

**MINUTES OF MEETING OF STEERING COMMITTEE ON 2<sup>nd</sup> ADMINISTRATIVE REFORMS COMMISSION HELD AT CHIEF SECRETARY CONFERENCE ROOM ON 12.12.2014 (11.00 AM)**

The first meeting of the Steering Committee on Second Administrative Reforms Commission (2<sup>nd</sup> ARC) was presided over by Pu Lalmalsawma, IAS, Chief Secretary to the Govt. of Mizoram. Welcoming the members, the Chairman apprised them the purpose of the meeting. The following members were present:

- 1) Pu Arun Goyal, IAS, Principal Secretary, DP&AR
- 2) Pu Vanlalngaihsaka, Addl. Secretary, GAD
- 3) Pu B. Zahmuaka, Joint Secretary, Vigilance
- 4) Pi Ramdinliani, Joint Director, ATI
- 5) Pi Angela Zothanpuii, Addl. DC, Aizawl District
- 6) Pu Lalfela Sailo, Addl. DC, Kolasib District
- 7) Pu R. Lalthazuala, Deputy Secretary, Home
- 8) Pu James Lalrinchhana, Secretary, NLUP Implementing Board
- 9) Pu C. Lalsangluaia, SDO(S), Mamit District
- 10) Pu Lallawmawma, SDO(S), Lawngtlai District
- 11) Pu Lalremruata Sailo, SDC, Saiha District
- 12) Pi Carolyn L.B. Khiangte, SDC, Lunglei District
- 13) Pu Lalnunfela Chawngthu, SDC, Serchhip District
- 14) Pi Lalrinchhani Ralte, SDC, Champhai District
- 15) Pu Lalruatlana Hmar, Superintendent, AMC
- 16) Pu Lalrohlua, Nodal Officer, DP&AR(GGC)

The meeting was informed that the 2<sup>nd</sup> ARC was constituted by the Government of India on 31.08.2005 under the Chairmanship of Shri M. Veerappa Moily with the mandate to prepare a detailed blueprint for revamping the public administrative systems. The 2<sup>nd</sup> ARC submitted 15 Reports on various facets of administration and the Government of India have accepted more than 1000 recommendations.

The nodal Department under the Government of India i.e. Department of Administrative Reforms and Public Grievances (DARPG) had forwarded the accepted recommendations of the 2<sup>nd</sup> ARC to State Governments for taking appropriate actions. The Government of Mizoram have received six Reports so far from DARPG for necessary actions as follows:

- 1<sup>st</sup> Report: Right to Information – Master Key to Good Governance
- 4<sup>th</sup> Report: Ethics in Governance
- 7<sup>th</sup> Report: Capacity Building for Conflict Resolution
- 11<sup>th</sup> Report: Promoting e-Governance – The Smart Way Forward
- 12<sup>th</sup> Report: Citizen Centric Administration – The Heart of Governance
- 15<sup>th</sup> Report: State and District Administration

The Steering Committee was informed that a few of the recommendations of 2<sup>nd</sup> ARC have, in fact, been implemented by the Government of Mizoram. Some of these are:

### **1<sup>st</sup> Report : Right to Information – Master Key to Good Governance**

- Establishment of Mizoram Information Commission (Para 5.2.5 (b))
- Organising training programmes on RTI for all DAAs, SPIOs, SAPIOs and other middle and lower level staff by ATI (Para 5.5.5 (a))
- Inclusion of a one hour module on RTI in all training programmes of one week or more duration by ATI (Para 5.5.5(b))
- Issue of Guidelines for Public Authorities on RTI (Para 5.5.5(e))
- Inclusion of payment through Indian Postal Order as a mode of payment of RTI fees (Para 6.2.7(a))

### **4<sup>th</sup> Report : Ethics in Governance**

- The institution of Ombudsman constituted to investigate cases against functionaries of local bodies (Para 4.5.6(a)). Pu R. Lalmangaiha, MCS (Rtd) was appointed as the first Ombudsman
- Self Certification method introduced on a trial basis for a period of 1 year w.e.f 01.04.2014 - 31.03.2015 to dispense with the need for attestation by Gazetted Officers (Para 6.3.5(a))
- The customized system of Centralised Public Grievances Redressal and Monitoring System (CPGRAMS) named 'MIPUI AW' has been operationalised since 29.02.2012. About 94.63% of grievances received through the online complaint tracking system have been resolved (Para 6.10.2(a))

### **7<sup>th</sup> Report : Capacity Building for Conflict Resolution**

- State Finance Commission has been established to recommend norms for distribution of funds to Autonomous District Councils which will enable them in discharging their responsibility satisfactorily. (Para 12.6.3.2.4(c))
- All the three Autonomous District Councils in Mizoram have a well established system for establishment of Village Councils (Para 12.6.3.2.4(a))

### **12<sup>th</sup> Report : Citizen Centric Administration**

- Citizens' Charter framed by 40 Departments under Govt. of Mizoram (Para 4.6.2)
- "Suggestion Box" for receiving suggestions and complaints from the citizens have been put up across the Departments (Para 5.7.4(a))
- Centralised Public Grievances Redressal and Monitoring System [www.mipuiaw.nic.in](http://www.mipuiaw.nic.in) has been activated for online registration of complaints and immediate redressal of grievances (Para 5.7.4)(b))

### **15<sup>th</sup> Report : State and District Administration**

- Mizoram State Training Policy, 2013 in line with the National Training Policy has been implemented w.e.f 1.10.2013 (Para 2.4.6.16(b))
- Supreme Court's direction in Ashok Yadav case as reiterated by the 2nd ARC is being complied with in the exercise of appointing Chairman/Members of MPSC. A limit on the strength of the membership is also set by the Regulations in force (maximum 3) (Para 2.5.8(a))
- MPSC is entrusted with direct recruitment for Group 'A' and 'B' posts and promotion for Group 'B' Gazetted posts and above. Recruitment & promotion of teaching faculty is also within its purview (Para 2.5.9.4(a))

The following agenda items relating to the accepted recommendations of the 2<sup>nd</sup> ARC which are relevant for the State of Mizoram were placed before the Steering Committee for deliberation. After detailed discussion, the meeting resolved on the following points:

## **12<sup>th</sup> REPORT : CITIZEN CENTRIC ADMINISTRATION – THE HEART OF GOVERNANCE**

**1. Recommendations of 2<sup>nd</sup> ARC: Functions of Government (Para 3.3.4) (b):** *Government agencies, whether regulatory or developmental, should introduce the Single Window Agency concept within their organizations to minimize delays and maximize 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*

The meeting was unanimous in its decision towards introduction of the Single Window System to minimize delays in delivery of public services and ensure greater convenience to citizens. A Single Window System essentially allows a service providing organization to re-engineer its processes in such a way that all the services provided by it get delivered to citizens through a single outlet/unit, thus, ensuring quick disposal of all types of transactions required by the citizen.

Several departments and establishments under Govt. of India have also introduced the concept of Single Window for varied services where all applications are entertained and necessary documents are issued at a single point. Looking to the large volume of work involved and also the need for speedy disposal of such cases, the concept of Single Window has been found to be very effective.

The Office of the Deputy Commissioner in a District discharges multiple functions which have a direct bearing on the common man such as issue of certificates and documents required by the general public for various purposes e.g. Income Certificate, Inner Line Pass, ST/SC Certificate etc. A Single Window counter in the DC Office will be of great help for citizens in obtaining such services and will dispel the need for the common man to run from one office to another to obtain a simple service.

The meeting, thus, decided that the Single Window System should be implemented in the Office of the Deputy Commissioner for certain specific services in each District within a period of 3 months. The system should be implemented by utilising their existing infrastructure such as e-District Office (in Aizawl District) and within their own budgetary allocation for the year 2014-15. The suggested list of services that can be covered under the Single Window System are:

- Issue of Scheduled Tribe/Scheduled Caste Certificate
- Issue of Domicile/Residential Certificate
- Issue of Income Certificate
- Issue of Inner Line Pass
- Issue of Tax Exemption Certificate
- Issue of Arms License (Fresh/Renewal)

**Action: All Deputy Commissioners**

## **2. Recommendations of 2<sup>nd</sup> ARC: Functions of Government (Para 3.4.2):**

*(a) The principle of subsidiarity should be followed while deciding on the implementation machinery for any programme.*

*(b) Citizens should be actively involved in all stages of these programmes i.e. planning, implementation and monitoring.*

*(c) Mandatory social audit should be carried out for all programmes.*

*(d) Impact assessment should be carried out for all programmes at periodic intervals.*

The meeting appreciated the need for active involvement and participation of people towards the formulation, implementation and monitoring of citizens-oriented development programmes. In the context of Mizoram, the meeting observed that citizens are actively involved in the process of planning and implementation of several flagship schemes such as MGNREGA, NLUP, IWMP, ICDS, IAY, NSAP, etc. However, monitoring and evaluation of such citizens oriented development programme appears to be inadequate except in the case of MGNREGA where the mandatory social audit is held twice every year and a separate Social Audit Unit with separate staff established.

Social Audit is an important opportunity to generate awareness amongst the general public about such development programmes and also facilitate threadbare discussion on issues encountered towards implementation of such programmes. Social Audit is also an important tool to ensure transparency in utilisation of development funds and ensure higher level of accountability of the implementing agency.

Considering the merits of conducting Social Audit and the fact that the institution of Social Audit is well established in the case of MGNREGA, the meeting resolved that Social Audit of all Centrally Sponsored Schemes and State Flagship Programme be conducted at least once in a financial year in each villages under the overall supervision and guidance of the Deputy Commissioner with the involvement of the Village Councils and implementing Departments concerned. The Social Audit of all schemes can be conducted tentatively on the same day as the Social Audit under MGNREGA and not on different dates for a particular village so that the working hours of villagers are disturbed the least.

**Action: All Deputy Commissioners**

## **3. Recommendations of 2<sup>nd</sup> ARC: Simplifying Internal Procedures (Para 10.1.9)**

*(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*

Simplification of internal procedures is considered highly essential for ensuring speedy delivery of public services and will go a long way in reducing citizens' grievances against Government for the many procedural delays associated with the functioning of the Government. The meeting, in particular, discussed the need for simplifying the procedure for retention of temporary posts and doing away with the multiple levels in disposal of cases especially in the State Secretariat.

In this context, the meeting decided that all Departments under the Government of Mizoram should initiate the process of simplification of their internal procedures including comprehensive review of Departmental Manuals, Acts, Rules, Regulations, etc. by following the steps recommended by the 2<sup>nd</sup> ARC at Para 10.1.9 as far as possible. A Core Committee for Simplification of Internal Procedures should be constituted in each Department as follows:

Chairman	:	Secretary of the Department
Member Secretary	:	Head of Department
Members	:	1. Two Eminent citizens well versed with the internal procedures of the Department
		2. Not less than two Officers from the Department well versed with procedures
		3. Representative from Law & Judicial Department

The process of simplification of internal procedures should be completed within a period of 1 year.

**Action: All Secretaries**

#### **4<sup>th</sup> REPORT : ETHICS IN GOVERNANCE**

#### **4. Recommendation of 2<sup>nd</sup> ARC: Code of Ethics for Civil Servants Para 2.7.12**

**(a):** *'Public Service Values' towards which all public servants should aspire, should be defined and made applicable to all tiers of Government and parastatal organizations. Any transgression of these values should be treated as misconduct, inviting punishment.*

The meeting was informed that the CCS (Conduct) (Third Amendment) Rules, 2014 was notified very recently on 27.11.2014. The amendment highlighted the basic Public Service Values and Code of Ethics for civil servants which are recommended by the 2<sup>nd</sup> ARC. The amendment clearly highlighted the Values of honesty, allegiance to the Constitution, empathy for the weaker sections of the society, maintenance of highest ethical standards and commitment to the citizens which are expected of a civil servant. Further, the

amendment brought out a Code of Ethics expected of a civil servant such as accountability for actions, impartiality, exemplary behaviour and commitment to public service.

Since the CCS (Conduct) Rules, 1964 are being followed under the Government of Mizoram, the meeting decided that Vigilance Department may issue appropriate instructions to all Departments accordingly.

**Action: Chief Vigilance Officer**

**5. Recommendations of 2<sup>nd</sup> ARC: Strengthening Investigation and Prosecution Para 4.6.6 (d):** *A reasonable time limit for investigation of different types of cases should be fixed for the investigative agencies.*

The significance of completing investigation within a reasonable time limit and avoid pendency of different types of cases was stressed in the meeting since investigation extending over a long period of time, very often, results in witnesses turning hostile or crucial piece of evidence lost in time. The meeting was informed that Para 54 of the ACB Manual, 2012 fixed a time limit of 5 months for completion of investigation unless there is reasonable ground for not completing the investigation within such time. Moreover, the Manual also fixed the time limit for completion of Preliminary Enquiry to 3 months. Vigilance Department should ensure strict observance of such time limit by the investigating agency.

**Action: Chief Vigilance Officer**

**6. Recommendations of 2<sup>nd</sup> ARC: Citizens' Initiatives Para 5.1.12 (a) :** *Citizens' Charters should be made effective by stipulating the service levels and also the remedy if these service levels are not met.*

The meeting was informed that Citizens' Charter has been framed and published by 40 Departments till date. The format and guidelines for framing of Citizens' Charter was issued by DP&AR(GGC) vide OM No. F.12011/1/2010-DP&AR(GGC) dated 12.07.2012.

While the Charter framed so far by the Departments reflected the main business transacted by the Departments and the inbuilt grievance redressal mechanism, yet the specific services deliverable to the citizens/clients, specific timelines for delivery of such services, contact person for delivery of such public services, evaluation of achievements as per the standards prescribed in the Charter, etc are absent in the existing system.

In order to make the Citizens' Charter more effective with specific service standards, the meeting decided implementation of the system for online preparation of Citizens Charter with effect from the year 2015-2016 onwards for all RFD Implementing Departments as per the prescribed standard in Results Framework Management System ([www.rfmsmizo.nic.in](http://www.rfmsmizo.nic.in)) within the overall framework of Performance Monitoring & Evaluation System (PMES). The new system of Citizens' Charter will include specific services deliverable to the citizens/clients, specific timelines for delivery of such services and responsible person for such public services, evaluation of achievements as per the standards prescribed in the Charter, independent audit of performance, etc.

**Action: Principal Secretary, DP&AR(GGC)**

**7. Recommendation of 2<sup>nd</sup> ARC: False Claims Act Para 5.2.5 (a):** *Legislation on the lines of the US False Claims Act should be enacted, providing for citizens and civil society groups to seek legal relief against fraudulent claims against the government. This law should have the following elements:*

*(i) Any citizen should be able to bring a suit against any person or agency for a false claim against the government.*

*(ii) If the false claim is established in a court of law, then the person/agency responsible shall be liable for penalty equal to five times the loss sustained by the exchequer or society.*

*(iii) The loss sustained could be monetary or non-monetary as in the form of pollution or other social costs. In case of non-monetary loss, the court would have the authority to compute the loss in monetary terms.*

*(iv) The person who brought the suit shall be suitably compensated out of the damages recovered*

The US False Claims Act makes it possible for interested citizens to approach any court in any judicial district for recovery of the proceeds of corruption whereas the existing provisions in the Indian Penal Code and other enactments are not adequate to enable interested citizens and civil society groups to approach courts for recovery of the proceeds of corruption and provide for a share in the proceeds. While the proposed Act will open a new chapter in anti corruption movement, the meeting, however, felt that it is for the Union Government to legislate/make rules in this regard.

**8. Recommendation of 2<sup>nd</sup> ARC: Proactive vigilance on corruption Para 6.14.3(a):** *Taking proactive vigilance measures should primarily be the responsibility of the head of the office. Some possible measures are indicated in para (6.14.2) viz.,*

*a. Timely submission and scrutiny of assets and liabilities statements of public servants should be ensured.*

*b. These should be put in the public domain.*

Submission of Annual Property Returns has been made mandatory by Vigilance Department and Property Returns of all Group 'A' Officers are invariably sent to Vigilance Department for scrutiny and record. In fact, Immovable Property Returns of All India Service Officers are put in public domain by the Cadre Controlling Authorities by uploading in their respective websites (i.e. [ipr.ias.nic.in](http://ipr.ias.nic.in) for IAS Officers, [ifs.nic.in](http://ifs.nic.in) for IFS Officers and [mha.nic.in](http://mha.nic.in) for IPS Officers). As the first step towards proactive vigilance, the meeting decided that scanned copies of Annual Property Returns of all Group 'A' Gazetted Officers for the year ending 31.12.2014 should be uploaded in the website of Vigilance Department ([www.vigilance.mizoram.gov.in](http://www.vigilance.mizoram.gov.in)) so that the statements are easily accessible for the public at the click of a mouse.

**Action: Chief Vigilance Officer**

## **7<sup>th</sup> REPORT : CAPACITY BUILDING FOR CONFLICT RESOLUTION – FRICTION TO FUSION**

**9. Recommendation of 2<sup>nd</sup> ARC: Religious Conflicts Para 9.6(a):** *Community policing should be encouraged. The principles laid down by the Commission in paragraph 5.15.5 of its Report on 'Public Order' should be followed. The principles are:*

- *It should be clearly understood that community policing is a philosophy and not just a set of a few initiatives.*
- *The success of community policing lies in citizens developing a feeling that they have a say in the policing of their locality and also making the community the first line of defence. Community policing should not become a mere 'public relations' exercise but should provide an effective forum for police-citizen interaction.*
- *Interaction with people should be organised through 'community liaison groups' or citizen's committees at different levels. It should be ensured that these groups are truly representative. The idea of community policing would be a success if it is people driven rather than police driven.*
- *Convergence with activities of other government departments and organisations should be attempted.*

Community Policing is essentially an area specific proactive process of working with the community for prevention and detection of crime, maintenance of public order and resolving local conflicts and with the objective of providing a better quality of life and sense of security. The basic principle underlying community policing is that '*a policeman is a citizen with uniform and a citizen is a policeman without uniform*'.

The meeting considered that the concept of Community policing is more or less well established in the context of Mizoram through a well developed "Village Defence Party" (VDP) or Joint Action Committees (involving representatives from various NGOs) in almost every villages and towns which forms an effective forum for police-citizen interaction in ensuring peace and order in the society. Such being the case, the meeting considered that further action need not be taken at this juncture.

**10. Recommendation of 2<sup>nd</sup> ARC: Religious Conflicts Para 9.6 (b):** *District Peace Committees/Integration Councils should be made effective instruments of addressing issues likely to cause communal disharmony. The District Magistrate in consultation with the Superintendent of Police should constitute these committees. In Police Commissionerates, these committees should be constituted by the Police Commissioner in consultation with the Municipal Commissioner. The committees should be of permanent nature. These committees should identify local problems with a potential to degenerate into communal conflicts and suggest means to deal with them at the earliest. Further, Mohalla Committees should also be organized on the same lines.*

In a bid to address issues likely to disturb communal harmony, the Committee decided that District Peace Committees should be constituted in each District by the concerned District Magistrate as a permanent committee with the following composition:



Chairman	:	District Magistrate
Member Secretary	:	SDO(S)
Members	:	1. Superintendent of Police 2. Addl. Deputy Commissioner 3. Addl. SP 4. Representatives of prominent NGO's 5. Representatives of prominent religious bodies 6. At least 2 prominent citizens

The Committee shall identify local problems with a potential to degenerate into communal conflicts and suggest means to deal with them at the earliest. Besides, the Committee shall also serve as a Search Committee for identifying suitable nominations for "Communal Harmony Awards" instituted by the National Foundation for Communal Harmony, a registered society under the Ministry of Home Affairs.

**Action: All District Magistrates**

**11. Recommendation of 2<sup>nd</sup> ARC: Executive and Conflict Management** – **Police and Executive Magistracy Para 13.2.5 (b)** : *Police Manuals must be updated to contain suitable provisions extending the scope of responsibilities of Police officials to include conflict resolution in their charter of duties. Suitable amendments in training formats may also be carried out to provide relevant inputs on the subject. Achievements under this 'head' needs to be taken into account while evaluating overall performance*

The meeting considered that inspite of considerable improvements and innovations in Police training, a great deal still remains to be done to sensitise police personnel in diagnosing emerging conflicts and devising 'non-Police' methods. There is, thus, need for their training and orientation to be so designed that inculcates in police personnel at all levels a consciousness that resolution of conflicts is a distinct and important element in their charter of responsibilities.

Thus, Home Department may initiate steps i) to update Police Manuals to contain suitable provisions extending the scope of responsibilities of Police officials to include conflict resolution in their charter of duties ii) to include a course on conflict resolution as one of the subject matter in police training iii) to include achievement under this 'head' as one of the parameters for evaluating performance.

**Action: Secretary, Home Department**

**12. Recommendation of 2<sup>nd</sup> ARC Executive and Conflict Management** – **Police and Executive Magistracy Para 13.2.5 (c)** : *Executive Magistrates in their capacity as Revenue and other field level officials have extensive public inter-face and enjoy considerable goodwill particularly in rural areas. Their familiarity with the field situation and general acceptability makes them eminently suitable to be involved as interlocutors in mediating in local conflicts. State Governments need to build on the modalities and the institutional framework in this regard*

The Executive Magistracy at the cutting edge level has become increasingly isolated from the process of administration of criminal justice due to separation of the judiciary. While the District Magistrate may still retain a degree of

participation and accountability in the system because of his overall coordinating role, the 'subordinate' Executive Magistrates are left with a restricted role under a few preventive sections of the Code of Criminal Procedure and in leading the police parties on 'law and order duties'. There is lack of emphasis on the role of the Executive Magistracy in acting as interlocutors in mediating local conflicts, despite the fact that the public inter-face of Executive Magistrates as field level officials continues to be extremely active.

The Committee stressed the need for encouragement to the Executive Magistrates to be proactive in conflict management, its prevention and regulation while acting as field level officers such as Addl. DC, SDO(C), SO/ASO, BDO, SDC etc. Home Department may frame broad guidelines/modalities regarding the role of Executive Magistrates in conflict resolution.

**Action: Secretary, Home Department**

**1<sup>ST</sup> REPORT: RIGHT TO INFORMATION – MASTER KEY TO GOOD GOVERNANCE**

**13. Recommendations of 2<sup>nd</sup> ARC: Organizing Information and Record Keeping (Para 5.4.11)(f):** *All organizations, which have jurisdiction over an area equal to or exceeding a district, should be funded and required to complete the process of digitization by the end of 2009. All sub-district level organizations should complete this task by the end of 2011. The controlling Ministries/Departments at Union and State level should lay down a detailed road map for this purpose with well-defined milestones within 6 months, so that this could be implemented as a priority item in the Eleventh Five Year Plan.*

**Decision of Govt. of India:** *The recommendation has been accepted in principle. However, this is an ongoing process. Digitization will be done by Ministries/Departments in identified priority areas.*

The meeting agreed upon the need to initiate the process of digitization of important documents in a phased manner. The process of digitization basically involves converting documents in hard copy into digital format that can be processed and stored in a computer. The main objective of this initiative is to digitize important documents such as Acts, Rules, Regulations, important Notifications, Office Memorandum and any other documents of general interest for the public and upload such documents in the Departmental websites for easy access at the click of a mouse. Digitisation can be taken up gradually by Departments along with other normal works without allocation of separate funds as such. It only requires sustained effort either to scan documents or re-type documents in computer.

The Committee decided that the process of digitisation be carried out in selected Departments without allocation of separate funds in the Budget in view of the financial constraints being faced by the Government. The following Departments are selected for the 1<sup>st</sup> Phase of digitization to be completed within a period of 6 months:

1. Personnel & Administrative Reforms Department
2. Finance Department
3. Home Department
4. Planning & Programme Implementation Department
5. Information & Communication Technology Department

6. Law & Judicial Department
7. General Administration Department

**Action:**

1. Chief Secretary, Home
2. Principal Secretary, DP&AR
3. Commissioner & Secretary, Finance
4. Commissioner & Secretary, GAD
5. Secretary, Planning
6. Secretary, ICT
7. Secretary, Law & Judicial

**14. Recommendations of 2<sup>nd</sup> ARC: Inventory of Public Authorities (Para 6.3.2) (a)**  
*At the Government of India level the Department of Personnel and Training has been identified as the nodal department for implementation of the RTI Act. This nodal department should have a complete list of all Union Ministries/Departments which function as public authorities*

The meeting decided that the nodal Department for RTI Act at the State level i.e. Information & Public Relations Department should maintain a complete list of all Departments under Government of Mizoram which functions as public authorities under the RTI Act, 2005 and upload such list in their departmental website [www.dipr.mizoram.gov.in](http://www.dipr.mizoram.gov.in) within a period of 2 months.

The meeting also highlighted the need for all public authorities to update their RTI Manuals prescribed under Section 4 of the RTI Act, 2005 and upload such updated Manuals in their respective Departmental websites.

**Action: Secretary, I&PR Department**

**15. Recommendations of 2<sup>nd</sup> ARC: Inventory of Public Authorities (Para 6.3.2) (b)**  
*Each Union Ministry/Department should also have an exhaustive list of all public authorities, which come within its purview. The public authorities coming under each ministry/ department should be classified into (i) constitutional bodies, (ii) line agencies, (iii) statutory bodies, (iv) public sector undertakings, (v) bodies created under executive orders, (vi) bodies owned, controlled or substantially financed, and (vii) NGOs substantially financed by government. Within each category an upto date list of all public authorities has to be maintained*

At the State level, the meeting agreed that every Department under the Government of Mizoram should have a complete list of all public authorities which come within its purview. The public authorities coming under each Department should be classified as (i) constitutional bodies, (ii) line agencies, (iii) statutory bodies, (iv) public sector undertakings, (v) bodies created under executive orders, (vi) bodies owned, controlled or substantially financed, and (vii) NGOs substantially financed by government. Within each category, an up-to date list of all public authorities should be maintained and upload such list in their respective departmental websites within a period of 2 months. The Nodal Department i.e. I&PR may issue appropriate instructions accordingly.

**Action: Secretary, I&PR Department**

**16. Recommendations of 2<sup>nd</sup> ARC: Mechanism for Redressal of Public Grievances (Para 6.8.3)** *States may be advised to set up independent public grievance redressal authorities to deal with complaints of delay, harassment or corruption. These authorities should work in close coordination with the SICs/District Single Window Agencies, and help citizens use information as a tool to fight against corruption and mis-governance, or for better services*

The meeting was informed that Government of Mizoram has not constituted an independent public grievance redress authority as recommended by the 2<sup>nd</sup> ARC since proposal on similar lines taken up by the Union Government viz., “The Right of Citizens to Time Bound Delivery of Goods and Services and Redress of their Grievances Bill, 2011” has not yet been passed in Parliament. As clearly mentioned in Chapter VII of the Draft Bill, State Governments will be required to establish State Public Grievance Redressal Commission to deal with complaints of delay, harassment or corruption as and when the Draft Bill is enacted and implemented. Such being the position, the meeting agreed that Government of Mizoram may wait for the actual implementation of the said Bill for setting up of an independent public grievance redress authority.

In the meantime, the meeting was informed that DP&AR(GGC) has initiated a draft “Mizoram Right to Public Services Bill, 2014” which aims at empowering citizens to obtain public services within a specific time frame. The draft Bill also includes provision for appeals in case of delay or failure to provide such services and penalty in case of delay or failure to provide such services. The draft Bill has been sent to Political & Cabinet Department for approval of the Council of Ministers and will hopefully be implemented within the current financial year.

**17. Recommendations of 2<sup>nd</sup> ARC: Application of the Act to the Legislature and the Judiciary (Para 7.11) (a)** *A system of indexing and cataloguing of records of the legislatures, which facilitates easy access, should be put in place. This could be best achieved by digitizing all the records and providing access to citizens with facilities for retrieving records based on intelligible searches*

The meeting agreed that Assembly Secretariat may explore possibilities of digitizing their records and put in public domain important documents such as Governor’s Speech, Budget Speech, List of Committees, List of Business, Proceedings, Questions, Resolutions, Bills, Rules of Procedure, etc through their website [www.mizoramassembly.in](http://www.mizoramassembly.in) for easy access.

**Action: Secretary, Mizoram Legislative Assembly**

**18. Recommendations of 2<sup>nd</sup> ARC: Application of the Act to the Legislature and the Judiciary (Para 7.11) (b)** *A tracking mechanism needs to be developed so that the action taken by the executive branch on various reports like CAG, Commissions of Enquiry and House Committees is available to legislators and public, online*

It was decided that action taken by the executive on the reports of House Committees may be put in public domain by Assembly Secretariat through their website [www.mizoramassembly.in](http://www.mizoramassembly.in) so that the legislators and the public at large can access such matters anytime anywhere.

**Action: Secretary, Mizoram Legislative Assembly**

**19. Recommendations of 2<sup>nd</sup> ARC: Application of the Act to the Legislature and the Judiciary (Para 7.11) (d)** *The records at the district court and the subordinate courts should be stored in a scientific way, by adopting uniform norms for indexing and cataloguing*

**(Para 7.11) (e)** *The administrative processes in the district and the subordinate courts should be computerized in a time bound manner. These processes should be totally in the public domain*

It was agreed that computerisation of the administrative processes in the district courts and its subordinate courts and putting such processes in public domain is essential for ensuring transparency and accountability in our judicial system. The judiciary has taken the initiative in this regard and it is seen that the district and subordinate courts under Aizawl and Lunglei judicial districts have uploaded important processes such as Judgement, Order, Cause List, Profile of Judges, BAR Association, Organisation Structure, etc in their websites viz., [www.djaizawl.nic.in](http://www.djaizawl.nic.in) and [www.lungleicourt.nic.in](http://www.lungleicourt.nic.in) However, it is observed that data on these websites aren't regularly updated and latest judgements, cause list, order, etc aren't available online in many cases. The matter may be referred to Registrar, Gauhati High Court, Aizawl Bench for necessary action.

**Action: Registrar, Gauhati High Court, Aizawl Bench**

#### **15<sup>th</sup> REPORT: STATE AND DISTRICT ADMINISTRATION**

**20. Recommendation of 2<sup>nd</sup> ARC : Rationalizing the Number of Secretarial Departments (Para 2.3.3.11) (a)** : *The number of Secretariat Departments in the States should be further rationalized on the following basis:*

- i) The existing departments covering inter-related subjects, activities and functions should be merged;*
- ii) Need for synergy between the activities of various departments;*
- iii) Devolution of a large number of functions to the PRIs/ULBs;*
- iv) The role of Secretaries to be redefined; to be divested of non-essential responsibilities and executive work and larger delegation of power to the executive departments/ agencies; and*
- v) Need for streamlining the decision making process.*

**Decision of Govt. of India:** *Recommendation has been accepted in principle. Objective of coordination could be achieved through the constitution of standing inter-departmental committees.*

Rationalisation of Secretariat Department is considered critical for rightsizing of administration to ensure faster decision making and improve public service delivery. The meeting was informed that deliberation on the above line is being taken up at the level of Chief Secretary and hence, further action is not considered necessary at this juncture.

**21. Recommendation of 2<sup>nd</sup> ARC: Redefining the Collector's Role (Para 3.2.1.15)(a):** *There is need to realign the functions of the Deputy Commissioners/District Collector so that he concentrates on the core functions such as land and revenue Administration, maintenance of law and order, disaster management, public distribution and civil supplies, excise, elections, transport, census, protocol, general administration, treasury management and Coordination with various agencies/ departments.*

**(b) :** *The Commission reiterates its recommendations regarding the Land Title Management System made in its eleventh Report on e-Governance. It should be one of the primary duties of the District Collector to perform the task envisaged in the aforesaid recommendations.*

**(c) :** *There is need to strengthen the compliance machinery at the district level to enforce provisions of the RTI Act and to reduce the element of delay and subjectivity in the functioning of the lower level formations of the government. This should be done by creating a special RTI Cell in the office of the Collector, whose functions should be reviewed by the Collector a regular periodicity.*

**(d) :** *Officers may be posted as District Magistrates early in their career, but in complex and problem-prone districts an IAS officer should be posted a DM only on completion of 10-12 years of service.*

**(e) :** *Steps should be taken to ensure that the Collector plays an effective coordination role in activities and programmes of other departments at the district level.*

**Modernising the Office of the District Collector (Para 3.2.4.16.5) (b) :** *The following steps should be taken to modernize the office of the District Collector:-*

- *Management Information System (MIS) should be set-up in the office of the Collector for effective monitoring and evaluation of programmes/ projects under his direct control.*
- *A computerized District Grievance Cell should also be set up in the Collectorate.*
- *An exclusive Vigilance Cell should be set up at the district level under overall supervision of the District Collector. This Cell should also maintain appropriate liaison with the office of the State Vigilance Commission/ Commissioner.*
- *A forum should be established at the district level to interact with civil society groups and media on important public issues.*
- *Immediate steps should be taken to introduce process re-engineering and increased use of information technology. The steps suggested at paragraph 3.2.4.16.3.4 in this regard may be initiated on priority.*

**(c) :** *Innovations and best practices initiated by officers should be documented adequately and institutionalized through changes in rules/laws wherever required.*

**Decision of Govt. of India:** *Recommendation has been accepted. There should be a separate Plan provision for modernization of District Administration, similar to the scheme for Modernization of Police Administration in MHA*

The Committee examined the recommendations for redefining the crucial role of the Deputy Commissioner and modernising the office itself. The recommendations are considered crucial for strengthening and streamlining the role of District Administration. However, in view of the absence of any Plan Schemes for modernisation of District Administration and the financial constraints being faced by the State Government, the meeting concluded that the recommendations having financial implications can hardly be implemented for the time being. The recommendations with no additional financial burden may, however, be explored by the concerned District Administration with a view to streamline and strengthen the role of Deputy Commissioner.

## **10<sup>th</sup> REPORT: REFURBISHING OF PERSONNEL ADMINISTRATION : SCALING NEW HEIGHTS**

**22. Recommendations of 2<sup>nd</sup> ARC : Motivating Civil Servants Para 12.5 (a):** *There is need to recognise the outstanding work of serving civil servants including through National awards. Awards for recognizing good performance should also be instituted at the State and district levels. It must be ensured that selection for such awards is made through a prompt, objective and transparent mechanism because the value of such awards should not get compromised by either subjectivity or lack of transparency. Further, all organizations should evolve their own in-house mechanism for rewarding good performance from simple, verbal and written appreciation to more tangible rewards.*

The meeting examined the need for a separate scheme for recognising and rewarding innovative and extraordinary achievements of civil servants under the State Government on the lines of the PM Award for Excellence in Public Administration. The Committee agreed that the award can be called *CHIEF MINISTER'S AWARD FOR EXCELLENCE IN PUBLIC ADMINISTRATION*.

The award will cover serving Government Servants from State Government including Officers under the State Government Public Sector Undertakings, Municipal Councils and autonomous bodies including Autonomous District Councils for outstanding achievements such as:

- Implementation of innovative schemes/projects
- Bringing perceptible systemic changes and building up institutions
- Making public delivery systems efficient and corruption free
- Showing innovation and adaptation to meet stakeholders' requirements
- Extraordinary performance in emergent situations like earthquake, fires, etc.
- Setting high standards of services and continued improvement, showing high leadership qualities and improving employee motivation etc.
- Outstanding implementation of Centrally Sponsored Schemes and State Plan Schemes

There would be three different categories of Awards, viz. (i) Individual ii) Team and (iii) Organisation categories. There can be maximum of 2 Awardees per category in any given year. The Award would carry with it:

- a) A Certificate and
- b) A Cash Award

Detailed scheme for the proposed Award shall be processed separately by DP&AR for approval of the Government

**Action: Principal Secretary, DP&AR**

The meeting ended with a vote of thanks from the Chair.

**Sd/- LALMALSAWMA**

Chief Secretary to the Govt. of Mizoram

&

Chairman

Steering Committee on 2<sup>nd</sup> ARC

**Memo.No.A.42013/1/2013-DP&AR(GGC)**

**Dated Aizawl, the 6<sup>th</sup> Jan., 2015**

Copy to:

1. P.S. to Chief Minister, Mizoram
2. P.S. to Minister of State, DP&AR
3. Sr.PPS to Chief Secretary, Mizoram
4. P.S. to Principal Secretary, DP&AR
5. P.S. to Commissioner & Secretary, GAD
6. P.S. to Secretary, I&PR Department
7. All Deputy Commissioners, Mizoram
8. Chief Executive Officer, AMC
9. Director, ATI
10. Addl. Secretary, DP&AR (GGC)
11. Joint Secretary, Vigilance Department
12. Shri A.K. Marwaha, Deputy Secretary (ARC), DARPG, Govt. of India, 5<sup>th</sup> Floor, Sardar Patel Bhavan, New Delhi. Ph : 011-23362325
13. Secretary, NLUP Implementing Board
14. Deputy Secretary, Home Department

  
**(LALROHLUA)**

Nodal Officer

Department of Personnel & Administrative Reforms

(Good Governance Cell)

Ph : 0389-2333526