



HEADQUARTERS' OFFICE

EMPLOYEES' STATE INSURANCE CORPORATION

PANCHDEEP BHAWAN:C.I.G. MARG:NEW DELHI - 110 002

Website : www.esic.nic.in

No. C- 11/25/07/2010-Vig

Date: 3.1.13

To

1. All Regional Directors/Directors(Incharge)/Joint Directors(Incharge)
Regional Office/Sub Regional Office/Divisional Office,
2. Director(Medical) Delhi, Noida.
3. Medical Superintendends,
All ESIC Hospitals/Model Hospitals/ODCs.
4. SSMC/SMC,
ESI Corporation,

Sub: Recommendations contained in the 4th report of the 2nd Administrative Reforms Commission -reg.

Sir,

Enclosed please find herewith a copy of D.O. No I-24022/03/2012-IWSU dated 30.7.12 alongwith annexure attached there to for necessary action at your end. An action taken report may be sent to this office thereafter.

Encl:As stated.

Yours faithfully,

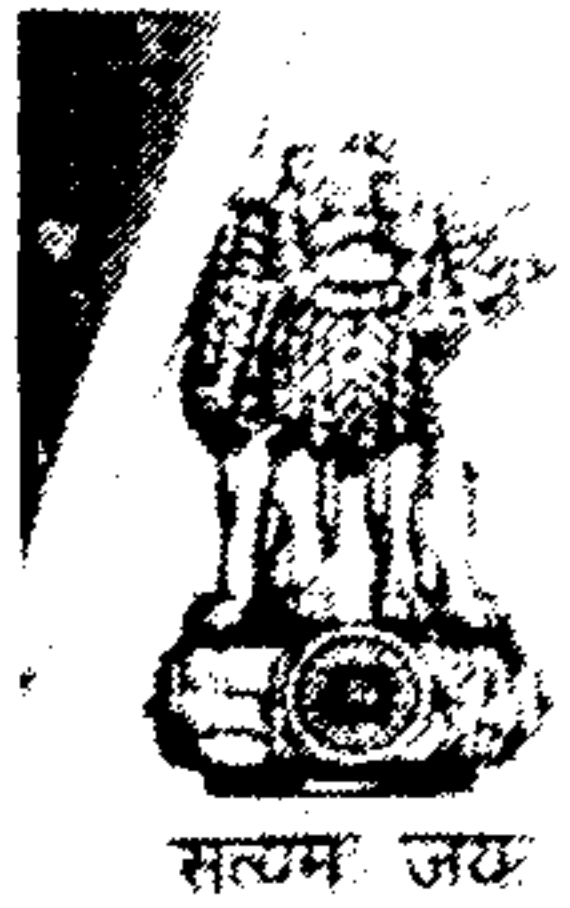
(Mukul Vats)
3.1.13

(MUKUL VATS)
ASSTT. DIRECTOR(VIG)
FOR DIRECTOR(VIG)

Copy to:

1. PS to FC/IC/MC/Commissioner(P&A) for information.
2. Website Content Manager, Hqrs office for uploading on ESIC Website.
3. Rajbhasha cell for Hindi Translation.
4. Guard file.

कार्यालय की दिवाय-सूची का प्रकाशन.....
Website Contents Management.....
डाकरी सं. / Diary No..... 39.....
दिनांक / Date..... 16/01/13.....



2008
2008 YEAR OF INDUSTRIAL SAFETY & HEALTH

भारत सरकार
श्रम, शक्ति, भवन, रफ्त, माग,
नई दिल्ली-110019
MINISTRY OF LABOUR & EMPLOYMENT
GOVERNMENT OF INDIA
SHRAM BHAVAN, BHAWAN, HARI MARG
NEW DELHI-110019

Arvind Kumar
Controller of Accounts
Tel. 23717867

Handwritten notes and signatures

D.O. No. I-24011/03/2012-IWSU

dated the 30th July, 2012.

Dear Respected Sir,

I am forwarding herewith a copy of d.o. letter No. F.15012/4/2012-PG-PC dated 17th July, 2012 received from Secretary, Department of Administrative Reforms & Public Grievances (AR&PG), regarding recommendations contained in the 4th Report of the 2nd Administrative Reforms Commission.

Additional Secretary (L&E)
Dy. No. 1025
Date 31/7/12

2. Secretary, Deptt. of AR&PG, in the above letter, has informed about the initiatives by the government for time bound delivery of goods and services to the citizens / clients and to streamline the public service delivery and reduce inefficiency, wastage and corruption prevailing in the system. He has also drawn attention towards the guidelines on these issues. The recommendations focus on involvement of Citizens in Government processes to enhance ethical standards 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 Government.

3. As we all are aware that demand for transparency in the government business is on the rise from all quarters. In these circumstances it has become pertinent to take action in this direction for being more transparent in our business.

4. Therefore, I would request you to kindly ensure that the recommendations, as stated in the d.o. letter, are implemented in a time bound manner, if not already done. Action taken in this regard may also kindly be intimated to the IWSU by 15th August, 2012.

With best regards.

Yours sincerely

Handwritten signature of Arvind Kumar

(Arvind Kumar)

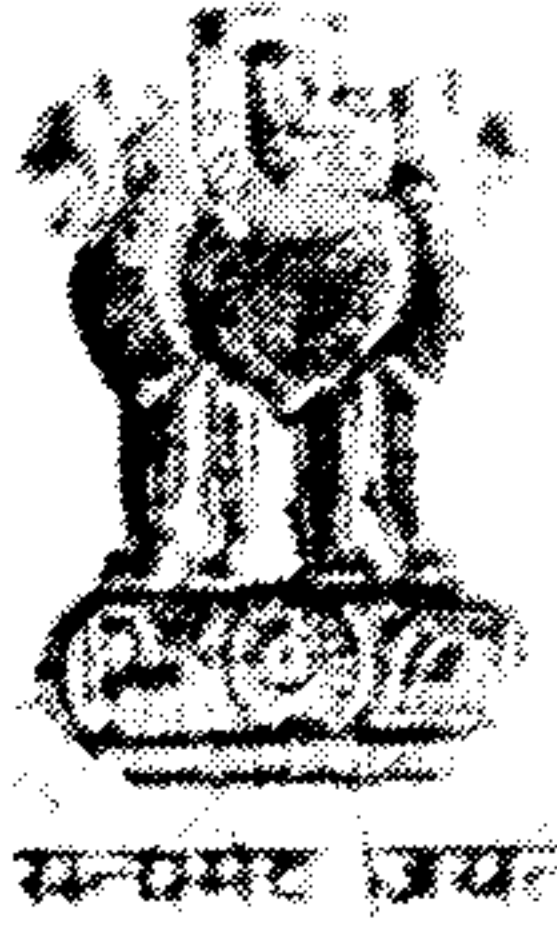
Shri Ravi Mathur,
Addl. Secretary (L&E),
M/o Labour & Employment

Handwritten signature of R. Bhanu Singh

Social & Labour
Dy. 1534
Date 31/7

Handwritten notes and signatures

सरकार के प्रधान
Ernest C. Misra
सचिव
संघीय मामलों



संघीय मामलों
व्यक्तिगत मामलों, शिकायतें तथा पत्र-संचालन,
प्रशासनिक सुधार और नागरिक शिकायतें विभाग,
सरदार पटेल भवन, संसदीय भवन
नई दिल्ली-110001

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

D.O. No. F.15012/4/2012-PG-PC

17th July, 2012

Dear Dr. Sarangi,

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/>. 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.
- 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)"**

- Organising Vigilance Awareness Week – 2nd 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 (IGW) 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)

Dr. Mrutyunjay Sarangi,
Secretary,
Ministry of Labour and Employment,
Shram Shakti Bhavan,
New Delhi.