

SYSTEMIC IMPROVEMENT – CITIZENS SUGGESTIONS

PERSONNEL

No.	Suggestions	Response of the Commission
1	The vacant posts especially of supervisory officers should be filled up. All communications of Government Departments should be replied to in a time bound manner	Commission has shared this suggestion with the concerned authorities for further action, if deemed fit.
48	The advice of the retired employees may be sought as and when required by suitably paying them on a case-to-case basis. Exceptional cases may be considered after thorough scrutinizing for technical issues only. Appointing persons as Advisors in any Govt./PSU may be completely do away with in case of administrative departments.	The matter has been taken up with Department of Personnel and Training and Department of Public Enterprises for issuing and reiterating the guidelines on the engagement of consultants in a transparent manner. An OM in this regard may be seen at: http://documents.doptcirculares.nic.in/D2/D02csd/SJE%20ConsultantBCtyr.pdf
63	KYC approval and updation as well as correction in Date of Birth and Name should come directly under EPFO in place of employer. Problems are being faced by public specially when company is closed. In case employee has two member IDs then without transfer, full settlement of previous ID should be done in 19 and 10c form.	The issue was taken up with the organisation. Employees' Provident Fund Organisation intimated that at present they are in process of creating a facility of bank account verification directly from the bank concerned for members having Aadhar validated Universal Account Numbers (UAN). Once this facility is deployed, the member with Aadhar validated UAN will not depend on employer for bank account change or updation. The issue of settlement in previous ID without transfer is not admissible as this suggestion is against the provision of the EPF Scheme, 1952. If a member has left an employment and has joined another, he is not entitled for the final settlement and has to get the old account transferred. However, the member can avail advances



		against the balance in the old EPF account even if accumulations in member's old EPF account are not transferred to present EPF account."
46	To take pro-active action in cases pertaining to crime against women at workplace. i.e. Every disciplinary action which involves criminal cases (also women-related cases) under Indian Penal Code, must be dealt with, very effectively and on priority basis.	The Indian Penal Code has various sections for the crime against women. Further, at workplace, in every organisations, there is a mandatory "Sexual Harassment Committee" examining the sexual harassment cases at work place. Also, every government organisations have their own conduct rules as per which the disciplinary actions are being taken in such cases
47	It is same as suggestion no 46	It is same as suggestion no 46
26	Pragmatic change in HR/Personnel Policy for higher level posts (E8, E9) in CPSEs , mandatory site experience before promotion to such post, many posts in same scale, review of PSE's reply by the Commission for efficacy of griveance readdressal many posts in same scale, review of PSE's reply by the Commission for efficacy of griveance readdressal	"DPE has informed that these are administrative issues, which pertain to day-to-day functioning of CPSEs. Such matters need to be dealt by the concerned CPSEs as per their HR Policy"
42	The drafting of new rules u/s 44 of Lokpal Act must be expedited so that property information of public servants is in public domain.	Fresh rules drafted by the DoPT as per the recommendation of Department related Parliamentary Standing Committee is at an advanced stage of consideration
44	Every employee must share their and their family members' account details with Government. Government must keep vigilance on all accounts	DoPT informed that this has been partly covered in the draft rules under Lokpal Act.
52	Name and contact details of Vigilance Officer of each department should be properly displayed. Interaction with Government officials should be online with no personal interaction	Extant circulars in this regard issued by DOPT have mandated the contact details of vigilance officers on websites of Ministries /Departments. Also, various Gol departments/organisations have their own online portal/app for handling public grievances/complaints. Such, as "Raid Madad" App of Railway etc.



		Cyber incidents and suggest preventive measures, setting up a Crisis Management Group to address and suggest ways to respond to cyber security related incidents and including periodic advisories based on market intelligence, etc. In addition, customer sensitisation through SMS, whats app, e-mail alerts etc. is done periodically to prevent them from sharing personal information such as card number, date of expiry/customer verification value/one time passwords etc.
54	Physical verification for passports by police should be discontinued. Land records should be interlinked between the concerned departments	Land is a State subject and the suggestion has been forwarded to State Govt. accordingly. In respect of the other part of the suggestion, Commission has shared this suggestion with the concerned authorities for further action, if deemed fi
59	All emergency services like police, hospital, fire should be technologically equipped to deal with emergency situations. Police should use drone technology for surveillance of highways	Police/Law & order is a State subject under the Constitution. Hence, the suggestion has been forwarded to State Govt. accordingly
60	The applicant inquired after the status of his personal complaint	It was not a suggestion and therefore no action is to be taken. However, the matter was followed up with the concerned Branch Officer and it was informed that the case was sent to CVO, NIPER for Necessary action. It needs no further action at this point.
68	The applicant inquired after the status of his personal complaint	It was not a suggestion and therefore no action is to be taken. However, the matter was followed up with the concerned Branch Officer and it was informed that the case was sent to CVO, IFCIL for Necessary action. It needs no further action at this point.
5	Posting a local officer in the local branches of all Govt. organizations, for example, in banks so that local people can get information on Government Schemes more effectively.	As per Institute of Banking Personnel Selection (IBPS) for recruitment to clerical posts in PSBs, proficiency in the official regional language of the State/UT is one of the preferred criteria. In State Bank of India (SBI),



		<p>Junior Associates are recruited based on their clearing the language proficiency test. Probationary Officers are posted anywhere in the country. In addition, as per RBI instructions, display of indicator boards at all the counters, booklets consisting of details of service and facilities available, printed material used by retail customers should be in trilingual form, i.e., English, Hindi and concerned regional language. As part of PSB EASE Reforms Agenda, call centre based banking and digital channels like mobile and internet banking are available in average 08 local languages, etc. to facilitate the customers.</p>
83	<p>(i) Policy pertaining to rotation of staff is followed only on paper. They are allowed to continue working in previous branches.</p> <p>(ii) Cooling off period for officers shifted to branches from administrative offices is to be followed as it is often found that these officers are again transferred back to the administrative offices within a short span of time.</p> <p>(iii) Regional Managers in banks often post junior/probation officers in loan sanctioning posts as they can be easily pressurised into sanctioning loan even at the cost of compromise on documents.</p>	<p>(i) All PSBs have a Board approved transfer policy for rotation of all officers including those at sensitive posts in consonance with CVC guidelines. Most of the PSBs have instituted triggers for identifying employees to be transferred as per rotation policy.</p> <p>(ii) Department of Financial Services (DFS) has instructed PSBs to ensure that newly recruited officers, who are under probation or having a service of less than two years, are not asked to recommend and process loans, unless it forms part of their learning process.</p>
39*	<p>The daily log sheet of every employee must be maintained as a well-defined, responsible and accountable online system to reward and punish the employees.</p>	

