



ABSTRACT

ADMINISTRATIVE REFORMS – Second Administrative Reforms Commission constituted by the Government of India under the Chairmanship of Shri M. Veerappa Moily on **“Citizen Centric Administration - The Heart of Governance”** - Implementation of the recommendations – Orders - Issued.

Personnel and Administrative Reforms (AR-1) Department

G.O.(Ms).No.64

Dated: 20.06.2011

திருவள்ளூர் ஆண்டு 2042
ஆனி 5 -ம் நாள்

Read:

1. G.O.Rt No.327, Personnel and Administrative Reforms (AR-I) Department, Dated 29.5.2009.
2. D.O. Letter No. G-11012/2/2009 - PG, dated 9.6.2009 & 22.6.2009, from the Secretary to the Government of India, Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances, New Delhi - 01.
3. Letter No.33013/3/2009-O&M, dated 27.7.2009 & 28.7.2009 from the Deputy Secretary to the Government of India, Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances, New Delhi - 01.

ORDER:

The Twelfth Report of the Second Administrative Reforms Commission constituted by the Government of India under the Chairmanship of **Shri M. Veerappa Moily entitled “Citizen Centric Administration – The Heart of Governance”** was forwarded by the Chairman, Second Administrative Reforms Commission for consideration of this Government.

2. The Government in the Government Order first read above have constituted a Committee under the Chairmanship of Tmt. Thangam Sankaranarayanan, IAS., Vigilance Commissioner and Commissioner for Administrative Reforms to go into the Twelfth Report of Second Administrative Reforms Commission constituted by the Government of India and suggest on what could be implemented by the Government.

3. The Committee held four meetings and discussed the recommendations of the 12th Report of the Commission entitled "Citizen Centric Administration – The Heart of Governance" in detail and suggested its views on the recommendations which could be implemented in this state.

4. In the letter second and third read above the Secretary, Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms and Public Grievances, New Delhi has stated that the Second Administrative Reforms Commission in its Twelfth Report entitled "Citizen Centric Administration – The Heart of Governance" has given the following recommendations on mandatory adoption by all organizations under Central Government / State Governments / Union Territories Administration. The Core Group of Administrative Reforms (CGAR) headed by Cabinet Secretary has accepted this recommendations of mandatory adoption in all Central Government Ministries / Departments. The Core Group of Administrative Reforms has also accepted the recommendations to be shared with all State Governments / Union Territory Administration for consideration for adoption and requested to consider adoption of the model in the State Government Departments / Organizations / Union Territory Administrations. In this connection, the committee constituted under the Chairmanship of the then Vigilance Commissioner and Commissioner for Administrative Reforms has considered the above recommendations and it has given its view to accept to adopt them in this state as detailed in the column 3 of the table given below: -

Sl. No.	Recommendations made by Administrative Reforms Commission	View of the committee constituted under the Chairmanship of Vigilance Commissioner and Commissioner for Administrative Reforms
(1)	(2)	(3)
1.	<p>(Para 4.9.9. a) The ARC Seven-Step Model for Citizen Centricity The Union and State Governments should make the seven-step model outlined in paragraph 4.9, mandatory for all organizations having public interface. (8)</p>	<p>The Committee has decided to accept it to adopt the * <u>Sevottam model</u> in all the Department of this State.</p>

* The word sevottam means "Service Excellence" emphasizing the idea of 'Service' and the word is a combination of two Hindi words: 'Seva' (Service) and uttam (Excellent). Sevottam is a Quality Management framework applicable to the activities of public service delivery organizations at the point of interface with service recipients. The framework is a tool in the hands of implementing organizations. It guides them through systematic initiatives for sustainable improvements in service delivery. The Sevottam framework enables implementing organizations to undertake a systematic, credible and authenticated self-assessment (or 'gap analysis') for citizen-centric service delivery. Using this analysis, practical solutions are gradually and systematically incorporated into the organization's day-to-day. It has the following 7 steps:-

1. **Define** your services and identify your clients
2. **Set** standards and norms for each service
3. **Develop** capability to meet the set standards
4. **Perform** to achieve the standards
5. **Monitor** performance against the set standards
6. **Evaluate** impact through an independent mechanism
7. **Continuous improvement** based on monitoring and evaluation.

2.	<p>(Para 7.9.3.3 a) Evolving an Effective Public Grievances Redressal System a. There is need for a strong and effective internal grievance redressal mechanism in each organization. (22)</p>	<p>The Committee noted that the State has a well established grievance redressal mechanism. To refine the mechanism further the following steps were suggested:</p> <ol style="list-style-type: none"> 1) There should be a Public Grievance officer in each office. 2) Time-limit prescribed for grievance redressal should be followed. 3) Complaints received by a Department / Collector should be analysed and the areas wherein interventions would be required should be identified so as to eliminate the underlying causes that lead to Public Grievances. This exercise should be carried out at periodic intervals.
3.	<p>(Para 7.9.3.3 b) Evolving an Effective Public Grievances Redressal System b. The Union and State Governments should issued directions asking all public authorities to designate public</p>	<p>The Committee has suggested to appoint a Public Grievances Officer in each office.</p>

	<p>grievance officers on the lines of the <u>Public Information Officers</u> under the RTI Act. These officers should be of adequate seniority and should be delegated commensurate authority (23)</p>	
4.	<p>(Para 7.9.3.3 c)</p> <p>c. All grievance petitions received should be satisfactorily disposed of by these officers within thirty days. Non-adherence to the time limit should invite financial penalties. (24)</p>	<p>The Committee noted that the State has a well established grievance redressal mechanism and suggested to follow the Time limit prescribed for grievance redressal.</p>
5.	<p>(Para 7.9.3.3 d)</p> <p>d. Each organization should designate an appellate authority and devolve adequate powers upon them including the power to impose fines on the defaulting officers. (25)</p>	<p>The Committee has no specific remarks on this Recommendation.</p>
6.	<p>(Para 10.1.9) Simplifying Internal Procedures</p> <p>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 organisations;</p>	<p>The Committee has accepted to implement this recommendation <u>in toto</u>.</p>

	<p>i. Constitution of an in-house core team of persons well versed with internal procedures.</p> <p>ii. Engaging external experts – if necessary</p> <p>iii. Getting feedback from citizens</p> <p>iv. Analyzing all processes from the point of necessity, simplicity, rationality and citizen centricity.</p> <p>v. Redesigning processes and forms.</p> <p>vi. Doing a pilot study and getting it evaluated.</p> <p>vii. Once the pilot stabilizes, analyzing the changes required in the rules / statutes.</p> <p>viii. Implementing the change.</p> <p>ix. Creating an incentive mechanism for sustaining the change. (35)</p>	
7.	<p>(Para 10.4.4 a) Monitoring and Evaluation a. The feedback from citizens should be used to monitor the performance of government offices. (37)</p>	<p>The Committee also felt that the feedback from Citizens should be used to monitor the performance of Government offices should be implemented by each Department.</p>
8.	<p>(Para 10.4.4 b) 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)</p>	<p>There should also be an external evaluation conducted annually in addition to those conducted by the organization itself.</p>
9.	<p>(Para 8.3.3 a) Consumer Protection a. Lok Adalats would be effective in settling many consumer disputes. It should be stipulated by law that cases up to a particular value, say Rupees two lakhs, should first be referred to Lok Adalats. (27)</p>	<p>The Committee has decided that the recommendations may be agreed to. However, it may be stated that no Lok Adalats are existing in settling consumer disputes in this state as suggested above. The recommendation will be implemented as and when Lok Adalats are created in the State.</p>

5. Accordingly, the Government have decided to accept the views of the Committee constituted under the Chairmanship of Vigilance Commissioner and Commissioner for Administrative Reforms at column 3 of the table at para 4 above and to implement the same in the State. In view of the above, all Departments of Secretariat are requested to issue necessary orders on the recommendations of second Administrative Reforms Commission as indicated in para 4 above with which they are concerned with a copy marked to this Department and send an action taken report to this Department early.

(BY ORDER OF THE GOVERNOR)

**M. KUTRALINGAM
PRINCIPAL SECRETARY TO GOVERNMENT**

To
All Secretaries to Government, Secretariat, Chennai-600 009.
All Departments of Secretariat. (five copies)
All Sections /All Officers in Personnel and Administrative Reforms
Department, Secretariat, Chennai- 600 009.
The Secretary to the Government of India,
Ministry of Personnel, Public Grievances & Pensions,
Department of Administrative Reforms & Public Grievances,
Sardar Patel Bhavan, Sansad Marg, New Delhi-110 001.

Copy to:

The Secretary to Hon'ble Chief Minister, Chennai-600 009.
The Senior Personal Assistant to Hon'ble Minister
(Law, Courts and Prisons), Chennai-600 009.
The Private Secretary to Chief Secretary to Government, Chennai-600 009.
The Private Secretary to Principal Secretary to Government,
Personnel and Administrative Reforms Department, Chennai-600 009.

/ FORWARDED BY ORDER /

R. H. M.
21/1/11
SECTION OFFICER.
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20/01/11