

SYSTEMIC IMPROVEMENT – CITIZENS SUGGESTIONS

**GENERAL**

<b>No.</b>	<b>Suggestions</b>	<b>Response of the Commission</b>
25	Every Government Institution should have a citizen charter.	DARPG has issued relevant Circular on 19.2.2021. Link is at <a href="https://www.pgportal.gov.in/Home/Preview/QWR2aXNpb3J5VG9NaW5pc3RyeTE5MDIyMDIxLnBkZg%3d%3d">https://www.pgportal.gov.in/Home/Preview/QWR2aXNpb3J5VG9NaW5pc3RyeTE5MDIyMDIxLnBkZg%3d%3d</a>
45	Conduct awareness generations workshops for citizens on CPGRAMS	DARPG has issued relevant Circular on 19.2.2021. Link is at <a href="https://www.pgportal.gov.in/Home/Preview/QWR2aXNpb3J5VG9NaW5pc3RyeTE5MDIyMDIxLnBkZg%3d%3d">https://www.pgportal.gov.in/Home/Preview/QWR2aXNpb3J5VG9NaW5pc3RyeTE5MDIyMDIxLnBkZg%3d%3d</a>
57	Grievances of the public should be properly addressed by the Ministries/Depts.	DARPG has issued relevant Circular on 19.2.2021. Link is at <a href="https://www.pgportal.gov.in/Home/Preview/QWR2aXNpb3J5VG9NaW5pc3RyeTE5MDIyMDIxLnBkZg%3d%3d">https://www.pgportal.gov.in/Home/Preview/QWR2aXNpb3J5VG9NaW5pc3RyeTE5MDIyMDIxLnBkZg%3d%3d</a>
32ii	Lokpal and Lokayukta Property Returns must be filed by all.	Fresh rules for declaration of assets and liabilities by Public Servants in accordance with the amended provisions of Section 44 of Lokpal and Lokayukta Acr 2013 have been drafted by the Department as per the recommendations of the Department Related Parliamentary Standing Committee. Action in this regard will be ensured after final guidelines have been issued.
81	CVC should form a Grievance Redressal Cell for rectification of anomalies in the Departmental disciplinary Proceedings  CVC should empanel experts on its panel having vast knowledge of handling Departmental Disciplinary	Any decision with regards to disciplinary cases are quasi judicial in nature and therefore there should not be any external force influencing the same. In such a scenario, it would not be feasible to have a centralized cell of disciplinary proceedings for all Ministries at the Commission. Further, in 2013, a Committee of experts was established



	<p>Proceedings</p> <p>If any aggrieved employee submits any of its grievances relating to any Departmental Disciplinary Proceedings, the aforesaid Grievance Redressal Cell should obtain an opinion from the aforementioned empanelled experts and give its decision on the issue</p> <p>The aggrieved employee may be asked, if deemed fit, to deposit professional fees of the empanelled expert for obtaining an opinion from the expert</p>	<p>by DoPT in association with Institute of Secretariat Training and Management which reviewed the procedure of Disciplinary Inquiries and released a handbook regarding the same.</p>
51	<p>Government should provide the food (through PDS ) in packet of different quantity like 10 kg ,5kg and 1kg according to the consumer needs, as it will curb corruption</p>	<p>As per Ministry of Consumer Affairs, Food and Public Distribution: "Targeted Public Distribution System (TPDS) is being operated across the country as per the provisions of the National Food Security Act. 2013(NFSA). Under NFSA 5 Kg food grains per person per month to Priority Households and 35 Kg food grain per family per month to Antyodaya Anna Yojana ration cards are distributed to more than 80 crore beneficiaries at highly subsidized prices. For this massive scale almost 550 lakh Metric Tons of food grains are allocated to States/UTs by this Department annually. Further, the identification of eligible households/beneficiaries under the act, issuance ration cards to them, distribution of month food grains through Fair Price Shops, etc. are the responsibilities of respective States/UT Governments. Furthermore, there is no provision and enabling financial clause to distribute the food grains at such large scale across the country in packaged form in this Act as proposed in the suggestion"</p>



4	Personal Grievance of the sender and not a suggestion per se	No specific suggestions and thus filed. However, the same has been forwarded to the respective District Collector.
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53	Personal grievance of the sender and not a suggestion per se	No specific suggestions and thus filed.
72	<p>Central Govt. Rules must need to be modified to avoid scope for interpretation and ambiguity. Those who are given discretionary powers may interpret rules in their own way. So, it would be great &amp; nice, if rules framed are in a simple and easily understandable manner to every individual, which hopefully increases transparency and reduces scope.</p> <p>For the organisations which do provide services to citizens directly, the services offered by the organisations should be displayed along with the complete step by step procedure even application filling procedure also. This reduces the scope of mediator's involvement.</p> <p>Much wastage of Govt. money is happening in purchase of equipment/office requisites and services by Govt. offices from other private or Govt. service providing organisations. This can be reduced by implementing online services for the purposes of generation of bills and data entry and make</p>	<p>Department of Commerce has already advised all offices/organisations under its administrative control to take appropriate measures in this regard.</p> <p>ii. Citizen Charter of Department of Commerce is already in place and can be seen at:  <a href="https://commerce.gov.in/wp-content/uploads/2020/10/NTESCL_637375129780676770_citizencharter.pdf">https://commerce.gov.in/wp-content/uploads/2020/10/NTESCL_637375129780676770_citizencharter.pdf</a></p> <p>Government e-Market Place, an online platform, is already in place where common user goods and services can be procured by Government offices in a transparent manner.</p>



	online shopping for office purposes a valid method. GeM is not as efficient as other e-commerce service providers.	
21	No specific suggestion	The suggestion is generic in nature with no specific suggestions and thus filed.
8	Generic and incomplete suggestion	The suggestion is generic in nature with no specific suggestions and thus filed.
9	Generic and incomplete suggestion	The suggestion is generic in nature with no specific suggestions and thus filed.
16	Video Clip prepared by Student to spread awareness about fight against corruption	The suggestion is generic in nature with no specific suggestions and thus filed.
18	Departments like Education, Transport and Health to be controlled by central authorities for timely and transparent services without any issues	The suggestions are generic in nature with no specific suggestions and thus filed.

