

CHAPTER --- XX
MISCELLANEOUS

251. ANNUAL ACTION PLAN

(1) Formulation –

In order that the programmes and projects undertaken by a Department are implemented in a systematic manner, each Department will formulate an Annual Action Plan in the month of January. The Action Plan will reflect the manner and time-frame of action with month-wise break-up of targets to be achieved in respect of each of the activities to be performed during the ensuing financial year.

(2) Accountability –

The action plan will identify the levels of accountability, both direct and supervisory, for implementation of each action point. Achievement of action plan targets will form an important element of performance appraisal of each employee.

(3) Review –

Each officer will review the progress made against action points pertaining to his charge every week and take appropriate steps for effective and timely implementation of the tasks assigned. Secretary of the Department will review the performance of the Department as a whole in respect of the Action Plan items in a monthly meeting with senior officers.

252. CITIZEN'S/CLIENT'S CHARTER

Citizen's/Client's Charter is a document which represents a systematic effort to focus on the commitment of the Organisation towards its Citizens/Clients in respect of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievances Redress, Courtesy and Value for Money. This also includes expectations of the Organisation from the Citizen/Client for fulfilling the commitment of the Organisation.

A Charter comprises of the following components –

- (i) Vision and Mission statement;
- (ii) Details of Business transacted by the Organisation;
- (iii) Details of Customers/Clients;
- (iv) Statement of services provided to each citizen/client group separately;

- (v) Details of Grievances Redress Mechanism and how to access the same; and
- (vi) Expectation from the citizen/client.

Activities relating to the Charters as detailed below will be included in the Annual Report of the Department.

- (i) Action taken to formulate the Charter for the Department and its subordinate formations;
- (ii) Action taken to implement the Charter;
- (iii) Details of Training Programmes, Workshops, etc. held for proper implementation of Charter;
- (iv) Details of publicity efforts made and awareness campaigns organised on Charter for the citizens/Clients;
- (v) Details of internal and external evaluation of implementation of Charter in the Organisation and assessment of the level of satisfaction among Citizen/Clients; and
- (vi) Details of revisions made in Charter on the basis of internal and external review.

253. OFFICIAL LANGUAGE FOR PURPOSES OF GOVERNMENT WORK
:-

- (1) In accordance with the provisions of Article 343 of the Constitution, Hindi became the official language of the Union with effect from the 26th January, 1965. However, the Official Languages Act, 1963 permits the continued use of English for specified purposes of Government work subject to certain conditions. The Official Languages Rules, 1976 have been framed under the Official Languages Act, 1963. Instructions are issued from time to time by the Department of Official Languages to ensure compliance with them. Each year an annual programme of action is also issued.
- (2) Each Department is expected to ensure that the provisions of the abovementioned Act, Rules and instructions issued thereunder as well as the annual programme of action as prepared by the Department of Official Languages are strictly observed. In particular the following should be ensured:-
 - a) Communications to the offices of State Governments and the Administration of the Union Territories or persons residing in Region (A) i.e. Bihar, Chattisgarh, Haryana, Himachal Pradesh, Jharkhand, Madhya Pradesh, Rajasthan, Uttaranchal and Uttar Pradesh, as well as the Union Territories of Delhi and Andaman &

Nicobar Islands, and in Region (B) i.e. Gujarat, Maharashtra and Punjab as well as the Union Territory of Chandigarh as defined in sub-rules (2)(f) and (g) of the Official Languages Rules 1976, shall be made in Hindi. In case a person responsible for drafting a letter does not have sufficient knowledge of Hindi the draft prepared by him in English will be translated into Hindi and the letter will be issued in Hindi.

- b) Communications to the offices of the remaining States and Union Territories as well as persons residing therein may be made in English.
- c) Correspondence with Central Government offices located in all regions shall be made in Hindi in the proportions as fixed in the Annual Programme issued by the Department of Official Languages.
- d) All communications received in Hindi, irrespective of their source, shall be replied to in Hindi.
- e) For noting as well as drafting purposes other than those specified herein before an official is permitted to use Hindi or English, according to his convenience.
- f) An official who does not possess working knowledge of the language used in a case, is provided with a translation or a precis thereof in the language he knows and employs for the purpose of Government work.
- g) Both Hindi and English are used for:-
 - (i) Resolutions, general orders, rules, administrative and other representations, notifications and press communiques;
 - (ii) Administrative and other reports and officials papers laid before a House of Parliament; and
 - (iii) Contracts and agreements executed as well as licences, permits, notices and form of tenders.

254. DEPARTMENTAL INSTRUCTIONS -

- (1) This manual lays down the essential procedures for efficient paperwork management, i.e. processing, handling and control of official papers, in the Central Secretariat. To provide for sufficient flexibility, the manual suggests the issue of departmental instructions which could supplement or vary, within broad limits, the prescribed procedures to suit special conditions and requirements. The various provisions of the manual which visualise issue of departmental instructions are listed in

Appendix - 71.

- (2) Each section may devise suitable arrangements, including inspections to ensure compliance with departmental instructions issued by it.

255. *COMPILATION/CONSOLIDATION OF ORDERS/INSTRUCTIONS :-*

- (1) In April every year, each section will prepare a list of subjects in respect of which orders issued by it require compilation/consolidation.
- (2) The list will be submitted to the Joint Secretary who, after approval of list, will fix a time-bound programme for completion of compilation/consolidation work.
- (3) A copy of this programme will be sent to the Internal Work Study Unit.
- (4) Internal Work Study Unit will send the report on the progress made to the Department of Administrative Reforms and Public Grievances by 30th of April every year.

256. *REVIEW OF RULES, REGULATIONS AND MANUALS :-*

- (1) Every section will maintain an up to date list of rules, regulations and manuals administered by it and take action for their review, every three years.
- (2) Internal Work Study Unit will report the progress made in review of rules, regulations and manuals to the Department of Administrative Reforms and Public Grievances by 30th of April every year.

257. *REVIEW OF FORMS AND PROCEDURES –*

It is necessary to set up a mechanism for review of measures already taken, at short periodic intervals with an eye to the possibility of further simplifying forms and procedures so as to make them more transparent to those who are involved in its use and ensure better enforcement of accountability. Unnecessary or avoidable obfuscation of issues and processes through which decisions are taken should be avoided.

258. *MODERNISATION OF OFFICES -*

The Department of Administrative Reforms & Public Grievances has been acting as a catalyst by providing funds to Ministries/Departments and their attached offices and Statutory bodies located in Delhi (but not to Training Institutions and Subordinate Offices) under a Plan Scheme for modernisation of selected section/unit based on suitable layout plans. The scheme envisages improvement in work environment by adopting a holistic approach through optimum use of space, effective supervision, cost-effective and space efficient records management, efficient service to public, etc. This is a model Scheme and is supplemental to the modernization efforts being made by the various

Departments.

259. PROCEDURE FOR PROCESSING REPORTS OF COMMISSIONS/ COMMITTEES AND OTHER EXPERT BODIES -

In order to ensure expeditious processing and implementation of the recommendations made in the reports of Commission/Committees and other expert bodies including those of the Department of Administrative Reforms and Public Grievances, the procedure given in the **Appendix - 72** should be strictly followed.

The main feature of this procedure is the appointment of an "Empowered Committee" with a representative on it from each of the Ministries concerned which will :-

- consider the report as a whole directly without the traditional note-based examination at a number of levels in every department or other agency concerned;
- take firm decisions;
- ensure that the processing of the report is completed and firm decisions are taken within 3 months of its receipt as far as possible.

260. PREPARATION OF INDUCTION MATERIAL -

Every Department should prepare 'induction material' under the guidance of the Secretary of administration for the use of not only their officers but for the convenience of other Departments also in making inter-departmental references. The 'induction material' should clearly spell out the functions and structure of the organisation, detailed work distribution among various divisions and sections with their names, room numbers, location, officers incharge, telephone numbers, etc. The 'induction material' should be revised at periodic intervals so as to keep it up-to-date.

261. COMPOSITION AND FUNCTIONS OF O&M/IWS UNITS IN DEPTTS -

- (1) While Central organisation like Department of Administrative Reforms and Public Grievances can provide initiative, information, advice, and so on, the main task of evolving and implementing reform measures will have to continue to be the responsibility of O&M/IWS Unit within Departments. Therefore, if improvements in administration are to be effected, essential pre-requisite will be the strengthening of the O&M Units in the Departments, and also in the attached/subordinate offices and public sector undertakings/autonomous bodies.
- (2) For the larger Departments/Public Sector Undertakings/Autonomous Bodies (having 300 or more employees) ideally there should be full time staff of one Under Secretary or Senior Analyst, one Section Officer

or Junior Analyst, one Research Assistant or Assistant and one Steno-typist, headed by a part time Deputy Secretary giving at least 50% of his time to this work. For other Departments etc., the minimum size should be full time staff of one Section Officer or Junior Analyst, one Research Assistant or Assistant and one Steno-typist headed by a part time Deputy Secretary/Under Secretary giving at least 50% of his time to O & M activities/work studies. In addition clerical assistance may be provided for secretarial work. Efforts should be made to strengthen the O & M Unit by reallocation of work in the different units with a view to sparing the required staff for O&M work

- (3) An illustrative list of functions to be performed by IWS/O&M Units is given in **Appendix - 73**. The Departments and Attached/Subordinate Offices/Public Sector Undertakings/ Autonomous Bodies should not assign such functions to these units with which they are not concerned. They should also try to computerise work relating to O & M functions for better monitoring and send a report about O&M activities annually to Department of Administrative Reforms and Public Grievances in the proforma given at **Appendix - 74**. The Annual Report will pertain to the period from 1st April to 31st March of the year and it should be sent to Department of Administrative Reforms and Public Grievances by 30th of April of the following year.
- (4) For O&M studies Departments they will be guided by the Department of Administrative Reforms and Public Grievances. As regards the work relating to work measurement studies is concerned, the units will be guided by the Staff Inspection Unit of the Department of Expenditure.