authority has been done. In doing so, it should be clearly enunciated that the top levels of the organization should essentially focus on policy making functions and the field level functionaries should focus on operational aspects. (20)	(a) Accepted. This recommendation will be conveyed to all central Ministries/ Departments for implementation.	(a) Recommendation may be accepted. The delegation of authority done should be reflected in the annual reports.	(a) & (b) Accepted the recommendations
21.	b. The extent to which delegated powers is used or is allowed to be used, should be two of the elements while appraising an officer's overall performance.(21)	(b) Not Accepted.	(b) Recommendation may be accepted. Willingness to take responsibility is already appraised in officer's performance	
22.	<b>7. (Para 7.9.3.3) Evolving an Effective Public Grievances Redressal System</b> a. There is need for a strong and effective internal grievance redressal mechanism in each organization. (22)	(a) Accepted.	(a) Recommendation may be accepted.	(a) Accepted the recommendation



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

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Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
23.	<p><b>8. (Para 7.10.3) Analysis and Identification of Grievance Prone Areas</b> a. Government organizations should analyse the complaints received and identify the areas wherein interventions would be required so as to eliminate the underlying causes that lead to public grievances. This exercise should be carried out at regular intervals.(26)</p>	<p>(a) Accepted. The Department is already working on this issue to carry out an exercise for analysis and identification of grievance prone areas within the Ministry / Department.</p>	<p>(a) Recommendation may be accepted.</p>	<p>(a) Accepted the recommendation</p>
24.	<p><b>9. (Para 8.3.3) Consumer Protection</b> b. All Ministries/Departments need to examine the procedures regulating grant of licenses, permissions or registration including the underlying Acts, Rules, Notifications, etc. These should be recast with the following underlying principles: i. There should be an upper time limit for grant of any license/permission/registration. The law should provide for penalties if an application is not disposed of within the stipulated period. ii. Applications should be processed only on a 'First in First out Basis'. All applications received and pending should be put on the licensing authority's website. iii. Selecting units for surprise inspection should not be left to the discretion of the inspecting officers. Each office should devise an objective procedure to randomly select units for inspection. Exceptions can be made in case of receipt of genuine complaints against any unit. iv. The outcome of all inspections must</p>	<p>(b) Accepted. The recommendation will be sent to all Ministries/Departments for its implementation. State Governments would also be advised to implement this recommendation.</p>	<p>(b) Recommendation may be accepted.</p>	<p>(b) Accepted the recommendation</p>

No.K.11022/16/2009-AR (Pt)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

185/2

Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
	be immediately put in the public domain. v. There should be an annual audit of the licensing and inspection system each year by an independent agency. vi. All licensing authorities should evolve an accessible system for receipt of citizens' complaints.(28)			
25.	<b>10. (Para 9.10.4) Special Institution Mechanisms</b> e. In the smaller States, a single 'multi-role' Commission may be constituted which would carry out the specific functions of all the constitutional and statutory Commissions at the State level. (33)	(e) This recommendation will be forwarded to the State Governments and UT Administrations.	(e) Recommendation can be sent to the state govts. for their consideration	(e) Accepted the recommendation
26.	<b>11. (Para 10.1.9) Simplifying Internal Procedures</b> a. All Ministries/Departments should prepare a roadmap for carrying out a process simplification exercise. This should involve changes in Rules, Regulations and Laws wherever necessary. The entire exercise should be completed within two years. Similarly, the Ministries/Departments should instruct all organizations under their supervision to carry out this task. State Governments should also be advised accordingly. This elaborate exercise would involve the following steps for any organizations: i. Constitution of an in-house core team of persons well versed with internal procedures. ii. Engaging external experts - if necessary.iii. Getting	(a) & (b) Accepted. A similar exercise has already been taken up in response of the ARC's recommendation in its 4 <sup>th</sup> Report titled 'Ethics in Governance'	(a) & (b) Recommendations may be accepted.	(a) & (b) Accepted the recommendations



No.K.11022/16/2009-AR (Pt)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

12/1/0

Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
27.	feedback from citizens,iv. Analyzing all processes from the point of necessity, simplicity, rationality and citizen centricity. v. Redesigning processes and forms.vi. Doing a pilot study and getting it evaluated.vii. Once the pilot stabilizes, analyzing the changes required in the rules/statutes. viii. Implementing the change. ix. Creating an incentive mechanism for sustaining the change.(35) b. Structural change should be an integral part of any process simplification exercise.(36)			
28.	<b>12. (Para 10.4.4) Monitoring and Evaluation</b> a. The feedback from citizens should be used to monitor the performance of government offices. (37)	(a) Accepted. It is a part of the citizen charter.	(a) & (b) Recommendations may be accepted.	(a) & (b) Accepted the recommendations
29.	b. Each government office which has public interface should have an external evaluation conducted annually in addition to those conducted by the organization itself.(38)	(b) Accepted. This is also a part of the citizen charter but needs to be monitored more closely.		
30.	<b>13. (Para 10.5.1.11) Rationalising Procedures</b> a. Ministry of Road Transport and Highways should constitute an expert group to devise practical and objective tests of competence for issue of driving licenses.(39)	(a) & (b) Accepted in principle. These will be communicated to Ministry of Road Transport and Highways for consideration and further action.	(a) & (b) Recommendations may be accepted. Rules have recently been simplified. However, the rules can again be examined in	(a) & (b) Accepted the recommendations
31.	b. The conduct of these practical tests as well as the one prescribed for learner's license could be outsourced. Close monitoring over their processes, would however be required.(40)			



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

Sl. No.	Recommendations made by Administrative Reforms Commission	Comments of Deptt. of Administrative Reforms & Public Grievances	Views of the CGAR	Decision of the Group of Ministers (GoM)
			view of these recommendations.	
32.	<b>14. (Para 10.5.2.9) Registration of Births and Deaths</b> a. The emphasis under the Registration of Births and Deaths Act should shift from compliance to prescribed procedures to achieving 100% registration. (41)	(a) to (f) Accepted in principle. This recommendation will be conveyed to the Ministry of Home Affairs for consideration and appropriate action.	(a) to (f) Recommendations accepted. Action would be initiated to harmonize and simplify the system in States. A Plan Scheme can be developed for complete computerisation of the registration. Consequences for non-registration in the form of penalties etc. need to be included to improve registration. MHA may work out the modalities.	(a) to (f) Accepted the recommendations
33.	b. Registrars would need to adopt a more proactive approach, and it would be necessary to cast a duty upon them to register each case of birth and death within their jurisdiction irrespective of the fact whether a formal application has been received by them. The Registration could be done based on information from any source or even suo-motu by the Registrar. (42)			
34.	c. Sufficient number of public functionaries should be designated as Registrars so that each one is assigned a manageable jurisdiction. (43)			
35.	d. Each Registrar would need to be empowered under the law to seek and obtain information from any person. For this purpose, the law should provide that the Registrar shall have the power to issue notice seeking information from any person, regarding births and deaths and that person shall be bound to provide such information. (44)			
36.	e. In order to make the process of imposition of fines quick and deterrent, the powers to levy fines should be given to the District Registrar. (45)			
37.	f. There should be no fees for delayed			



292/c

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT  
7<sup>th</sup> Level, C-Wing, Delhi Secretariat, New Delhi  
<http://www.ar.delhigovt.nic.in>

F.No. 4/14/2009/AR/Pt.file.3/ 8382-8541/c

Dated : 17.8.2009

To,

- 7063/c  
18/08/09
1. The Pr. Secretaries/Secretaries/Heads of Departments, Govt. of NCT of Delhi.
  2. All the Heads of Local Bodies/Autonomous Bodies, Govt. of NCT of Delhi.

**Sub. : The 12<sup>th</sup> report of Second Administrative Reforms Commission, Govt. of India entitled "Citizen Centric Administration : The Heart of Governance – regarding.**

Sir,

OS (A)  
18/8

The Second Administrative Reforms Commission (ARC), GOI headed by Hon'ble Sh. M. Veerappa Moily, has prepared its Twelfth Report titled "Citizen Centric Administration : The Heart of Governance".

The Core Group on Administrative Reforms (CGAR) headed by Cabinet Secretary had accepted the following recommendations given in the above said report:-

- MS  
19/8
- (i) Paragraph 10.1.9 Simplifying Internal Procedures,
  - (ii) Paragraph 10.4.4 Monitoring and Evaluation,
  - (iii) Paragraph 8.3.3 Consumer Protection.

MS  
19/8

It is requested that necessary action in this regard may be taken and action taken report send to this office. A copy of letter No.33013/3/2009-O&M dated 28<sup>th</sup> July 2009 is enclosed.

Yours faithfully,

*Dr.*  
(Dr. K.B.Rai)  
Advisor (AR)

Mr. Sanku  
Encl. : as above.



6/e

No.33013/3/2009-O&M  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhavan  
Sansad Marg, New Delhi-110001  
Dated the 28<sup>th</sup> July, 2009.

Delhi Secretariat  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances  
GA D/09/24928  
D  
Office of the Chief Secretary  
Govt. of N.C.T. Delhi  
5  
2009

OFFICE MEMORANDUM

**Sub:- Twelfth Report of the Second Administrative Reforms Commission entitled " Citizen Centric Administration – the Heart of Governance".**

The Second Administrative Reforms Commission in its Twelfth Report entitled "Citizen Centric Administration – the Heart of Governance" in paragraph 10.1.9 and 10.4.4 has given its recommendations on "Simplifying Internal Procedures and 'Monitoring and Evaluation as detailed in Annex I (copy enclosed). Another recommendation enclosed is from paragraph 8.3.3 relating to Consumer Protection in Annex II (copy enclosed)

2. The recommendations have been accepted by the Core Group on Administrative Reforms (CGAR) headed by Cabinet Secretary for implementation by all Central Ministries / Departments, State Governments and UT Administrations. As per recommendation 10.1.9 all Central Ministries / Departments have to prepare a roadmap for process simplification and to complete the simplification exercise within two years.

3. All the Ministries/Departments of the Government of India, State Governments and UT Administrations are requested to formulate expeditiously appropriate policies to achieve the objectives of the recommendations mentioned in Annexures.

S. S. Jha  
Secy (AR)

*S. K. Gupta*

(S. K. Gupta)  
Deputy Secretary to the Government of India  
Tele: 23362325

To

- (i) Secretaries of all Ministries/Departments of Government of India
- (ii) Chief Secretaries of all State Governments and Union Territory Administration

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06/08/09



y/c 29/11

## ANNEX II

### RECOMMENDATIONS ON CONSUMER PROTECTION

- Paragraph 8.3.3 (b) of 12<sup>th</sup> Report of the Second ARC -

#### Paragraph 8.3.3 Consumer Protection

(b) All Ministries/ Departments need to examine the procedures regulating grant of licenses, permissions or registration including the underlying Acts, Rules, Notifications, etc. These should be recast with the following underlying principles:

- (i) There should be an upper time limit for grant of any license/ permission/ registration. The law should provide for penalties if an application is not disposed of within the stipulated period.
- (ii) Applications should be processed only on a 'First in First out Basis'. All applications received and pending should be put on the licensing authority's website.
- (iii) Selecting units for surprise inspection should not be left to the discretion of the inspecting officers. Each office should devise an objective procedure to randomly select units for inspection. Exceptions can be made in case of receipt of genuine complaints against any unit.
- (iv) The outcome of all inspections must be immediately put in the public domain.
- (v) There should be an annual audit of the licensing and inspection system each year by an independent agency.
- (vi) All licensing authorities should evolve an accessible system for receipt of citizens' complaints.

**RECOMMENDATIONS ON SIMPLIFYING INTERNAL PROCEDURES AND  
MONITORING AND EVALUATION**

- Paragraphs 10.1.9 and 10.4.4 of 12<sup>th</sup> Report of the Second ARC -

**Paragraph 10.1.9. Simplifying Internal Procedures**

- a. All Ministries/ Departments should prepare a roadmap for carrying out a process simplification exercise. This should involve changes in Rules, Regulations and Laws wherever necessary. The entire exercise should be completed within two years. Similarly, The Ministries/ Departments should instruct all organizations under their supervision to carry out this task. State Governments should also be advised accordingly. This elaborate exercise would involve the following steps for any organizations:
- (i) Constitution of an in-house core team of persons well versed with internal procedures.
  - (ii) Engaging external experts if necessary.
  - (iii) Getting feedback from citizens.
  - (iv) Analyzing all processes from the point of necessity, simplicity, rationality and citizen centricity.
  - (v) Redesigning processes and forms.
  - (vi) Doing a pilot study and getting it evaluated.
  - (vii) Once the pilot stabilizes, analyzing the changes required in the rules/ Statutes.
  - (viii) Implementing the change.
  - (ix) Creating an incentive mechanism for sustaining the change.
- b. Structural change should be an integral part of any process simplification exercise.

**Paragraph 10.4.4. Monitoring and Evaluation**

- a. The feedback from citizens should be used to monitor the performance of government offices.
- b. Each government office which has public interface should have an external evaluation conducted annually in addition to those conducted by the organization itself.



Reminder-I

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT  
7<sup>th</sup> Level, C-Wing, Delhi Secretariat, New Delhi  
<http://www.ar.delhigovt.nic.in>

F.No. 4/14/2009/AR/ 5760-5884/c

Dated : 09.6.2009

To,

1. The Pr. Secretaries/Secretaries/Heads of Departments, Govt. of NCT of Delhi.
2. All the Heads of Local Bodies/Autonomous Bodies, Govt. of NCT of Delhi.

Sub. : The 12<sup>th</sup> report of Second Administrative Reforms Commission, Govt. of India titled "Citizen Centric Administration : The Heart of Governance - regarding.

Sir,

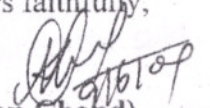
Kindly refer to Pr. Secretary (AR)'s letter of even no. dated 27.5.2009 regarding the subject cited above. The comments/views of your department on the 12<sup>th</sup> report of Second Administrative Reforms Commission, Govt. of India are still awaited.

The Ministry of Home Affairs, Govt. of India is pressing hard for the comments/views of the GNCTD vide their letters dated 20.5.2009 & 2.6.2009 on the recommendations made by the Administrative Reforms Commission, GOI in the above said 12<sup>th</sup> Report.

I am, therefore, directed to request you to kindly send the comments/views of your department to this office positively on priority for onward transmission to the Ministry of Home Affairs, Govt. of India.

Thanking you,

Yours faithfully,

  
(Kishan Chand)  
Statistical Officer (AR)

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JLC(A) on leave.

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ALC(A)  
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Sh. Satish J 20/6