



REPORT NO.

95

PARLIAMENT OF INDIA
RAJYA SABHA

DEPARTMENT-RELATED PARLIAMENTARY STANDING COMMITTEE
ON PERSONNEL, PUBLIC GRIEVANCES, LAW AND JUSTICE

NINETY-FIFTH REPORT

on

**Demands for Grants (2018-2019) of
the Ministry of Personnel, Public Grievances and Pensions**

(Presented to the Rajya Sabha on 14th March, 2018)

(Laid on the Table of Lok Sabha 14th March, 2018)



Rajya Sabha Secretariat, New Delhi
March, 2018 / Phalgun, 1939 (Saka)

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ACRONYMS

ACC	Appointment Committee of Cabinet
ARC	Administrative Reforms Commission
CAT	Central Administrative Tribunal
CBI	Central Bureau of Investigation
CIC	Central Information Commission
CPGRAMS	'Centralized Public Grievance Redress and Monitoring System'
CSOI	Civil Services Officers' Institute
CTV	Centralized Technology Vertical
CVC	Central Vigilance Commission
DARPG	Department of Administrative Reforms and Grievances
DDOs	Drawing and Disbursement Officers
DFFT	Domestic Funding for Foreign Training
DoPT	Department of Personnel and Training
DPPW	Department of Pensions and Pensioners' Welfare
DSPE	Delhi Special Police Establishment
EO	Establishment Officer
IAS	Indian Administrative Service
IC	Information Commissioners
ICEI	International Centre of Excellence in Investigation
IFC	Information Facilitation Counters
IIPA	Indian Institute of Public Administration
ISTM	Institute of Secretariat Training and Management
JCM	Joint Consultative Machinery
LDCE	Limited Departmental Competitive Examination
LBSNAA	Lal Bahadur Shastri National Academy of Administration
NCGG	National Centre for Good Governance
NeGP	National e-Governance Plan
PESB	Public Enterprises Selection Board
PMU	Project Management Unit
QMS	Quality Management System
S&V	Services & Vigilance
SSC	Staff Selection Commission
UPSC	Union Public Service Commission

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COMPOSITION OF THE COMMITTEE

(Re-constituted on 1st September, 2017)

1. Shri Bhupender Yadav — *Chairman*

RAJYA SABHA

2. Shri Swapan Dasgupta
3. Shri Prabhat Jha
4. Shri Majeed Memon
5. Shrimati Rajani Patil
6. Shri D. Raja
7. Dr. K. Keshava Rao
8. Shri Sukhendu Sekhar Ray
9. *Shri Vivek K. Tankha
10. #Dr. Subramanian Swamy

LOK SABHA

11. Shri Tariq Anwar
12. Dr. Sanjeev Balyan
13. Shri Kalyan Banerjee
14. Shri Sharadkumar Maruti Bansode
15. Shri A.H. Khan Choudhury
16. Adv. Joice George
17. Shri Radadiya Vithalbhai Hansrajbhai
18. Shri Pralhad Joshi
19. Shri Mehboob Ali Kaiser
20. Adv. M. Udhaya Kumar
21. Shrimati Meenakashi Lekhi
22. Shri Bhagwant Mann
23. Shri B.V. Naik
24. Shri Vincent H. Pala
25. Shri Rajiv Pratap Rudy
26. Dr. A. Sampath
27. Shri Ram Prasad Sarmah
28. Shri V. Panner Selvam
29. Shri Varaprasad Rao Velagapalli
30. Adv. Anshul Verma
31. @*Vacant*

SECRETARIAT

Shri P.P.K. Ramacharyulu, Additional Secretary

Shri K.P. Singh, Joint Secretary

Smt. Sunita Sekaran, Director

Shri Ashok K. Sahoo, Addl. Director

Smt. Chanderlekha Sharma, Under Secretary

* Nominated w.e.f. 30th November, .2017 *vice* Shri Anand Sharma who resigned w.e.f. 10th November, 2017.

@ Vacancy caused due to changed the nomination of Shri Santosh Kumar w.e.f. 3rd November, 2017.

Nominated w.e.f. 7th March, .2018 *vice* Shri Tiruchi Siva who resigned w.e.f. 21st February, 2018.

INTRODUCTION

I, the Chairman of the Department-related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice, having been authorized by the Committee to submit the Report on its behalf, do hereby present this Ninety-fifth Report on Demands for Grants (2018-19) pertaining to the Ministry of Personnel, Public Grievances and Pensions.

2. In accordance with the constitutional requirement under Article 113, the estimated expenditure of Ministries/Departments of Government of India projected under various Demands for Grants for the upcoming financial year need to be voted by Parliament. As a sequel thereto, Demands for Grants of the relevant Ministries/Departments stand referred to concerned Department-related Parliamentary Standing Committee to make a close scrutiny thereof under Rule 270 of Rules of Procedure and Conduct of Business in the Council of States. While making scrutiny of Demands for Grants the Committee has made an appraisal of performance, programme, policies of the Ministry of Personnel, Public Grievances and Pensions vis-à-vis expenditure made out of Consolidated Fund of India in the current financial year.

3. In this Report, a scrutiny of Demand Nos. 70, 71 and 79 pertaining to the Ministry of Personnel, Public Grievances & Pensions, Central Vigilance Commission (CVC) and Union Public Service Commission (UPSC), respectively, for the financial year 2018-19 has been made by the Committee.

4. During the course of examination of Demands, the Committee heard the views of the Secretary, Department of Personnel & Training; Director, Central Bureau of Investigation; Secretary, Union Public Service Commission; Chairman, Staff Selection Commission; Secretary, Central Vigilance Commission; Secretary, Central Information Commission; Registrar, Central Administrative Tribunal; Joint Director, Lal Bahadur Shastri National Academy of Administration; Director, Institute of Secretariat Training & Management and Director, Indian Institute of Public Administration in its meeting held on 22nd February, 2018 and Secretary, Department of Administrative Reforms & Public Grievances and Department of Pensions & Pensioners' Welfare on 23rd February, 2018.

5. The Committee, while making its observations/recommendations, has mainly relied upon the following: -

- (i) Presentations made by the respective Secretaries of the three Departments of the Ministry;
- (ii) Presentations made by the heads of organizations under Administrative Control of the Ministry;
- (iii) Detailed Demands for Grants of the Ministry, Central Vigilance Commission and Union Public Service Commission for the year 2018-19;
- (iv) Detailed Explanatory Notes on the Demands for Grants (2018-19) received from the Ministry, Central Vigilance Commission and Union Public Service Commission;
- (v) Annual Report of the Ministry for the year 2017-18;
- (vi) Annual Report of the Central Vigilance Commission for the year 2016;

- (vii) Annual Report of the Staff Selection Commission for the year 2015-16;
- (viii) Annual Report of the Lal Bahadur Shastri National Academy of Administration, Mussoorie for the year 2016-17;
- (ix) Annual Report of the Indian Institute of Public Administration for the year 2016-17;
- (x) Annual Report of the Institute of Secretariat Training & Management for the year 2015-16;
- (xi) Written replies furnished by the Ministry and organizations/offices of the Ministry on the Questionnaires (General Issues & Demands-specific) prepared by the Secretariat; and
- (xii) Written clarification furnished by the Ministry to the points/issues raised by Members in the meeting of the Committee.

6. The Report is based on facts, figures and submission (both oral and written) tendered by Departments and Institutions under the Ministry, to the Committee.

7. The Committee considered and adopted the Report at its meeting held on 13th March, 2018 and presented to both Houses of Parliament on 14th March, 2018.

8. For the facility of reference and convenience, the observations and recommendations of the Committee have been printed in bold letters in the body of the Report.

New Delhi;
13th March, 2018

BHUPENDER YADAV
Chairman,
Department-related Parliamentary Standing Committee on
Personnel Public Grievances Law and Justice

R E P O R T

CHAPTER – I

OVERVIEW OF THE MINISTRY

INTRODUCTION

1.0. The Ministry of Personnel, Public Grievances and Pensions is the nodal Ministry responsible for personnel management in Government of India. It formulates policies with regard to recruitment, training, career development, administrative reform, vigilance administration, grievance redressal, good governance, staff welfare and the post retirement dispensation.

1.1. The Ministry comprises following three Departments:

- (i) Department of Personnel and Training (DoPT)
- (ii) Department of Administrative Reforms and Public Grievances (DARPG)
- (iii) Department of Pensions and Pensioners' Welfare (DPPW)

1.2. The Ministry is under the overall charge of the Prime Minister, assisted by a Minister of State. The Department of Personnel and Training is functioning under the charge of an independent Secretary while the Department of Administrative Reforms and Public Grievances and Department of Pensions and Pensioners' Welfare function under the charge of a Secretary.

Evolution of the Ministry

1.3. The management of personnel policies in the Government of India, to begin with, was the joint responsibility of the Ministry of Home Affairs (Services and Establishment Wing) and Ministry of Finance (Establishment Division), with Union Public Service Commission playing an important advisory role. The Establishment Officer to the Government of India, functioning under the Cabinet Secretary, had an important role to play in the senior level appointments under the Government of India. The Estimates Committee of the Third Lok Sabha, in its Ninety-third Report (April 1966) had observed that “the ever expanding role of the Government in a welfare State with its natural concomitant of a large civil service calls for effective personnel control through a single agency”. The Administrative Reforms Commission (ARC) too urged upon the Government to set up a separate Department of Personnel with a full-fledged Secretary-in-charge, to be placed directly under the Prime Minister to serve as a nodal agency for the personnel functions of the Government.

1.4. The Union Government accepted this recommendation, and as a consequence, led to the reorganization of the Ministry of Home Affairs as it then stood, resulting eventually in the formation of Ministry of Personnel, Public Grievances and Pensions, in March 1985 as it stands today.

DEPARTMENT OF PERSONNEL AND TRAINING (DoPT)

1.5. Various wings of DoPT are as under:

- (i) Establishment Officer's (EO) Wing - The Establishment Officer's Wing deals with the matters relating to senior appointments under the Government of India requiring approval of the Appointments Committee of the Cabinet (ACC).
- (ii) Services & Vigilance (S&V) Wing - The Services & Vigilance Wing handles matters relating administration of Rules on all the service matters in respect of All India Services and acts as the nodal agency in the arena of vigilance and anti-corruption. This wing in addition to governing the implementation of RTI Act, also handles the administrative matters relating to the Administrative Tribunals and Central Information Commission. This wing also handles the work related to cadre restructuring in respect of the other Central Services.
- (iii) Establishment (Estt.) Wing - The Establishment Wing is responsible for framing and revising rules and regulations regarding service conditions of the employees and personnel policies of the Central Government employees other than All India Service Officers. This wing also handles the work related to Reservation Policy of the Government, Joint Consultative Machinery (JCM) and Civil Services Officers' Institute (CSOI).
- (iv) Training (Trg.) Wing - The Training Wing acts as the nodal agency for training of Government functionaries and is primarily responsible for formulating policies with regard to training.
- (v) Administration Wing - Administration Wing deals with the matters related to cadre management of the Central Secretariat Service, Central Secretariat Stenographers Service and the Central Secretariat Clerical Service. This wing also handles the administrative matters relating to the State Re-organization, Reservation Policy of the Government and Welfare Activities for benefit of the employees of the Government except CSOI.

1.6. The Department of Personnel & Training also handles the administrative work relating to the following Institutions: -

- (i) Union Public Service Commission (UPSC)
- (ii) Central Vigilance Commission (CVC)
- (iii) Lokpal
- (iv) Central Administrative Tribunals (CAT)
- (v) Central Information Commission (CIC)
- (vi) Central Bureau of Investigation (CBI)
- (vii) Staff Selection Commission (SSC)
- (viii) Public Enterprises Selection Board (PESB)
- (ix) Lal Bahadur Shastri National Academy of Administration (LBSNAA)
- (x) Institute of Secretariat Training & Management (ISTM)

Recruitment Agencies

1.7. The two organizations through which the Department ensures recruitment of personnel for Government are the Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC). The former is constituted under a provision of the Constitution and is responsible for conducting examinations for appointment to the higher civil services and civil posts under the Union Government, including recruitment to the All India Services. There is a mandatory provision for consulting the Commission on all matters relating to methods of recruitment, principles to be followed in making promotions and transfers from one service to another and all the disciplinary matters. The SSC has been set up by a Resolution of the Government and it has the status of an attached office of the Department of Personnel & Training. It is mandated to make recruitment to Group 'B' (non-gazetted) and Group 'C' (non-technical) posts in the Government of India.

Senior Appointments under the Government of India

1.8. All proposals for senior appointments under the Government of India, which require the approval of Appointments Committee of the Cabinet (ACC) under the Government of India (Transaction of Business) Rules, 1961 are processed by the Department through the Establishment Officer as Secretary to the ACC. These include board level appointments to Central Public Sector Undertakings and appointments under the Central Staffing Scheme for posts of Joint Secretaries, Directors and Deputy Secretaries in the Ministries/Departments. In addition, all appointments by promotion, which require approval of the ACC, are also processed through the Establishment Officer.

Public Enterprises Selection Board (PESB)

1.9. The Public Enterprises Selection Board (PESB) is entrusted with the responsibility of making recommendations for appointment to the full-time Board level posts of Chief Executive and functional Director and part-time Chairman in the Central Public Undertakings.

Training Institutions

1.10. Two major training institutions, directly under the administrative control of the Department, are the Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie and the Institute of Secretariat Training and Management (ISTM), New Delhi. The Academy imparts induction level training to recruits to the All India Services and all Group 'A' Central Services. It also conducts in-service and Mid-Career Training Programme for members of the IAS. The Institute of Secretariat Training imparts training to members of the Central Secretariat Service, officers of the State Government, Public Sector Undertakings and Autonomous Bodies.

Indian Institute of Public Administration

1.11. Department of Personnel & Training also provides grants-in-aid to Indian Institute of Public Administration (IIPA), New Delhi, which undertakes research studies on contemporary public issues and provides training to officers of Government of India on public policy.

Administrative Vigilance

1.12. The Department of Personnel and Training is the nodal agency responsible for formulation and implementation of vigilance and anti-corruption policies of the Government.

Central Vigilance Commission: Advice on all vigilance matters is provided by the Central Vigilance Commission (CVC). It has jurisdiction and powers in respect of all matters to which the executive power of the Union Government extends. The Commission is mandated to exercise superintendence over the functioning of Central Bureau of Investigation (CBI) and monitoring cases taken up by CBI for investigation under the Prevention of Corruption Act, 1988.

The Lokpal and Lokayuktas Act, 2013: The Act has been brought into force with effect from 16th January, 2014. The Department is entrusted with the administration of the Act.

Central Bureau of Investigation

1.13. The Central Bureau of Investigation (CBI) is the premier investigating police agency in the country, created through a resolution of Ministry of Home Affairs dated April 1, 1963 administering Delhi Special Police Establishment (DSPE) Act, 1946, its jurisdiction covering all the Departments of the Government of India, Union Territories, which could be extended to the States also with the consent of the State Governments concerned. In due course, with the setting up of a large number of Public Sector Undertakings, the employees of those undertakings were also brought under the purview of CBI. Similarly, with the nationalization of the Banks in 1969, the Public Sector Banks and their employees also came within the ambit of the CBI. Now, the CBI has become multi-disciplinary investigative agency, with its role expanding from corruption cases to other cases viz cyber crimes, terrorist crimes, wildlife crimes, narcotics, arms trafficking, arts and antiquities cases, counterfeiting of currencies etc.

Joint Consultative Machinery

1.14. A well structured three-tier machinery is in place for joint consultation between the Central Government and its employees for promoting harmonious relations and securing the greatest measure of cooperation between the Central Government and the general body of employees in matters of common concern. The objective is to increase the efficiency of public services along with the well-being of the employees. The three tiers of Joint Consultative Machinery (JCM) are:

- (i) National Council- at the apex level, functioning under the Department of Personnel and Training;
- (ii) Department Councils- functioning at Ministries/ Departments level; and
- (iii) Office Councils- functioning at offices/ organisations under various Ministries/ Departments.

Central Administrative Tribunal

1.15. In order to provide speedy and inexpensive justice to employees aggrieved by the Government decisions, the Government set up the Central Administrative Tribunal (CAT) in 1985, which deals with all the cases relating to service matters of Central Govt. employees.

Right to Information

1.16. The Department is entrusted with the administration of the Right to Information Act, 2005 and Rules thereunder. The Department also overlooks the administration of the Central

Information Commission, including selection of Chief Information Commissioner and Information Commissioners.

Staff Welfare

1.17. The Department of Personnel and Training is intimately involved in various staff welfare and other role led activities. Mention in this connection can be made of the institution of Grih Kalyan Kendra (a society registered under the Societies Registration Act, 1860), the Kendriya Bhandar (registered cooperative society set up in 1963) and the Central Civil Services Cultural and Sports Board (a society registered under the Societies Registration Act, 1860).

1.18. The Department also supports various programmes, which are provided in various Ministries/Departments, Central Government Employees Welfare Coordination Committee in Central Government offices located outside Delhi, Residents' Welfare Associations/Area Welfare Officers, Benevolent Fund and Departmental Canteens.

Administration of Certain Acts

1.19. The Department administers the Prevention of Corruption Act, 1988, the Delhi Special Police Establishment Act, 1946, the Central Vigilance Commission Act, 2003, the Central Administrative Tribunal Act, 1985, the Lokpal and Lokayukta Act, 2003 and the Right to Information Act, 2005.

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES (DARPG)

1.20. The Department of Administrative Reforms and Public Grievances (DARPG) is the nodal agency of the Government of India for administrative reforms as well as redressal of public grievances relating to the States in general and those pertaining to Central Government agencies in particular. The Department endeavors to document and disseminate successful governance practices by way of audiovisual media and publications. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms. There are seven Divisions in the Department, namely, Administrative Reforms, Organization & Methods, e-Governance, Documentation & Dissemination, International Exchange & Cooperation, Administration & Coordination and Public Grievances.

1.21. As per the Government of India Allocation of Business Rules, 1961, the following subjects have been allotted to the Department of Administrative Reforms & Public Grievances:

- (i) Administrative Reforms, including e-governance and dissemination of best practices.
- (ii) Organization and Methods.
- (iii) Policy, coordination and monitoring of issues relating to —
 - (a) Redress of public grievances in general; and
 - (b) Grievances pertaining to Central Government agencies.
- (iv) Research in public management and Liaison with State Governments, professional institutions etc. in public management matters.
- (v) Administration of Central Secretariat Manual of Office Procedure.

1.22. Functions of the Department are given as under:

- (i) Matters relating to administrative reforms.
- (ii) Organization of Civil Services Day and Prime Minister's Award.
- (iii) Coordination and supporting implementation of National e-Governance Plan of Government.
- (iv) Management of Public Grievance Redressal Mechanism.
- (v) Documentation and dissemination of Good Governance Practices.
- (vi) Formulation and simplification of common office procedures

1.23. The National Centre for Good Governance (NCGG) set up as apex think-tank for fostering good governance is under the administrative control of the Department since 8th November, 2017. Implementation of e-Governance, e-Offices and Citizen Charters in Central Government Offices are also prime responsibility of the Department. It receives and monitors grievance through Centralised Public Grievance Redressal and Management System (CPGRAMS). The Department also promotes observance of Civil Services Day (21st April) and Good Governance Day (25th December) every year.

1.24. It is also responsible for redressal of pension grievance received through CPGRAMS. It has organised Pension Adalat last year to dispose of pension grievances. The Department has also created platform in the name of BHAVISHYA and SANKALP for the benefit of pensioners.

DEPARTMENT OF PENSIONS AND PENSIONERS' WELFARE (DPPW)

1.25. The Department of Pension & Pensioners' Welfare was set up in 1985 as part of the Ministry of Personnel, Public Grievances and Pensions to formulate policy and coordination of matters relating to retirement benefits of Central Government employees (except Defense, Railway and Post & Telecommunication Pensioners).

1.26. The main functions of this Department are:

- (i) Formulation of policies and coordination of matters relating to retirement benefits of Central Govt. employees, including Defence and Railways;
- (ii) Administration of:
 - (a) Central Civil Services (Pension) Rules, 1972;
 - (b) Central Civil Services (Commutation of Pension) Rules, 1981;
 - (c) Central Civil Services (Extraordinary Pensions) Rules 1939;
 - (d) General Provident Fund (Civil Services) Rules, 1960;
 - (e) Contributory Provident Fund (India) Rules, 1962; and
 - (f) Payment of Arrears of Pension (Nomination) Rules, 1983.
- (iii) Pension policy structure;
- (iv) Examination & extending the scope of new facilities for fringe benefits to the Central Government Pensioners;
- (v) Matters relating to amendments to or relaxation of Pension Rules or any other rules concerning retirement benefits; and
- (vi) Policy and coordination relating to welfare of Central Government Pensioners/ Family Pensioners.

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CHAPTER-II
OVERALL ASSESSMENT OF
THE DEMANDS FOR GRANTS OF THE MINISTRY

2.0. In the Budget Estimates (BE) of Financial Year 2018-19, budgetary allocations have been depicted in terms of Revenue/Capital and Charged/Voted. The Demands for Grants (2018-19) of the Ministry of Personnel, Public Grievances & Pensions have been presented to Parliament under the following Demand Nos.:-

Table No. - I
Demand-wise Budget Allocation

(Rs .in crores)

Demand No.	Ministry/Organization	Revenue/ Capital	Amount	Voted/ Charged	Amount
70	Ministry of Personnel, Public Grievances and Pensions	Revenue	1442.97	Voted	1520.56
		Capital	84.03	Charged	6.44
		Total	1527.00	Total	1527.00
71	Central Vigilance Commission	Revenue	32.61	Charged	32.61
79	Union Public Service Commission	Revenue	297.61	Charged	297.61
Grand Total			1857.22		1857.22

DEMAND NO. 70

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS

Summary of proposed Budget Estimates: 2018-19

2.1 The Committee has been informed by the Ministry that against the projected demand of Rs. 3190.10 crores under Demand No.70 - Ministry of Personnel, Public Grievances & Pensions in BE 2018-19, Ministry of Finance has provided a total allocation of Rs 1527.00 crores. Details of approved allocation by the Ministry of Finance are as under:-

Table No. - II
Demand No. 70- Budget at a Glance

(Rs. in crores)

Particulars	Revenue	Capital	Total
Scheme-Central Sector Schemes / Projects	134.00	18.75	152.75
Non-Scheme	1308.97	65.28	1374.25
Total	1442.97	84.03	1527.00

2.2. Allocation under Central Sector Schemes / Projects are being represented by the nomenclature Scheme allocations and allocations under other heads except Central Sector Schemes / Projects are being represented by the nomenclature Non-Scheme allocations.

2.3. Following are the two Central Sector Schemes / Projects and their internal components alongwith proposed allocation for the year 2018-19:-

Table No. - III
Schemes under Demand No. 70

(Rs. in crores)

Sl. No.	Name of the Scheme	Revenue (R)/ Capital (C)	Proposed outlay (2018-19)
1	Training Schemes	R+C	116.75
1.1	Training Schemes-Revenue	R	98.00
1.1.1	Training for All	R	26.00
1.1.2	Domestic Funding of Foreign Training	R	60.00
1.1.3	Augmentation of Training Facilities in ISTM	R	1.00
1.1.4	Improvement of Infrastructure and upgradation of essential facilities at LBSNAA	R	11.00
1.2	Training Schemes-Capital	C	18.75
1.2.1	Augmentation of Training Facilities in ISTM	C	1.00
1.2.2	Improvement of Infrastructure and upgradation of essential facilities at LBSNAA	C	17.75
2	Administrative Reforms and Pensioners' Scheme	R	36.00
2.1	Scheme for Administrative Reforms	R	30.00
2.2	Pensioners' Portal	R	6.00
	Total Scheme Outlay	R+C	152.75
		R	134.00
		C	18.75

2.4. Demand No. 70 includes demands for three Departments, viz. Department of Personnel & Training (DoPT), Department of Administrative Reforms & Public Grievances (DARPG) and Department of Pensions & Pensioners Welfare (DP&PW). There are attached bodies and statutory/constitutional bodies under the administrative jurisdiction of the DoPT. The Union Public Service Commission (UPSC) and the Central Vigilance Commission (CVC) are also under the administrative jurisdiction of the DoPT, but they have their separate demands viz. Demand Nos. 79 and 71, respectively. Department/organization-wise projection to the Ministry of Finance (MoF) and budget allocation for the BE (2018-19) and variations between BE 2018-19 and projections made to MoF and variations between BE 2018-19 and RE 2017-18 under Demand No. 70 are given as under:

Table No. - IV
Department/organization-wise Budget Allocation

(Rs. in crores)

Sl. No.	Department / Organisation	BE 2017-18	RE 2017-18	Projected BE 2018-19 to MoF	BE 2018-19	Variation between BE 2018-19 and projection made to MoF (6-5)	Variation Between RE 2017-18 and BE 2018-19 (6-4)
1	2	3	4	5	6	7	8
1.	DoPT	228.84	212.13	267.08	235.50	-31.58	+23.37
2.	CBI	695.62	679.37	1310.76	698.38	-612.38	+10.01
3.	SSC	197.32	349.76	1224.86	286.13	-938.73	-63.63
4.	CIC	40.37	44.76	32.94	25.05	-7.89	-19.71
5.	CAT	105.81	106.40	129.47	111.86	-17.61	+5.46
6.	LBSNAA	58.76	70.35	78.20	69.97	-8.23	-0.38
7.	ISTM	30.27	35.58	70.65	33.81	-36.84	-1.77
8.	LOKPAL	4.29	0.00	4.29	4.29	-0.00	+4.29
9.	PESB	4.02	4.49	4.32	4.64	+0.32	+0.15
10.	DARPG	45.82	44.83	50.60	44.57	-6.03	-0.26
11.	DPPW	11.88	12.33	16.93	12.80	-4.13	+0.47
	TOTAL	1423.00	1560.00	3190.10	1527.00	-1663.10	-33.00

2.5. The variation in budget allocation under Demand No. 70 for BE 2018-19 compared to BE and RE 2017-18 is given as under:

Table No. - V
Variation over previous Financial Years

Between BE 2017-18 and BE 2018-19

(Rs. in crores)

Particulars	BE-2017-18	BE-2018-19	Variation over BE 2017-18
Revenue	1271.09	1442.97	13.52% (Increase)
Capital	151.91	84.03	44.68% (Decrease)
Total	1423.00	1527.00	7.30% (Increase)

Table No. - VI

Between RE 2017-18 and BE 2018-19

(Rs. in crores)

Particulars	RE-2017-18	BE-2018-19	Variation over RE 2017-18
Revenue	1463.69	1442.97	1.42% (Decrease)
Capital	96.31	84.03	12.75% (Decrease)
Total	1560.00	1527.00	2.12% (Decrease)

2.6. The Ministry had made projections of Rs. 3190.10 crores but has only been allocated Rs. 1527.00 crores, which is a shortfall of Rs. 1663.10 crores. Further, BE 2018-19 of Rs 1527.00 crores is even lower than the RE 2017-18 allocation of Rs 1560.00 crores, even though there is an increase in Salary allocations of Rs 32.54 crores in BE 2018-19 over RE 2017-18, as per Salary ceiling provided by M/o Finance (Salary: BE 2018-19: Rs 741.79 Cr and RE 17-18: Rs 709.25 Cr).

2.7. Accordingly, there have been reductions in BE 2018-19 allocations under almost every Organization's budgetary Heads. In many of the object Heads in BE 18-19, allocations are even less than the RE 2017-18 allocations.

2.8. When asked about the impact of reduced allocations on the functioning of the Ministry and its bodies, the Ministry assured in their written submission before the Committee that a considerate effort would be made by different Organizations/Departments to use the BE 2018-19 allocations in a prudent way and any additional requirement of funds over the proposed allocations in the Financial Year 2018-19 would be taken up with M/o Finance at the Supplementary Demands for Grants/ Revised Estimate Stage in 2018-19.

2.9. As regard, the variation between BE and RE (2017-18), the Ministry in their written submission before the Committee informed that primary reason for increase in allocation of Rs 137.00 crores under RE 2017-18 over BE 2017-18 is an additional provision of Rs. 152.13 crores under SSC's Professional Services on account of change in mode of examination to Computer based and significant increase in number of applicants for various examinations.

Utilization Trends for Financial Year 2017-18

2.10. Expenditure incurred by Organizations / Departments as on 31st January, 2018 against RE 2017-18 allocations for the Ministry are as under:-

Table No. - VII
Organization-wise utilization trends
(Rs. in crores)

Sl. No.	Organisation	RE 17-18	Exp as on 31/01/18	% of Exp	Remaining allocation in 2017-18
1	DOPT	212.13	164.51	78%	47.62
2	CBI	679.37	535.81	79%	143.56
3	SSC	349.76	243.63	70%	106.13
4	CAT	106.40	84.40	79%	22.00
5	CIC	44.76	37.56	84%	7.20

6	ISTM	35.58	14.48	41%	21.10
7	LBSNAA	70.35	53.63	76%	16.72
8	LOKPAL	0.00	0.00	0%	0.00
9	PESB	4.49	4.05	90%	0.44
10	DARPG	44.83	21.86	49%	22.97
11	DPPW	12.33	8.81	71%	3.52
	Total	1560.00	1168.74	75%	391.26

2.11. The Committee was also informed that the expenditure incurred as on 15th February, 2018 is 82% (Rs. 1273.25 crores) of the RE 2017-18 allocations and the balance of funds of Rs 286.75 crores will be fully utilized by the end of FY 2017-18.

MAJOR HEAD-WISE DETAILS OF OUTLAYS INCLUDED IN BE (2018-19)

2.12. Major Head-wise details of outlays included in BE 2018-19 are as given under:

(a) Major Head: 2052 – Secretariat General Services

Table No. - VIII

(Rs. in crores)

2018-19	Revenue	
	Voted	Charged
Proposed Allocation	142.17	0

2.13. The Department-wise outlays included in the Budget Estimates (2018-19) are as under:-

Department of Personnel and Training

2.14. The Department of Personnel and Training is entrusted with the work relating to framing / interpretation of rules and regulations relating to service matters; recruitment, promotion and reservation policy; induction, training and refresher courses for all levels including senior and middle management level; service conditions, vigilance, discipline, career and manpower planning, implementation of Right to Information Act, etc. This Department also provides Grants-in-aid assistance to Joint Consultative Machinery (JCM), Grih Kalyan Kendra, Residents Welfare Associations, Civil Services Officers' Institute, Sanskriti School, Central Civil Services Cultural and Sports Board (CCSCSB), etc. as a welfare measure to the Central Government employees.

2.15. The proposed establishment related expenses of DoPT are Rs.120.80 crores in BE 2018-19, which also includes allocation under the Information Technology head, being shared by the three Departments under the Ministry of Personnel, Public Grievances and Pensions.

2.16. The major share of the above outlay is meant for salaries, Rs. 72.11 crores (60%) and the remaining (40%) for other establishment related expenses like medical treatment, travel expenses, office expenses, minor works, professional services, publication, advertising and publicity, international conference, information technology, etc.

2.17. There is no Scheme Outlay under M.H. 2052 in B.E. 2018-19.

Department of Pensions & Pensioners Welfare

2.18. The Department of Pensions & Pensioners Welfare administers 'Pensioners Portal' Scheme relating to retirement benefits including gratuity, pension, fringe benefits, etc. to pensioners.

2.19. The establishment related provision is Rs. 6.80 crores in BE 2018-19 as against Rs. 5.87 crores allocated in BE 2017-18. The enhancement of Rs.0.93 crores is mainly on account of normal increase in salaries (Rs. 0.85 crores).

2.20. Of the total proposed budget provision, under the head 86.47% is meant for salaries and the remaining portion is for other establishment related object heads.

Department of Administrative Reforms and Public Grievances

2.21. The Department of Administrative Reforms and Public Grievances is the nodal department of Government of India responsible for administrative reforms and redress of public grievances. The Department endeavors to document and disseminate successful governance practices. It also undertakes activities in the field of international exchange and cooperation to promote public service reforms. The Department promotes e-Governance activities and formulates, and simplifies common office procedures.

2.22. The establishment related outlay of Rs.14.57 crores has been proposed in BE 2018-19 as against Rs. 13.29 crores in BE 2017-18. The additionality of Rs.1.28 crores is spread under salaries (Rs 0.53 cr) on account of implementation of Seventh Central Pay Commission recommendations and under other Establishment related Heads (Rs 0.75 cr).

2.23. 82.36% of the proposed budget provision is meant for salaries and the remaining 17.64% is to meet other establishment related expenses like payment of medical treatment, travelling expenses office expenses, wages, over time allowance, contribution to international bodies and other expenditure.

(b) Major Head: 2014 – Administration of Justice and

Major Head :4059 – Capital Outlay on Public Works

CENTRAL ADMINISTRATIVE TRIBUNAL

Table No. - IX

Budgetary Allocation - CAT

(Rs.in crores)

2018-19	Revenue (MH:2014)		Capital (MH:4059)		Total
	Voted	Charged	Voted	Charged	
Proposed Allocation	106.86	0.00	5.00	0.00	111.86

2.24. The Central Administrative Tribunal has been set up to look into the grievances exclusively of public servants so as to avoid delay in the redressal of their grievances.

2.25. The Revenue allocation of CAT is increased by Rs.12.83 crores from Rs. 94.03 in BE 2017-18 to Rs. 106.86 crores in BE 2018-19.

2.26. 74.33% of the proposed allocation in BE 2018-19 is meant for salaries. The capital provision under MH-4059 is Rs.5.00 crores (4.47%) for purchase of land and construction of building for various benches of CAT. The remaining 21.20% is to be used for meeting establishment related expenses like medical treatment, travel expenses, office expenses, minor works, publication, wages, over time Allowance, information technology, rent rates and taxes, etc.

(c) Major Head :2051 – Public Service Commission and

Major Head :4059 – Capital Outlay on Public Works

STAFF SELECTION COMMISSION

Table No. - X

Budgetary Allocation - SSC

(Rs.in crores)

2018-19	Revenue (MH:2051)		Capital (MH: 4059)		Total
	Voted	Charged	Voted	Charged	
Proposed Allocation	286.12	0.00	0.01	0.00	286.13

2.27. The Staff Selection Commission is entrusted with the conduct of examinations for recruitment of Group B & C staff in Central Ministries/ Departments etc. The allocation

under Revenue section is proposed to be enhanced from Rs.197.31 crores in BE 2017-18 to Rs. 286.12 crores in BE 2018-19. The proposed enhancement of Rs. 88.81 crores is mainly due to the increase under the 'Professional Services' head to the tune of Rs.87.00 crores for meeting the expenditure for conducting various examination by SSC due to an increase in the number of candidates applying for various examinations and also because of switching over various examinations into computer based mode from OMR based mode. The remaining minor increase is on account of normal increase under other heads.

2.28. 10.80% of the proposed allocation is for salaries and 87.37% is to meet expenditure on examinations / selections. The remaining 1.83% of the provision is for other establishment related expenses like payment of wages, medical treatment, travel expenses, office expenses, rent rates taxes, minor works, publication, information technology etc.

(d) Major Head: 2055 & 4055 - Police

CENTRAL BUREAU OF INVESTIGATION

Table No. - XI

Budgetary Allocation - CBI

(Rs. in crores)

2018-19	Revenue (MH:2055)		Capital (MH: 4055)		Total
	Voted	Charged	Voted	Charged	
Projects	27.76	0.00	54.02	0.00	81.78
Establishment	614.50	0.50	2.10	0.00	617.10
Total	642.26	0.50	56.12	0.00	698.88

2.29. The Central Bureau of Investigation is entrusted with the investigation and prosecution in corruption cases against public servants, private persons, firms and other cases of serious crimes.

2.30. The Establishment provision of CBI (including Interpol and Coordination Wing) has been increased by Rs. 57.48 crores (from Rs. 559.62 crores in BE 2017-18 to Rs. 617.10 crores in BE 2018-19).

2.31. 79.42% (Rs. 490.11 crores) of the overall Establishment Outlay is meant for salaries and the remaining 20.58% of the provision is for meeting other establishment related expenses like payment of wages, over time allowance, rewards, medical treatment, publication, secret service expenses, information technology, etc.

2.32. CBI's Projects outlay in BE 2018-19 is Rs. 81.78 crores. The project outlays for 2018-19 include allocations in respect of the following 5 projects:-

- (i) Modernization of CBI Training Centre - Rs.4.00 crores (Capital Section)
- (ii) CBI e-Governance - Rs.5.18 crores (Revenue).
- (iii) Comprehensive modernization & purchase of land / construction of office/ residence buildings for CBI - Rs. 50.02 crores (Capital).
- (iv) Comprehensive modernization of CBI branches/ Offices Rs. 4.97 crores (Revenue)
- (v) Technical and Forensic Support Units of CBI- Rs.17.61 crores (Revenue)

(e) **Major Head: 2062 – Vigilance (Lokpal) and**

Major Head: 4059 – Capital Outlay on Public Works (Lokpal)

Table No. - XII

Budgetary Allocation - Vigilance and Lokpal

(Rs. in crores)

2018-19	Revenue (MH:2062)		Capital (MH:4059)		Total
	Voted	Charged	Voted	Charged	
Proposed Allocation	0.00	3.79	0.00	0.50	4.29

2.33. Under the Major Head 2062, Minor Head 102 takes care of the Establishment Expenditure of Lok Pal (Charged Expenditure). There is a token allocation of Rs. 3.79 crores to meet the Establishment Expenditure of Lok Pal as and when it is established. A token provision of Rs. 0.50 crores has also been provided under the Establishment (Capital) Major Head 4059 to meet the expenditure for 'Acquisition of land & construction of building for Lok Pal.'

(f) **Major Head: 2070 – Other Administrative Expenses and**
Major Head: 4059 – Capital Outlay on Public Works

Table No. - XIII

Budgetary Allocation

(Rs. in crores)

2018-19	Revenue (MH:2070)		Capital (MH:4059)		Total
	Voted	Charged	Voted	Charged	
Scheme- Central Sector Schemes/ Projects	134.00	0.00	18.75	0.00	152.75
Establishment & Other Allocations	127.77	0.00	2.00	0.00	129.77
Total	261.77	0.00	20.75	0.00	282.52

(g) Major Head 2070.00.003-Training

(i) Grants-in-aid to Indian Institute of Public Administration (IIPA)

2.34. IIPA is a premier institute engaged in training and research activities. It is an autonomous organization that provides for capacity building of Civil Servants, especially in the areas of Public Policy and Public Administration. The Department of Personnel and Training has been providing a maintenance grant to IIPA so as to ensure its smooth functioning. Proposed grants-in-aid assistance to IIPA in BE 2018-19 are as under.

Table No. - XIV

Budgetary Allocation - IIPA

(Rs. in crores)

Sl . No.	Head	BE 2018-19
1	Grants in Aid General	5.00
2	Grants in Aid Salaries	7.00
3	Grants for Creation of Capital Assets	3.00
	Total	15.00

(ii) Lal Bahadur Shastri National Academy of Administration (LBSNAA)

2.35. The Lal Bahadur Shastri National Academy of Administration (LBSNAA) is India's premier institution dedicated to training of Officers of the country's higher Civil Services. Its mandate includes the following:

- Induction level training to members of the All India Services and Central Services (Group A) through a common Foundation Course.
- Induction-level and post-entry professional training for officers of the Indian Administrative Service (IAS) including Mid-Career Training Programmes.
- Other in-service training programmes for the IAS and other services.

2.36. The Establishment provision of the Lal Bahadur Shastri National Academy of Administration, Mussoorie is Rs. 41.22 crores in BE 2018-19.

2.37. 14.56% of the overall Establishment allocation is meant for Mid Career Training Programme, 44.76% for salaries and the remaining 40.68% of the provision is meant for payment of wages, over time allowance, medical treatment, traveling expenses, rent rates taxes, office expenses, professional services, publication, minor works, other administrative expenses, etc.

2.38. The Scheme allocation for the Scheme 'Improvement of Infrastructure and upgradation of essential facilities at LBSNAA' is proposed at Rs. 28.75 crores, which

includes a provision of Rs.11.00 crores under Revenue Section and Rs.17.75 crores under Capital Section.

(iii) Institute of Secretariat Training and Management (ISTM)

2.39. The Institute of Secretariat Training and Management (ISTM) is a multi-disciplinary organization specializing in capacity building, consultancy and research support, particularly for the Central Secretariat officials. The institute has the responsibility of conducting foundation and refresher courses for officers in various levels of Central Secretariat, besides sending its peripatetic teams to States / Union Territories to fulfill its mandates. Training by ISTM covers the areas of personnel administration and office management, financial management, management services and computer application, behavioral and secretariat skills and training of trainers.

2.40. The Establishment outlay of ISTM is proposed at Rs. 32.80 crores in BE 2018-19.

2.41. Out of the overall Establishment provision of Rs.32.80 crores, 21.65% is meant for ISTM's salaries, 69.63% is for meeting the expenditure relating to mandatory Training of CSS/CSSS officers (Salaries: Rs. 7.84 cr, 23.90%, Other Administrative Expenses: Rs. 15 cr, 45.73%). The remaining 8.72% is towards payment of establishment related expenses like wages, over time allowance, medical treatment, travel expenses, office expenses, information technology etc.

2.42. The scheme 'Augmentation of Training facilities at ISTM' aims at continuous modernization and up gradation of infrastructure facilities of the Institute so as to commensurate with its status as one of the leading Training Institutions of Govt. of India. The proposed scheme outlay for ISTM is proposed at Rs. 2.00 crores in BE 2018-19 (Revenue: Rs. 1.00 cr and Capital: Rs. 1.00 cr).

(iv) Other Training Schemes

2.43. The Training Division of the Department of Personnel & Training conducts Management Development Programme for empanelled Deputy Secretaries/Directors, Special Programme for Deputy Secretaries/Directors of CSS and Advanced Professional Programme in Public Administration.

2.44. The Professional Services head of training division has an outlay of Rs. 2.30 cr in BE 2018-19.

2.45. Scheme Outlay under the two training schemes is Rs. 86.00 crores in BE 2018-19 as against Rs.88.00 crores provided in BE 2017-18.

- i) **Training Scheme: Training for All** - The proposed annual scheme outlay for the scheme is Rs. 26.00 crores and the activities proposed are:-
 - a) Training support – Under this various thematic training programmes in priority areas of Central Government Ministries to be conducted at Apex State training Institutes, select Central Training Institutions etc. are sponsored.
 - b) Intensive Training Programme:- Under this component, demand driven training of frontline government functionaries in close coordination with line Departments are organized.
 - c) Augmentation of capacity of training institutions:- Under this component, greater support for hardware, software courseware, training aids/kits, case studies, library publication, training films and other miscellaneous training related activities is provided.
- ii) **Training Scheme: Domestic Funding for Foreign Training (DFFT)** – The proposed allocation under the scheme in BE 2018-19 is Rs. 60.00 cr. Since most of the external funding for the foreign training of civil servants has come to an end, a decision was taken for domestic funding for foreign training. This was felt necessary largely because policy formulation in India cannot take place in isolation of international developments, particularly at a time when we are ourselves trying to integrate our economic policies with global trends. It is with this in mind that a proposal for domestic funding for foreign training was developed, comprising of (a) Long term training (b) Short term training and (c) Partial support to those who secure admission on their own.

(h) Major Head: 2070.00.800 - Other Expenditure

(i) Public Enterprises Selection Board (PESB)

2.46. The Establishment related provision for PESB has been increased from Rs.4.48 crores (in RE 2017-18) to Rs. 4.64 crores in BE 2018-19. The marginal increase is on account of normal increase in salaries and allowances.

(ii) Central Information Commission (CIC)

2.47. The provision is meant for the establishment related expenditure of Central Information Commission, set up under the Right to Information Act, 2005. The outlay of CIC is proposed to be enhanced from Rs.21.40 crores (in BE 2017-18) to Rs. 21.59 crores in BE 2018-19. There is very negligible increase in allocation in BE 2018-19 over BE 2017-18. 41.22% of the Establishment provision is for salaries and the remaining 58.78% is for other establishment related expenses like medical treatment, travel expenses, professional services, publication, other administrative expenses, minor works, over time allowance, information technology, rental liabilities, etc.

2.48. The outlay for two projects of CIC is proposed at Rs.3.16 crores in BE 2018-19, brief details of which are as under:-

- i) Construction of Office Building of CIC (Capital)-Rs. 2.00 crores
- ii) Effective Implementation of RTI Act (Revenue) – Rs1.16 crores.

The following activities are undertaken under this project:-

- Video Conferencing facility at CIC.
- Dak digitization.
- Preparation of Publicity Material on RTI.
- Setting up of call centre for CIC.

2.49. The total BE 2018-19 allocation under three Projects/ Schemes, one each of DoPT, DARPG and DPPW is Rs. 41.50 crores, which is detailed as under:-

- (i) DoPT Revenue: Propagation of Right to Information Act (Project) - Improving transparency and accountability in Government through effective implementation of RTI Act, Rs. 5.50 crores;
- (ii) DARPG Revenue: Scheme for Administrative Reforms, Rs. 30.00 crores; and
- (iii) DPPW Revenue: Pensioners' Portal Scheme, Rs. 6.00 crores.

(i) Major Head: 7601 - Loans and Advances to State Governments – House Building Advance to All India Service Officers

Table No. - XV

(Rs. in crores)

2018-19	Capital	
	Voted	Charged
Proposed Allocation	0.00	1.65

2.50. The above provision under Capital (Charged) Section of the Grant is meant for reimbursement to State Governments against the House Building Advances paid to All India Service Officers. The provision is included centrally in the Budget of the Ministry in order to cover the entire All India Service Officers posted in different States. The advance is repayable along with interest at the prevailing interest rates. The allocation proposed in BE 2018-19 is Rs.1.65 crores.

DEMAND NO. - 71

CENTRAL VIGILANCE COMMISSION (CVC)

2.51. The Central Vigilance Commission (CVC) is an apex integrity institution of India. As per Section 13 of the CVC Act, 2003, the expenses of the Commission are 'charged' on the Consolidated Fund of India. Accordingly, entire Demand No. 71 is a 'charged' expenditure.

2.52. Budgetary allocation of Rs. 32.61 crores has been projected for Central Vigilance Commission. The entire demand consists of Revenue expenditure only. Given below are BE, RE and Actuals of the past three financial years:

Table No. - XVI

CVC – Budget at a Glance

(Rs. in crores)

Year	2015-16	2016-17	2017-18	2018-19
BE	27.68	27.68	27.68	32.61
RE	24.26	27.68	31.03	---
Actuals	24.20	27.68	26.48 (upto 12.02.2018)	---

2.53. The Commission has been allocated Rs. 32.61 crores for the BE 2018-19, which is an increase of Rs. 4.93 crores over BE 2017-18 and Rs. 1.58 crores over RE 2017-18.

DEMAND NO. – 79

UNION PUBLIC SERVICE COMMISSION (UPSC)

2.54. The Union Public Service Commission is a body constituted under Article 315 of the Constitution to conduct examinations for appointment to the services of the Union. Article 322 provides that the expenses of UPSC shall be charged on the Consolidated Fund of India. Thus the entire Demand No. 79 is a charged expenditure.

2.55. Budgetary allocation of Rs. 297.61 crores has been projected for the Union Public Service Commission. The entire demand consists of Revenue expenditure only. Given below are BE, RE and Actuals of the past three financial years:

Table No. - XVII

UPSC – Budget at Glance

(Rs. in crores)

Head	Actuals 2016-17	BE 2017-18	RE 2017-18	BE 2018-19
Total expenses	241.79	229.19	241.30	297.61

2.56. The Commission has been allocated Rs. 68.42 crores more than their allocation in BE 2017-18 and Rs. 56.31 crores more than RE 2017-18.

2.57. The Committee after analyzing the trend of expenditure in the FY 2017-18 in the Ministry observes that as on 31st December, 2017, the Ministry has been able to spend only about 62% of the funds under schemes. The Ministry has only two schemes - (i) Training Schemes; and (ii) Administrative Reforms & Pensioners Scheme, for which it was allocated a meager amount of Rs. 157.90 crores in BE (2017-18), which was subsequently reduced to Rs. 150.96 crores at the RE stage and out of that 38% of the funds have remained unutilized as on 31st December, 2017. As per the instructions of the Ministry of Finance, expenditure in the last quarter is to be restricted to 33% ceiling and last month (March) expenditure to 15% ceiling. Thus, performance of the Ministry in terms of utilization of funds under schemes leaves much to be desired. A focused planning and close monitoring of utilization of funds is required on the part of the Ministry. The Committee, therefore, recommends that the Ministry should identify the bottlenecks responsible for not being able to maintain the pace of utilization required as per the instructions of the Ministry of Finance and take remedial measures so as to improve its performance in utilization of scheme funds in the future. Further, considering the mandate of the Ministry, number of schemes and funds allocated to it seems very modest. The Committee, therefore, recommends that the Ministry should devise more schemes and programmes aimed at improving the Human Resource potential and productivity of government employees and seek higher allocations in future.

2.58. As per the data provided, the Ministry projected a requirement of Rs. 3190.10 crores for BE 2018-19 to the Ministry of Finance, against which an allocation of only Rs. 1527.00 crores has been approved. Thus, the Ministry has been allocated just 48% of the allocation sought from the Ministry of Finance. This indicates that either the projections of the Ministry were overestimated or they have received inadequate funds. Further, the allocation under BE 2018-19 approved by the Ministry of Finance is even less than RE 2017-18. Compared to RE 2017-18, there have been reductions in BE 2018-19 allocations of almost all organizations under the Ministry and in almost all of the object-Heads. The reduction is more evident in Capital allocation, where the reduction is about 45% compared to BE 2017-18 and about 13% compared to RE 2017-18. The Ministry of Personnel, Public Grievances & Pensions and organizations under its administrative control play a very important role in the personnel management of the Government of India and in the governance of the Country. They need sufficient funds to cater to their requirements; to execute ongoing schemes/programmes and to initiate new schemes/programmes. Thus, the Committee strongly recommends that the Ministry and its organizations are allocated sufficient funds in the FY 2018-19 to carry out its mandate and additional requirement of funds may be provided at the RE stage.

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CHAPTER - III

POLICIES, PROGRAMMES AND SCHEMES OF THE MINISTRY

3.0. The Committee, while examining the Demands for Grants (2018-19) of the Ministry, besides making appraisal of functions of the Departments and other institutions under its administrative control, also made detailed study of recent policies, programmes and schemes undertaken by the Departments and Organizations under them.

DEPARTMENT OF PERSONNEL AND TRAINING

CENTRAL BUREAU OF INVESTIGATION (CBI)

3.1. Central Bureau of Investigation (CBI) is a federal investigating agency of the country. It derives its power of investigation from the Delhi Special Police Establishment Act, 1946. The Appointment of Director, CBI is regulated by the Central Vigilance Commission Act, 2003. It investigates bribery and corruption cases by Public Servants working in Union Government, Public Sector Undertakings and Public Sector Banks, under the supervision of Central Vigilance Commission. It also investigates multi-State organised crimes, major scams, frauds, embezzlements having wider ramifications, cases of terrorism, homicide, etc. It also takes up those cases referred to it by Constitutional Courts and requested by the State Governments. It is the INTERPOL agency in India. From time to time, Special Courts are set up for quicker trial of cases investigated by CBI.

Utilization of Funds

3.2. The scheme/project outlay for the CBI in BE 2018-19 is Rs. 81.78.00 crores as against Rs. 136.00 crores in BE (2017-18) which was reduced to Rs. 83.00 crores at the RE stage. However, the CBI has been able to spend only 41% of the funds allocated under schemes up to 22.02.2018. The funds allocation and utilization trends under schemes of CBI can be gauged from the following figures:

Table No. - XVIII

CBI – Allocation and Utilization of funds

(Rs. in Crores)

Sl. No.	Schemes/Projects	BE 2017-18	RE 2017-18	Expenditure of RE 2017-18 (as on 22/02/2018)	BE 2018-19
1	CBI e-Governance: Revenue	15.37	8.59	18%	5.18
2	Modernization of Training Centers: Capital	40.00	5.56	100%	4.00

3	Establishment of Technical & Forensic Support Units: Revenue	20.00	20.00	2%	17.61
4	Comprehensive Modernization and Purchase of land / construction of office/residence buildings for CBI: Capital	53.86	46.85	53%	50.02
5	Comprehensive modernization of CBI Branches/ Offices: Revenue	6.77	2.00	84%	4.97
Total		136.00	83.00	41%	81.78

3.3. The CBI has five projects/schemes - three on the Revenue side and two on the Capital side. The Committee has been repeatedly pointing to the slow pace of fund utilization in the CBI, especially in the scheme head, since the past few years. In the present Financial Year 2017-18 also, on Schemes/Projects, the agency has been able to utilize only 12.11% of funds on the Revenue side and 58.37% on the Capital side as on 22.02.2018. Because of the slow pace of fund utilization, CBI's funds are steeply reduced at the RE stage and consequently the Budget Estimates of next year are also reduced. The CBI should, therefore, scrupulously monitor the pace of implementation of its schemes and expenditure to ensure timely completion of projects, thereby avoiding fund reduction by the Ministry of Finance at the RE stage. The Committee also recommends that the 'Project Monitoring Committees' constituted for monitoring progress of ongoing projects and the DoPT should strictly monitor the pace of expenditure and timely address the issues arising during the implementation.

Capacity Building in CBI

3.4. The CBI has the following projects for capacity building and strengthening infrastructure:

- (i) Strengthening Capacity Building and Up-gradation of ICT Infrastructure in CBI (e-Governance Project - Revenue);
- (ii) Technical and Forensic Support Units (TAFSUs), including setting up of CTV-CBI (Revenue);
- (iii) Comprehensive Modernization of CBI Branches/Offices (Revenue);
- (iv) Modernization of CBI Training Centre, including setting up of ICEI-CBI at CBI Academy, Ghaziabad (Capital);

- (v) Comprehensive Modernization and Purchase of land/Construction of Office/Residence buildings for CBI (CMPLCORB) (Capital); and
- (vi) Purchase of land/construction of office/residential building at Bandra Kurla Complex, Mumbai (Capital).

3.5. The Committee is of the view that there is a need for capacity enhancement and skill development of the personnel working in the CBI on continuous basis and commends the schemes/projects of CBI like setting up of Centralized Technology Vertical (CTV) - CBI, International Centre of Excellence in Investigation (ICEI-CBI) and International Centre of Excellence in Forensic Science. In this regard, the announcement of setting up of ICEI-CBI at CBI Academy, Ghaziabad was made by the Hon'ble Prime Minister of India in the year 2015 to render world class Certified Courses on Investigation and Prosecution in specialized and emerging domains of crime including cybercrime to the Law enforcement community of India. However, the Centre is yet to see the light of the day and is still pending at various stages of approval. The Committee, therefore, recommends that the CBI and the Government should expedite various approvals required for setting up of this Centre and in the ATR to this report, the CBI should provide details of steps taken in that direction.

Vacancy and Pendency of cases in CBI

3.6. The CBI in its submissions before the Committee has also informed about the following vacancies at different levels:

Table No. - XIX

CBI – Vacancy position

(as on 01.02.2018)

Cadres	Sanctioned Strength	Actual Strength	Vacancy	% of Vacancies
Executive Ranks	5000	4207	793	15.86
Law Officers	370	265	105	28.37
Technical Officers	162	71	91	56.17
Ministerial Staff	1672	1390	282	16.86
Canteen Posts	70	36	34	48.57
TOTAL	7274	5969	1305	17.94

3.7. The Committee has been further apprised that the CBI, as a multidisciplinary premier investigation agency, investigates cases wherein sensitivity and dimensions require high degree of expertise, hard work, professionalism and responsibility. Due to the deputationist character of the Bureau, there will always be certain vacancies due to the cyclical nature of officers coming and going on deputation, and active cases seeking new officers on deputation are always under process. However, CBI is proactively making efforts and pursuing all stakeholders to ensure filling up of its vacancies at all ranks. Actions taken by CBI to fill up the existing vacancies in a time bound manner are as under:-

- (i) Requisitions are being made for dossiers from the recruiting agencies, i.e. UPSC/ SSC for filling up the posts under direct recruitment quota such as Law Officers PP/APP, Sub-Inspector, LDC & Stenographers.
- (ii) Action is being taken to hold DPCs for promotion of officers in various ranks under promotion quota.
- (iii) Action to fill up vacancies in various ranks under deputation quota, is being taken as per the provision in RRs pertaining to the ranks. Circulars/ Advertisements are being issued/published for inviting applications for filling up various gazetted and non-gazetted posts.
- (iv) Induction of officials of CPOs/State Police as Inspector in CBI on deputation basis is under process. Requisition has been sent to their parent departments for furnishing their service particulars, ACR folders, etc.
- (v) All CPOs as well as State Police are regularly requested to send nomination of officers/officials for deputation in CBI.
- (vi) Personnel in the rank of Constable from various CPOs/State Police are being selected on deputation in CBI.
- (vii) Proposals have been sent to UPSC through DoPT for induction of suitable officers in various Technical ranks in CBI.

3.8. On pendency of cases in CBI, the Committee has been apprised that as on 31.12.2017, CBI has a total number of 1365 cases pending under investigation. Out of these, 92 cases are pending under investigation for more than 3 years. 736 cases are related to corruption and the other cases entrusted with the CBI for investigation are related to offences committed under various other Acts, like the Indian Penal Code 1860, Information Technology Act, Narcotic

Drugs and Psychotropic Substances Act, 1985, Indian Wildlife (Protection) Act, Prize Chits & Money Circulation Schemes (Banning) Act, etc.

3.9. Further as on 31.12.2017, 100 cases were pending for want of Sanction for Prosecution awaited from various Departments/State Governments. Out of these, 35 cases are pending for more than three months. It was informed that CBI is making all out efforts to procure the sanction for prosecutions from concerned agencies in order to put the cases before the competent Courts for commencement of their trials. In this regard, DoPT and CVC are also being requested time and again to take up the issue of pending sanctions with the concerned disciplinary authorities to expedite the issuance of the same.

3.10. The Committee observes that the level of vacant positions in Executive Ranks, Law Officers and Technical Officers is about 16%, 28% and 56% respectively. At the top level, out of 04 posts of Spl. Director/Additional Director, 03 are lying vacant. CBI, in their presentation, has stated that they are feeling the impact of vacancies due to rising burden of investigations. The Committee is deeply concerned about the vacancies remaining unfilled in the CBI due to various reasons. In the previous two reports on DFGs 2016-17 and 2017-18 of the Ministry of Personnel, Public Grievances and Pensions also, the Committee had raised this issue and had recommended remedial measures to be taken to overcome this situation. However, nothing is visible on the ground. Efforts of the Government in this regard have not yielded the desired results. The Committee is apprehensive that this level of vacancy in the CBI will have an impact on the performance of the agency. Increasing number of cases are now being referred to the CBI pertaining to areas like internal security, cyber-crimes, corruption, financial irregularities and the nation cannot afford to have its premier investigative agency understaffed and thus ill-prepared. To overcome the perennial problem of vacancies in the CBI, the Committee recommends that the Government should take proactive steps in filling up of vacancies well in advance and simplify the recruitment rules, so as to overcome the procedural bottlenecks in filling up of vacancies. Government may also consider making terms of deputation to CBI more rewarding in order to retain capable officers and to attract best officers from the State Police Forces, Central Para Military Forces, Intelligence Bureau, etc.

Shortage of Residential Accommodation in CBI

3.11. On housing scenario, the CBI has informed that the present sanctioned strength of CBI is 7274 and the organization has only 1732 residential quarters at different places and 678 more residential quarters are proposed to be constructed/acquired. Against MoUD norms of Housing Satisfaction level of 70% in Delhi and 60% elsewhere, the overall satisfaction level is 23.85% presently, and it would be enhanced to 32.99% after construction of quarters at Maidangarhi, Delhi, Goa, Jabalpur, Pune and Thiruvananthapuram. Further, the housing satisfaction level is 15% at Delhi, 26.48% at Mumbai and 14.50% at Kolkata and there are no Quarters at ten locations, viz. Ranchi, ACB Ghaziabad, Jammu, Port Blair, Pune, Shillong, Shimla, Srinagar, Thiruvananthapuram and Madurai.

3.12. The Committee observes that even with the construction of additional quarters, a huge gap would still remain between the actual satisfaction level and that prescribed under the Ministry of Urban Development norms. Therefore, the Committee recommends that funds for acquiring land and building staff quarters for CBI at Delhi and other locations should be significantly enhanced, to bring the satisfaction level up to the level prescribed by the Ministry of Urban Development. The CBI should also ensure that funds allocated for the purpose are fully utilized. Further, the CBI in their ATR to this report is requested to provide a blueprint on achieving such levels of housing satisfaction in the agency.

STAFF SELECTION COMMISSION (SSC)

3.13. The Government of India constituted the Subordinate Services Commission on 4th November 1975, which was subsequently re-designated as the Staff Selection Commission w.e.f. 26th September, 1977. The Commission is mandated to make recruitment to Group 'B' (Non-Gazetted) and Group 'C' (Non-Technical) posts in the Government of India. The Commission has also been assigned the additional responsibility of making recruitment to Group 'B' (Gazetted) posts of Assistant Accounts Officer and Assistant Audit Officer for the Indian Audit and Accounts Department.

3.14. Today, the Staff Selection Commission is one of the largest recruiting agencies in the country in terms of number of applicants who apply for various posts in the Government of India. The number of applications (registered candidates) for various examinations of the SSC has increased manifold during the past decade. During the year 2008-09, the total number of candidates who registered for various examinations conducted by the Commission

was 9.94 lakh, which increased to over 2 crores in the FY 2016-17, which is more than 20 times the candidature registered in 2008-09. In the current FY 2017-18, the Commission is anticipating that approx. 2 crores candidates would be applying for various examinations to be conducted by SSC. This enormous increase in the size of candidature for various examinations conducted by the Commission has brought a plethora of challenges with it. The biggest challenge faced by the Commission is shortage of manpower at various levels vis-à-vis the increased workload. During the last ten years, there has been no increase in the sanctioned manpower strength of the Commission, which remains static at 481. Moreover, 115 posts are lying vacant as on 31.12.2017, i.e. 24% of the sanctioned strength of the Commission.

3.15. The Commission in their written reply to the questionnaire of the Committee has also provided details of the examinations cancelled by them during the past five years and reasons thereof and the details are given as under:

Table No. - XX

SSC – Examinations cancelled in past five years

Sl. No.	Name of Examination Cancelled	Reason(s)
1.	Combined Graduate Level Examination (CGLE), 2013	Various irregularities and malpractices
2.	Combined Higher Secondary Level Examination (CHSLE), 2013	Non-issue of admit card to the total no. of 432 candidates.
3.	CGLE, 2014	Loss of post examination material
4.	CHSLE, 2014	Cheating and malpractice cases at Raipur, Chandigarh, Allahabad and Delhi.
5.	Constable (GD) Examination, 2015	Cheating cases
6	SI / CAPF Examination, 2016	Leakage of question papers (OMR mode)
7	MTSE (NT), 2016	Leakage of question papers (OMR mode)
8	CGLE, 2016 (CBE – Tier I)	Leakage of question paper
	CGLE, 2016 (CBE – Tier II)	Server glitches affecting 9571 candidates

3.16. The Committee has been further informed by the Commission that as on 31.12.2017, there are 2220 court cases pending before various Courts in which SSC is a party. Out of these 2220 court cases, 08 cases are pending before the Hon'ble Supreme Court of India and the remaining 2212 cases are pending before various High Courts and Benches of Central Administrative Tribunal (CAT).

3.17. Under new initiatives, the Commission has informed that in line with the announcement made by the Hon'ble Finance Minister in his Budget Speech (2016-17), Government of India has proposed to introduce a Common Eligibility Test (CET) to shortlist candidates for vacancies of Group 'B' (Non-Gazetted) and below level posts in the Government of India. Through this exercise, the entire recruitment system would be revamped and rationalized in two distinct stages, i.e. (i) Tier-I - a Common Screening Test subsuming the preliminary Tier-I examinations conducted by all recruiting agencies of the Government of India, viz. SSC, Railways, Banking, etc; and (ii) Tier-II – the main Examinations to be conducted independently by the concerned recruiting agencies.

3.18. To kick start the process under the revised dispensation, candidates would mandatorily have to register themselves on a dedicated portal developed by the National Career Services (NCS) of the Ministry of Labour & Employment, which would generate a unique ID for each candidate. CETs would be conducted at three levels: (i) Matriculation Level; (ii) Higher Secondary (10+2) Level; and (iii) Graduation Level. About 5 crore candidates are estimated to register for all the three levels of CETs making it the largest examination in the world.

3.19. Considering the enormity and complexity of the task, the Group of Secretaries had recommended for creation of a Multi-Agency Body. However, subsequently, the Government has entrusted this responsibility to the Staff Selection Commission in lieu of the Multi-Agency Body, with assured Government support, for which the Commission has already submitted the requisite proposals to Government. It has been decided that in the Financial Year 2018-19, only one level of CETs, i.e. at the Graduation Level, would be conducted in February, 2019. In the successive year(s), all the three levels of examination would be conducted.

3.20. The Government has proposal to make CET scores valid for a period of two years. The candidates would use their scores for appearing in Tier-II examinations, which would be conducted independently by the respective recruiting agencies. There is also scope for the CET scores to be used by State Governments / Public Sector Undertakings / Private Sector for recruitment of their manpower.

3.21. On the query of some Members of the Committee, the Secretary, DoPT and the Chairman, SSC in their deposition before the Committee informed that as of now, the Government proposes to include only those examinations in CET which are presently

conducted in English and Hindi medium only. Later on, once they acquire necessary capability to conduct examinations in Eighth Schedule languages, only then they will start conducting CET in those languages.

3.22. In the past decade registration of candidates for various examinations conducted by the Commission has increased twenty folds, however, the sanctioned staff strength of the Commission has remained static during the same period and as of now they are working on a depleted staff strength of 3/4th of their sanctioned strength. Further, with the superimposition of an additional duty to the Commission for conducting Common Eligibility Test (CET) from next year, additional manpower and infrastructural support is required by the Commission. In view of this, the Committee strongly recommends that the present sanctioned strength of the Commission is thoroughly reviewed and sufficient resources in terms of manpower and infrastructure are provided to the Commission, so that it fulfills its mandate properly.

3.23. The SSC was created to ease the burden of the UPSC by taking-over the recruitment for posts below Group 'A' level. Over the years, the workload and responsibilities of the Commission have increased exponentially. However, the status of the Commission has remained of an 'Attached Body' under the DoPT. Thus, the Commission has to depend entirely on the Government for all its needs and has no autonomy. The Expert Group constituted by the Government in the year 2014, under the Chairmanship of Shri I.M.G. Khan, for reviewing the examination system in the SSC, had inter alia recommended according Statutory status to the Commission, which in turn would contribute to greater functional autonomy, faster decision making and efficiency in the overall performance and delivery of results by the Commission in the recruitment process. In this regard it is pertinent to mention that the Committee in its Seventy-sixth and Eighty-third Reports has supported the recommendations of the Expert Group to accord statutory status to the Commission. The Committee feels that a recruitment body of SSC's stature should be given autonomy at par with the UPSC and thus, recommends that Commission be given statutory status without any further delay.

3.24. As per the information provided by the Commission, the SSC has had to cancel Nine of its examinations, fully or partially, in past five years. Most recently, the SSC had to recommend for a CBI enquiry into allegations pertaining to the conduct of CGL (Tier-II) Examination 2017. Such cancellation of exams is a complete waste of efforts

and resources of both the aspirants and the Government and also dims the image of the Commission in the eyes of general public. The job aspirants lose their precious time and effort that they have put in preparing for those exams. On the other hand much of time and money of the Commission is lost and the user Departments have to wait more for getting shortlisted candidates for appointment. The Committee feels that the sanctity of examination process must be maintained and it is equally important that the trust of public in general and of examinees in particular, in the examination process is maintained at any cost. Therefore, the Committee recommends that learning from the past experiences, the Commission should spare no efforts in making the process of examination free from all types of malpractices and technical glitches. As the examinations have gone online and the IT infrastructure for conduct of examinations are hired from private institutions/labs and technical service providers, these entities should be closely supervised by the Commission and adequate number of Central Government officers should be deployed at examination centers in invigilation/supervisory capacity. In addition to this, regular audit of the hardware and software should be carried out by government agencies for making the examination foolproof. As the SSC has been entrusted with the responsibility for conducting Common Eligibility Test (CET) from next year, the Commission has got its work cut out to conduct the exam in a fair and efficient manner, free from all malpractices.

3.25. The Common Eligibility Test (CET) proposed to be conducted from next year is an ambitious endeavor of the Commission and in the long term will benefit both the Government and the job aspirants. It will reduce the number of examinations conducted by various agencies of the government and will save significant amount of money spent on conducting these examinations by different recruiting agencies. Conducting screening test (i.e. first stage) of any examination is very difficult as the number of applicants are huge compared to the actual number of seats slated to be filled. By using scores of the CET, the work of other recruiting agencies of conducting subsequent stages will become easier. In future, the CET scores may be further used by State Governments, if they so desire and even private companies may use it for short-listing candidates for employing them.

3.26 The Committee notes that initially the Government will be conducting the CET only in English and Hindi medium. The Committee feels that conducting this examination in only two languages will be disadvantageous to a large chunk of job

seekers who are not proficient in these two languages. The Committee is of the view that since CET will be an objective type, multiple-choice questions based examination, conducting the same in other schedule eight languages should not be a difficult task to achieve and thus recommends that the Government should strive to hold CET in all eighth schedule languages in a phased manner.

CENTRAL ADMINISTRATIVE TRIBUNAL (CAT)

Vacancy of Members and lack of Infrastructure in CAT

3.27. The Central Administrative Tribunal was set up under the Administrative Tribunals Act, 1985 for expeditious adjudication of disputes with respect to recruitment and conditions of services of persons appointed to public services and posts in connection with affairs of the Union or any other authority under the control of Government of India, in pursuance of Article 323-A of the Constitution. The Tribunal has 17 main Benches and 21 circuit Benches spread across the country. Those Benches are manned by 66 Members. Out of 66 Members, one is Chairman, 16 are Vice-Chairmen and 49 Members. Fifty percent of the Members are from the judicial side, the other fifty percent from the administrative side. The Chairman and the Members of the Tribunal are appointed after consultation with the Chief Justice of India by the President of India. At present, the Tribunal exercises jurisdiction over 214 Boards/Corporation/Societies under Government of India, in addition to Ministries and Departments of Government of India. However, members of Para-military Forces and Armed Forces, officers and employees of Supreme Court of India, High Courts and Courts subordinate thereto, officers and staff of Parliament & State/UTs Legislature's Secretariats are excluded from the ambit of CAT. The Tribunal is guided by the Principle of Natural Justice and is not bound by Code of Civil Procedure, 1908. The Central Administrative Tribunal (Procedure) Rules, 1987 have been formulated to ensure smooth functioning of the Tribunal.

3.28 Out of the 66 sanctioned posts, 31 posts were lying vacant as on 31st December, 2017 (16 Administrative Members and 15 Judicial Members). The Tribunal has further informed that the process of filling up of 25 vacant posts of Members for the year 2017 and 6 carried over vacancies of 2016 is under consideration of the Government. Fourteen anticipated vacancies of 2018 have been reported to the DOPT in October, 2017. Vacancies of Members for the year 2017 (Administrative Member- 14 and Judicial Members - 11) were advertised by the DOPT on 03.02.2017. However, due to amendment in the rules governing the

conditions of services of the Chairman and Members of the CAT in accordance with the provisions of the Finance Act, 2017, last date for receipt of applications was extended up to 30.06.2017 by DOPT. The Selection Committee has already held meetings to recommend candidates as per the provisions of the Tribunal, Appellate Tribunal and other Authorities (Qualification, Experience and other conditions of service of Members) Rules, 2017 as notified by the Central Government on 01.06.2017. These Rules are, however, under challenge before the Apex Court, which has stayed the retirement of Members till 15.04.2018.

3.29. Because of vacancies of either Judicial or Administrative Members, 14 Benches of CAT were/are not fully functional. These Benches are the Principal Bench (New Delhi), Allahabad, Ahmedabad, Bengaluru, Chennai, Chandigarh, Ernakulam, Guwahati, Hyderabad, Jaipur, Jodhpur, Lucknow, Mumbai and Patna. However, Chairman, CAT, has been authorizing Members from one Bench to another including Circuits, which involves almost all the Benches, as and when required and feasible in the interest of justice. Members are authorized to sit at Benches quite on and off so as to make the Bench functional at a particular place.

3.30. The volume of cases instituted and disposed of by CAT during the past three years (2015-2017) are given as under:

Table No. – XXI

Year	No. of cases instituted	Disposal during the year
2015	29089	25150
2016	26984	26266
2017	25386	20051
Total	81459	71467

3.31. In their deposition before the Committee, the Registrar, CAT informed that the main reason behind pendency is large number of vacancies of Members. At least two Members, one Judicial Member and an Administrative Member, are required to constitute a Division Bench. Vacancy of any one Member proves detrimental to disposal. Other reasons cited by him were non-completion of service by Members, delayed filing of pleadings by the parties and frequent adjournments sought by the parties.

3.32. As far as infrastructure in CAT is concerned, in their presentation before the Committee, CAT has informed that they do not have adequate infrastructure in consonance with their need to function efficiently. Some Benches of CAT are functioning from rented buildings and paying exorbitant rent, some buildings are dilapidated or old buildings, thus, there is need to have their own buildings. At present, 7 Benches of CAT are functioning from the rented buildings, viz. Bengaluru, Mumbai, Guwahati, Jabalpur, Lucknow, Chennai and Patna Benches. Land for construction of office building for Guwahati, Lucknow and Jabalpur Benches has been purchased. Construction work at these places is yet to start as CAT is facing difficulties in obtaining Administrative Approval/Financial Sanction of the Government because the plan submitted by the CPWD is not as per the space norms fixed by the Directorate of Estates in respect of CAT in the year 1994. It requires space for accommodating Bar, Litigants, consultation Room and facilities like Canteen, wash-rooms etc. and for keeping huge judicial records and Library, which are increasing day by day, and to meet future requirement. DoPT has stated that the norms in respect of CAT were fixed by the Directorate of Estates in consultation with CAT. Subsequently, no proposal has so far been received from CAT for revision of those norms. Some of the proposals received from CAT for purchase of land/construction of building, etc. are not in accordance with the established norms, which therefore are returned to CAT with a request for re-submitting those proposals with due justification for giving relaxation in those norms. As far as providing sufficient funds for the purpose of purchasing land/construction of building, etc., following are the details of the funds allocated to CAT and utilized by the Tribunal for this purpose for the last three years:

Table No. - XXII

(Rs in Crores)

Particulars	BE 2017-18	RE 2017-18	Proposed to MoF BE 2018-19	BE 2018-19
Purchase of Land & Construction of Building for various benches of CAT	11.78	3.50	18.00	5.00
Utilization	-	0.66	-	-

3.33. The Central Administrative Tribunal was established under Article 323-A of the Constitution for adjudication of disputes and complaints with respect to recruitment and conditions of service of persons appointed to public services and posts in connection with the affairs of the Union or other authorities under the control of the Government. In the statement of Object and Reasons on the introduction of the Administrative Tribunals Act, 1985, it is mentioned:

“It is expected that the setting up of such Administrative Tribunals to deal exclusively with service matters would go a long way in not only reducing the burden of the various Courts and thereby giving them more time to deal with other cases expeditiously but would also provide to the persons covered by the Administrative Tribunals speedy relief in respect of their grievances.”

3.34. The Committee is constrained to observe that even after thirty years of its establishment, CAT lacks human as well as physical infrastructure. The Tribunal is functioning on half its strength, as 31 of the 66 sanctioned posts of Members are lying vacant. Because of this 14 of the 17 Benches are not fully functional. No doubt, because of this the Tribunal is reeling under rising burden of pendency. As on 31st December, 2017, a total of 30,968 cases are pending, out of which 11,004 cases are pending for more than three years. These two issues are inter related and demand immediate redressal. The steps taken so far have not proved effective and resultantly both the problems of vacant positions and mounting pendency continue, thereby defeating the very purpose of CAT. The Committee suggests that strict timelines be drawn to fill up the vacancies and, if required, procedures of appointments be streamlined. The Committee also suggests that appointment process of Members of the Tribunal should start well in advance and the Government should examine the reasons for prematurely leaving of service by Members and take remedial measures. Further, the Committee desires that the DoPT and CAT should sit together to chalk out strategy to overcome the procedural hurdles in commencement of construction of buildings for Benches at three locations, at the earliest.

3.35. Seven Benches of CAT do not have their own building and the three Benches for which land has been acquired, construction is yet to begin due to purely procedural reasons. Year after year, the allotted funds are not utilized by the CAT for carrying out construction at these sites. The Committee is totally dismayed at the state of affairs in the CAT. For past many years, the Committee is repeatedly raising the issue of shortage

of Members and infrastructure scarcity in the CAT, but the Government appears to be indifferent to the recommendations of the Parliamentary Committee on strengthening CAT in terms of infrastructure and human resource. The Committee, therefore, once again reiterates that proper infrastructure in terms of physical as well as human, should be provided to the CAT, to achieve the desired level of performance. The Committee feels that more concerted efforts are required to make CAT effective and to serve the purpose for which it was established.

INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT (ISTM)

3.36. The Institute of Secretariat Training and Management (ISTM) was established in the year 1948 and its vision is to be centre of excellence in the area of secretariat training and management.

3.37. The mandate of the Institute is to impart training to officers of Central Secretariat Service (CSS), Central Secretariat Stenographers Service (CSSS) and officers of other organised/subsidiary services functioning in the Central Secretariat. CSS is a permanent bureaucratic set up of the Central Secretariat and has been primarily devised to manage the middle level posts of the Central Secretariat. The key responsibilities of the CSS officers include policy formulation, execution, monitoring and review; they are therefore referred to as the backbone of the Central Secretariat.

3.38. The Institute also provides training support to the State Governments, Union Territory Administrations, Central Public Sector Enterprises, Central Autonomous Bodies and other organizations in specialized and general areas. The Institute is entrusted with the task of providing orientation training to the officers coming on deputation to the Central Government under the Central Staffing Scheme as Deputy Secretary and Director. The ISTM is the nodal institute for capacity building of Central Government officers for implementation of Right to Information Act, 2005. ISTM is the lead institute in the areas of Training of Trainers and conducts national and international Training of Trainers courses. Besides, probationers of various organized services, like that of the Indian Administrative Service, Indian Administrative Service, Indian Foreign Service, etc. attend the short duration training programmes on Office Management, Personnel Management and Financial Management as well as, Central Secretariat Practices at ISTM.

3.39. ISTM also conducts Management Development Programme (MDP) for officers of the level of Deputy Secretary and above of the Government of India. The areas covered are

Financial Management, Management Principles, Good Governance, Knowledge Management, Behavioural Techniques and Cabinet Note Preparation in order to orient them towards effective service delivery in the Central Government.

3.40. Some other activities of the Institute include undertaking research studies, providing consultancy services and development of trainers in training techniques. The Institute also organizes workshops/seminars for SAARC and Commonwealth countries and conducts International Training of Trainers programme through ITEC programme of the Ministry of External Affairs.

3.41. ISTM has a status of an “Attached Office” under the DoPT. The Head of the Institute is “Director”, who is an officer of the level of Joint Secretary to the Government of India.

3.42. The achievement of the Institute in terms of training programmes conducted and number of participants over the years is given as under:

Table No. - XXIII

Years	No. of Training Courses	No. of Training sessions	No. of Participants
2014 – 2015	228	8995	6101
2015 – 2016	229	10270	7433
2016 – 2017	267	10039	7336
2017 - 2018 (upto 09.02.2018)	278	8290	8104

3.43. In their presentation before the Committee, the Institute has listed following as their focus/thrust areas as per the strategic plan of the Institute from 2017-18 to 2023-24:

- (i) Bolstering Infrastructure – new auditorium with 500 seating capacity, residential complex for Director & faculty, guest house for resource persons & creation of medical room;
- (ii) Strengthening Faculty competency & needs;
- (iii) Embedding Digital functioning & bringing efficiency for workflow and training;
- (iv) Improved engagement for improved reach – collaboration with national / international universities for long term training programmes and collaborative courses, establishing two regional centers of ISTM – one in North East and other in South; and
- (v) Centre for Excellence – for Gender Studies, Transparency Studies and Public policy and Good governance.

3.44. The status of manpower in the Institute is given as under:

Table No. - XXIV

Particulars	Sanctioned Strength	In-Position	Shortage
Faculty	29	19	10
Staff	69	45	24

3.45. In their written reply to the Committee, ISTM has stated that there are no encadred posts at the level of Deputy Secretary and Under Secretary for looking after the Administration & Cash unit, General administration, Coordination & Training activities, Infrastructure, System Administration and Hostel & Estate management. Presently, these works are assigned to the faculty members as additional charges. The Institute is also facing acute shortage of clerical staff.

3.46. The mandate entrusted to ISTM has increased manifolds during last few years. The infrastructure is not adequate vis-a-vis the mandate given to ISTM and thus affecting the performance of the Institute.

3.47. To ensure enhanced learning environment for trainees in the campus of ISTM, existing infrastructure needs to be upgraded. Taking all these requirements into consideration, it has been proposed to upgrade ICT Laboratory, provision of lift for barrier free access for Differently Abled persons in the Campus, upgradation of class rooms and upgradation of faculty rooms with improved working environment of the faculty. Upgradation of Hostel rooms will ensure hassle free and comfortable stay of the trainees in the Hostel.

3.48. The ISTM is a very old institute established way back in the year 1948 and it caters to the training and development needs of the employees of the Central Secretariat, viz. CSS, CSSS, CSCS, etc. who form the bedrock of the Central Government. However, in spite of being such an old institution and performing such an important role, the Institute has not grown much, especially when it is compared to the institutions like LBSNAA. This is perhaps due to the fact that Secretariat services, especially at the lower and middle level are not given their due weightage despite the fact that they play crucial role right from the policy formulation to the review stage. They serve as a permanent bureaucratic set up and thus form a coherent institutional memory. In view of this, the Committee strongly recommends that the ISTM should be developed into an institute of excellence and necessary resources in terms of funds and human resource should be provided to it to achieve its strategic plan of next five years.

3.49. The institute is functioning on a depleted strength, as one-third of its sanctioned posts of both, faculty and staff are remaining vacant. Also, in addition to their training job, faculty members are diverted to manage day-to-day activities of the Institute. In this background, the Committee recommends that the ISTM should be provided with necessary faculty and staff for effectively delivering on its mandate. Further, for performing Administrative, Financial and other managerial activities, separate posts of US/DS should be encadred for the Institute.

3.50. It is also recommended that the Institute should continually revise and upgrade its courses as per the changing needs of the Central Secretariat. The training modules devised by the Institute should focus on the practical aspects of the Secretariat management and should not be too academic. The Institute should also take a lead in developing and grooming Training Academies of States/UTs and organizations not falling under the Government of India.

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION (IIPA)

3.51. On the recommendations of Paul H. Appleby, an US consultant in Public Administration, Indian Institute of Public Administration (IIPA) was created under the Societies Registration Act of 1860. The Institute was formally inaugurated by the first Prime Minister of India, who was also the first President of the Society, on 29th March, 1954 in New Delhi. The IIPA is a grantee institution of the DoPT, Ministry of Personnel, Public Grievances & Pensions. The Vice-President of India is currently the President of the Executive Council of the Institute.

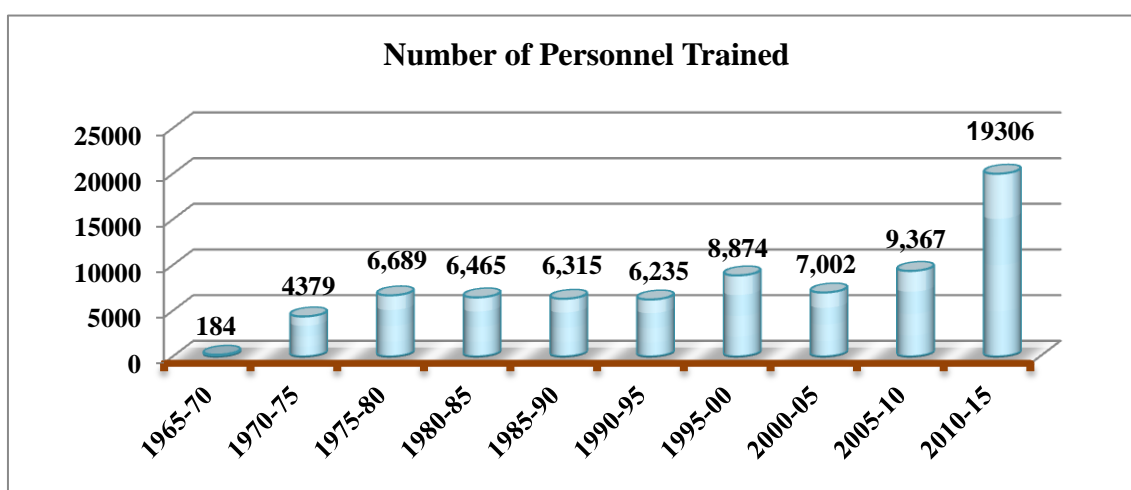
3.52. The main activities of the institute are training officials of Government of India, State Governments, Foreign Governments, International Organizations, Public Sector Units; Research Studies for Government and National & International Organizations; Dissemination of information through publications; Organization of conferences, seminars and workshops, Award of scholarships, grants & prizes and Collaboration with national and international administrative and academic institutions. In addition to this, the IIPA also provides research & training support to DoPT and various Ministries and Departments.

3.53. In capacity building, the Institute has contributed to the Government's flagship schemes in a big way. In addition to this, the Institute has more than 100 training engagements, seminars and conferences every year for around 4500 Public Administrators, Scientists and Professional managers in industry and Government.

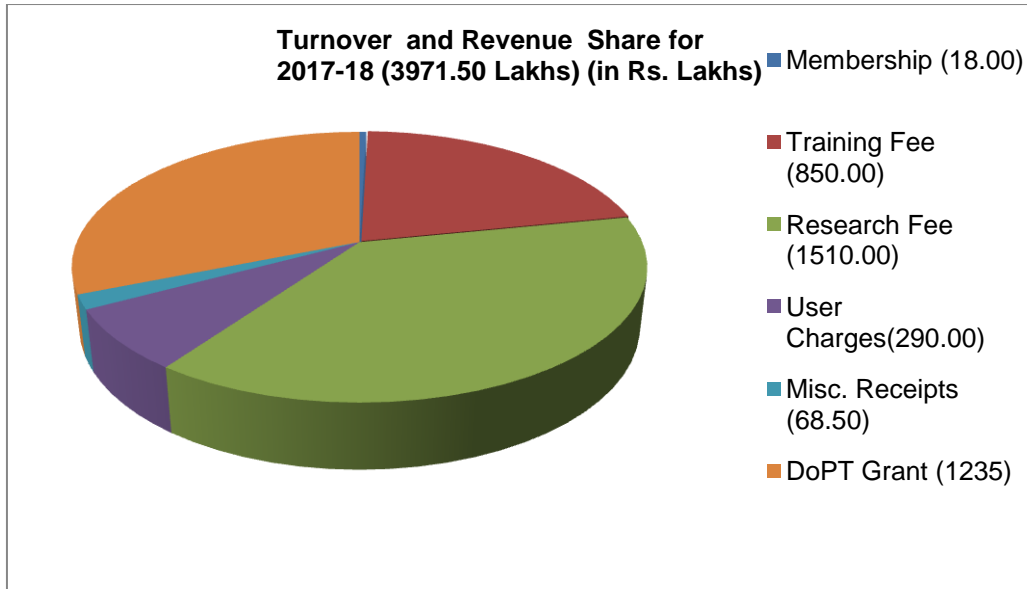
3.54. The Institute's present Research endeavors *inter-alia* includes the following areas:

- (i) Ganga Knowledge Centre;
- (ii) Scheme Evaluations;
- (iii) Swachh Bharat;
- (iv) Innovations in Urban Management;
- (v) Chronic Poverty;
- (vi) Consumer Protection and Redressal;
- (vii) Tribal Development and Extremism;
- (viii) Digital India;
- (ix) Public Health Management; etc.

3.55. Trends in number of personnel trained by the Institute since its inception are given in the following diagram:



3.56. Regarding their budget, in their deposition before the Committee, Director, IIPA informed that of their total revenue requirements, about one-third is received by way of grant-in-aid from the DoPT and the remaining is arranged by them through internal revenue generation from Membership Fee, Training Fee, Research Fee, User Charges, Misc. receipt, etc. Turnover and Revenue share for IIPA in the FY 2017-18 is given in the following diagram:



3.57. IIPA in their presentation before the Committee has informed that in previous years, IIPA has always utilized Grants fully, without surrendering or lapse of any amount. For BE 2018-19, the details of demand made to the DoPT vis-à-vis actual receipt is given below:

Table No. - XXV

(Rs. in crores)

Sr. No.	BE 2018-19 Heads	Demand Made	Grants provided
1	Grants in aid (General)	6.00	5.00
2	Grants in aid (Salary)	8.00	7.00
3	Grants in aid (Capital)	4.00	3.00
Total		18.00	15.00

3.58. From the above it can be seen that the IIPA is proposed to be granted Rs. 3.00 crores less grants than their demand. Further, IIPA has to implement the Seventh Central Pay Commission recommendations including arrears, for its faculty and staff which has already been implemented for other Training Institutions in the Government of India. The total requirement of funds for implementing the same would be Rs. 7.02 crores, out of which they would be able to arrange only 30% of the requirement and for rest Rs. 4.92 crores, DoPT has been requested to provide it as additional assistance.

3.59. Also, during the presentation before the Committee, the Director, IIPA informed that they intend to extend CGHS facilities (OPD only) to their retired employees, as they are presently deprived of the same. Extending this facility will require about Rs. 40.00 lakhs per annum for which they have requested the Committee to make recommendation.

3.60. IIPA is a premier institution on Public Administration in India under the patronage of the Hon'ble Vice-President of India. Over the years it has evolved into a knowledge centre in Governance and is engaged in capacity building & skill development of officers, applied research & evaluation services for schemes and administrative support for continuing services for the Central and State Governments.

3.61. The institute generates about 70 percent of its financial needs through its internal resources and for the rest it seeks grant-in-aid from the DoPT. The Committee is disheartened to note that the Institute is not able to garner adequate funds for implementation of Seventh Pay Commission recommendations for its faculty/staff and for extending CGHS facility (OPD only) to its retired employees. The Seventh Pay Commission recommendations have already been implemented in the Central Government and its training institutions. Their implementation in IIPA will go a long way to continue the motivation for outcome based performance in IIPA. Also, the extension of CGHS facilities to the retired employees of the IIPA should be seen as a social welfare and humanitarian measure. Thus, the Committee strongly recommends DoPT to provide IIPA requisite funds, for implementing Seventh Pay Commission recommendations for its faculty/staff and for extending CGHS facility to its retired employees.

3.62. The Committee also feels that a premier Institution like IIPA should strive to become self-sustaining and should be able to raise the resources needed by them on their own and to not depend on public funds in coming years. The Committee recommends that the Government should render all possible help to this Institute to make it a self-sustaining Institute of global excellence and for that if public funds are to be provided for some time, it should be done.

3.63. As increasing number of activities and courses are now being introduced in the IIPA, the Committee feels that there is a need for a quality audit of courses conducted at the Institute. The Committee also feels that the Institute should focus more on the practical aspect of Public Administration and not become just another academic institution. It has to maintain its uniqueness.

**DEPARTMENT OF ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES (DARPG)**

3.64. Main activities of the DARPG are as under:

- (i) Excellence in Governance;
- (ii) Prime Minister's Awards for Excellence in Public Administration;
- (iii) Citizen Centric initiatives;
- (iv) Redress of Public Grievances;
- (v) Fostering e-Governance;
- (vi) Documentation & Dissemination; and
- (vii) International Cooperation.

3.65. The Department has only one Scheme namely "Scheme for Administrative Reforms". The scheme has two main components (i) Modernization of Govt. Offices; and (ii) Pilot Projects on Administrative Reforms. Further Pilot Projects on Administrative Reforms has various sub components such as e-Office, e-Governance, Fostering Good Governance, Learning from Success, *sevottam* and Foreign Travel/International Cooperation. The Department in their written submission has informed that the funds allocated to DARPG for the financial Year 2017-18 under the scheme head will be fully utilized by the end of current financial year. However, the Committee was further appraised that the work under the Schemes of the DARPG is different from the work carried out under the Scheme of other Departments, as it is mandated with carrying out programmes/schemes for fostering excellence in governance and pursuit of administrative reforms. Expenditure on Modernization of Govt. Offices is issued in the form of Letter of Authorization (LOA) which is actually realized towards the last quarter on completion of the project. In addition, expenditure for the events like e-governance Award function and Civil Services Day etc., takes place during the last quarter of the financial year as these events are in months of February and April, respectively. The reforms initiatives are not demand driven, taking stakeholders (Central and State Governments) on board takes considerable time, followed by release of grants to them. However, the trend/pace of expenditure under Scheme for Administrative Reforms is being monitored by the Competent Authority on monthly basis and necessary directions given to Divisional Heads of the Department for early commencement of its activities/projects.

3.66. The details of Demand under Scheme and Non-scheme Heads are as under:

Table No. - XXVI
DARPG - Demand under Scheme and Non-scheme Heads

(Rs. in crores)

Head	B.E. 2017-18	R.E. 2017-18	B.E. 2018-19 (Projected)
Scheme for Administrative Reforms	29.53	27.00	33.51
EAP-UNDP Project	3.00	0.70	0.00
Non-Scheme	13.57	14.41	17.44

Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

3.67. The Department is entrusted with the responsibility for policy, coordination and monitoring of issues relating to (a) Redress of Public Grievances in general and (b) Grievances pertaining to Central Government Agencies, in particular. The Public Grievance Division of the Department is responsible for this activity since December 1987. From 1997, the Division has also been made responsible for several citizen centric initiatives under the platform of 'Responsive Government'. These include Citizens' Charter, Information Facilitation Counters (IFC), and Quality Management System (QMS) framework called *Sevottam*, for bringing improvement in public service delivery on a continuous basis, which may result in Certification under Indian Standard 15700:2005 by Bureau of Indian Standards.

3.68. The management of public grievances envisages reduction in grievances, by bringing continuous improvement in Public Service Delivery through the extension of Quality Management System '*Sevottam*' at the Centre as well as in the States. Statutory backing for improvements in service delivery was sought to be given through the 'Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011 that was introduced in the Lok Sabha on 20.12.2011. It lapsed with the dissolution of 15th Lok Sabha. The Department informed the Committee that it is now proposed to implement a Scheme for Delivery of Services and Redress of Public Grievances.

3.69. An online system for grievance redress, called the 'Centralized Public Grievance Redress and Monitoring System' (CPGRAMS) has evolved since 2007. Citizen can lodge their grievances directly online and can view the status of the action taken. Redressal of grievances is done by respective Ministries/Departments/States in a decentralized manner. Call centre has been set up to reduce pendency of grievances. Pendency reminders are also sent to Secretaries through SMS. An Award Scheme for recognizing outstanding performance

in redressing grievances has been started and till date 21 appreciation certificates have been issued. There is also a feedback mechanism on CPGRAMS for satisfaction rating. Further, DARPG in partnership with Quality Council of India has studied top 40 grievance receiving departments accounting for above 90% of grievances and its study has focused on root causes of these grievances. Accordingly, systemic reforms have been put in place for top 20 Ministries/Departments. The systemic reforms for the next 20 Ministries/Departments have been identified. CPGRAMS is also available in Hindi.

3.70. Grievances are required to be redressed in a decentralized manner by the Ministries/Departments concerned as per work allocation under the Allocation of Business Rules, 1961. Grievances pertaining to States/UTs are forwarded to the concerned States/UTs through CPGRAMS for appropriate action. Grievances relating to private organizations are forwarded to the concerned Ministry/Department, which may have a regulatory role in the matter or for forwarding it to the concerned Regulatory Authority, which may be dealing with the subject matter.

3.71. Apart from the DARPG, the Directorate of Public Grievances (DPG), Cabinet Secretariat has also been designated as the nodal agencies for receiving grievances from the citizens. The Directorate is expected to act as an appellate body investigating only selected grievances of selected Ministries/Departments. The main responsibility in the sphere of redress of public grievances continues to be with the internal machinery set up in the various Ministries/Organizations. The DARPG continues to function as the nodal agency for issue of policy guidelines and instructions for strengthening the internal machinery in the government Department. The DPG grievances also converge with CPGRAMS at the backend.

3.72. Year-wise Receipts and Disposals of Grievances on CPGRAMS is given as under:

Table No. - XXVII

Year	Opening Balance	Received	Total	Disposed	Disposal (in %)
2014	73214	270413	343627	263562	76.77
2015	80065	879230	959295	769633	80.23
2016	189662	1194931	1384593	1187111	85.74
2017	197482	1417891	1615373	1493567	92.46
2018 (as on 06.02.2018)	121806	108739	230545	120414	52.23

3.73. Rs. 1.40 crores allocation is sought for CPGRAMS during 2018-19. The Department has listed following activities proposed for improvement of CPGRAMS during 2018-19:-

- (i) Engaging manpower for operating and maintenance of the same. Version 6 of CPGRAMS has also been launched which has an improvised public interface and has several additional features.
- (ii) Advertising of CPGRAMS through print media.
- (iii) Customization of State CPGRAMS for new States from where requests are received.
- (iv) Development of new modules for grievance analysis and value addition based on feedback from stakeholders.
- (v) Continuation of the PG Call Centre for expediting action on grievances.
- (vi) With the introduction of version 6 of CPGRAMS, the public interface has become more user friendly. Further improvements in this direction will be continued.
- (vii) No expenditure has been incurred on publicizing the CPGRAMS through mass media during the last three years. Rs. 40 lakhs towards publicizing CPGRAMAS is sought in BE 2018-19.

3.74. Dealing with public grievances effectively is one of the core components of Good Governance. The CPGRAMS has evolved into an effective platform for redressal of public grievances related to the Central Government. Grievances received through the PG Portal have increased from 2.7 lakhs in 2014 to more than 14 lakhs in 2017. This phenomenal increase may be attributed to the increasing awareness in public about this portal and also to the fact that people at large are getting the desired relief. However, large part of the population is still not aware about existence of such a portal, particularly those who are living in smaller towns, rural and far-flung areas. The Committee, therefore, recommends that CPGRAMS should be publicized in mass media in vernacular languages also, so that common people become aware of availability of such avenue for redressal of their grievances against the Government Departments/organizations. It is further hoped that Rs. 50 lakhs proposed to be allocated to the Department for advertising of CPGRAMS efficiently and fully utilized in the FY 2018-19.

3.75. Many Government Departments, Organizations, PSUs, PSBs, State Governments/UTs are also having online facilities/portals for addressing Citizen Grievances and above all there is a Directorate of Public Grievances (DPG) in the Cabinet Secretariat, Government of India, which is functioning as an appellate body investigating selected grievances of selected Ministries/Departments of Government of India. The Committee suggests that the DARPG, which is the nodal Department for dealing with citizen grievances at Central level, should provide web-links (URLs) of all the online facilities/portals of Government Departments/PSUs/PSBs/State Governments/UTs meant for addressing public grievances pertaining to their respective organizations on its PG Portal and to develop the portal into a single platform at pan India level dealing with all sorts of public grievances pertaining to the Governments (both Centre and States) and their agencies.

Delivery of Services and Redressal of Public Grievances Scheme, 2015

3.76. Twenty-one States/UTs have enacted statute for time bound delivery of services. The Right of Citizens for Time Bound Delivery of Goods and Services and Redress of their Grievances Bill, 2011 could not be passed and lapsed with the dissolution of the 15th Lok Sabha. The Committee was apprised by the Department in their written replies that re-introduction of the said Bill was considered after the new Government assumed office and a view has been taken by the Government to initially implement a Delivery of Services and Grievance Redress Scheme with similar features.

3.77. The Scheme is under consideration with the Government for obtaining the views of the Committee of Secretaries (CoS). On receipt of the views of CoS, it will be submitted to the competent authority for further orders. The Scheme provides for mandatory formulation of Citizen's Charter by all the Public Authorities of the Central Government. The Citizen Charter will contain the names of designated officers responsible for delivery of services. Grievance Redress Officers will have to be nominated for redressal of grievances. There is also the provision of first and final Appellate authority up to whom an Applicant can file his/her appeal, in case he/she is not satisfied with the service delivery. There is provision for recommending action against designated officer for deficiency in the service delivery. The Scheme also prescribes recognition of those who perform well in discharging their duties as per the provisions of the Scheme. After commencement of the Scheme, a time frame of six months has been prescribed for its implementation.

3.78. As many as 21 States/UTs have enacted statute for time bound delivery of services. The Right of Citizens for Time Bound Delivery of Goods and Services and Redress of their Grievances Bill, 2011 which was introduced in the Lok Sabha has since lapsed due to dissolution of the 15th Lok Sabha. The Committee in its 53rd Report favored enactment of such a Bill. The Committee feels that Delivery of Government Services and Grievance Redressal should have statutory backing. The Committee, therefore, recommends that the Government should consider re-introduction of the said Bill and till then, Delivery of Services and Redressal of Public Grievances Scheme should be implemented without any further delay.

National Centre for Good Governance (NCGG)

3.79. NCGG was established by the Government of India under the aegis of DoPT. The Department in their presentation before the Committee has informed that NCGG has been administratively transferred from DoPT to DARPG vide order, dated 8th November, 2017. NCGG is envisaged to be the apex think-tank of the country that would guide Government and help in implementing Good Governance reforms. Changes in Memorandum of Association and Rules & Regulations for NCGG are under consideration of the Department.

3.80. The mandate of the NCGG is to promote Good Governance in the Country. Since the Centre is still in its infancy the Committee recommends that NCGG should be provided with necessary infrastructure and finances to enable it become a result oriented organization of global excellence, which in future become self-sustaining and does not remain dependent on Government funds.

DEPARTMENT OF PENSIONS & PENSIONERS' WELFARE (DPPW)

3.81. The Department of Pension & Pensioners' Welfare was delinked from Department of Personnel & Training and started functioning independently with effect from 1st April, 2007. The mandate of the Department is stated as under:

- (i) Formulation of policy & coordination of matters relating to retiring benefits to Central Government Employees;
- (ii) Administration of :
 - a. CCS (Pension) Rules, 1972; CCS (Commutation of Pension) Rules, 1981; CCS (Extra Ordinary Pension) Rules, 1939; GPF (CS) Rules, 1960; CPF (India) Rules, 1962

- b. Any other scheme relating to Central Government pensioners, entrusted to the Department
- (iii) Pension structure & relief to pensioners;
- (iv) New facilities of fringe benefits to the Central Govt Pensioners;
- (v) Matters relating to amendment to, or relaxation of, Pension rules or any other rule concerning retirement benefits; and
- (vi) Policy & coordination relating to welfare of Central Govt. Pensioners.

3.82. Pensioners' Portal is the only Plan Scheme with the Department of Pension & Pensioners' Welfare. Department of Pension & Pensioners' Welfare has been implementing Mission Mode Project - Pensioners' Portal with the objective to provide a single window for all pension/retirement related information, services including grievance handling mechanism accessible online to the pensioners through a combination of interactive and non-interactive components and, thus, help bridge the gap between the Pensioners and the Government. With the overall objective of providing a single window for all requirement of pension, the Portal brings together CPENGRAMS, *Bhavishya*, *Anubhav* and *Sankalp*.

3.83. The budget allocations made for the scheme are as under:-

Table No. - XXVIII

DP&PW – Budget Allocations under schemes

(Rs. in crores)

YEAR	BE	RE	Expenditure
2016-17	2.00	4.66	4.04
2017-18	6.00	5.75	5.07 (upto 23.01.2018)
2018-19	6.00	-	-

3.84. Analysis of utility services provided through Pensioner's Portal is given as under:

CPENGRAMS

3.85. CPENGRAMS is a Centralized Web-enabled Pension Grievance Redress and Monitoring System which was started in 2007 for speedy redressal and effective monitoring of pension related grievances of pensioners. It has the following facilities: -

- (i) Registration of pension grievances available 24x7 basis;
- (ii) Forwarding of reminders to the concerned Ministries/Departments;
- (iii) Enquiry on status of registered grievance;
- (iv) Online disposal of grievances by the authority; etc.

3.86. Over the years, this facility has gained popularity amongst the pensioners. More and more pensioners have been using this facility for redressal of their pension related grievances. This can be gauged from the number of grievances being registered on CPENGRAMS by pensioners. The number of grievances registered during the last 3 years and disposed of during the same period are given in the following Table: -

Table No. - XXIX
CPENGRAMS - Grievances received & Disposed

Year	Opening Balance	Grievance Received	Total	Disposed	Balance
2015-16	3672	18509	22181	19885	2296
2016-17	2296	31007	33303	30019	3284
2017-18 (up to 23.01.2018)	3284	28651	31935	28537	3398

3.87. The quantum jump in the number of grievances directly registered online through CPENGRAMS, as compared to those received through post and then registered on CPENGRAMS, shows that the online facility has gained popularity. Out of total grievances received during the year 2017-18, 83.2% grievances were received online as compared to 74.59% received during the year 2015-16. This was despite the overall increase in absolute numbers.

3.88. During the financial year 2017-18, 84% of grievances have been disposed of within the prescribed time frame of 60 days. The pensioner has an option to write to the Department if he is dissatisfied with the redressal.

Pension Adalats

3.89. DoPPW has launched a new initiative called Pension Adalat. The objective was to provide on-the-spot resolution of unresolved grievances in CPENGRAMS. In the Adalat, the concerned Ministry/Department and all stake-holders including the CPAO, Banks are called on a single platform and also the case resolved on the spot. In the first Pension Adalat organized on September 20, 2017, out of 29 cases involving 10 Ministries & 2 banks, taken in the Adalat, 26 cases were disposed of in favour of the pensioners. Such Adalats are going to be held on periodic intervals and in the long run will sensitize the departments for early and effective grievance disposal.

Awareness about pension rules/CPENGRAM

3.90. Often it is observed that due to lack of knowledge on entitlements/rules, pensioners suffer financially. To deal with such issues, the department has started a drive to create awareness on entitlements / retirement benefits among pensioners as well as officers/ staff dealing with pension matters so that pensioners / family pensioners can get their legitimate dues.

3.91. The Department organized two training sessions for officers and members of staff of 43 Ministries/Departments to apprise them of the latest developments and changes in Pension Rules. As a result 281 officials were trained on pensionary matters.

3.92. The Department also conducts awareness workshops for pensioners in various parts of the country. During the period the Department conducted 3 such workshops benefitting about 600 pensioners.

3.93. To reach out to the pensioners', especially family pensioners located in far flung parts of country, print and electronic media were used to update them about their entitlements on pensionary matters and about Jeevan Pramaan. Advertisements were published in national and regional dailies across the country, radio audio spots were broadcast on AIR, Vividh Bharti FM stations etc., video clips on Jeevan Pramaan were telecast on Doordarshan and other private TV channels.

Bhavishya

3.94. The Department has further informed that 30% of grievances cases were on account of delay and incorrect fixation of pension/family pension. To bring in systemic changes an online system, '*Bhavishya*' for processing and monitoring of pension cases has been introduced. All pension rules have been incorporated in the software and the calculation is automatic. In the first phase the target was to cover the main secretariat Drawing and Disbursement Officers (DDOs) of all 88 Ministries/Departments. This has been accomplished. Since the portal has been now fully tested and found satisfactory, the same has now been rolled out for all DDOs.

3.95. As on date 25131 cases have already been processed and PPOs issued through Bhavishya. In addition, pension cases of 15085 retiring/retired employees are at various stages of processing through the System involving 6367 DDOs in 460 offices under various

Ministries/Departments. The Bhavishya software has now been bridged with PFMS software and due to this, it has now become possible to issue electronic PPOs for which a pilot has been successfully completed.

Anubhav

3.96. Retiring employees have been given a platform to share their experience of working with the Government. The write-ups are shared online after approval and publication by Head of Department of the concerned Ministry/Department. The objective of the scheme is to garner the resources of retiring employees and help create an institutional memory for the concerned department in particular and government in general. To encourage submission of write-ups, an annual awards scheme has also been instituted. 16 Awards were given by the Department on September 20, 2017 to selected write-ups published during 2016-17. As on date i.e. 23/01/2018 as many as 4644 write-ups have been published covering 91 organizations and 1771 write-ups are pending for publication.

Sankalp

3.97. Given that the average life expectancy today is 69.2 years, retired employees in good health, could be fruitfully directed towards contribution to Society. Sankalp is a unique initiative, meant to engage retiring employees in areas of their interest and contributing towards nation building activities. It is an initiative of the Department of Pension & Pensioners' Welfare, to provide a platform for the pensioners to access opportunities available for useful interventions in the society. It also facilitates voluntary organizations to select appropriate skill and expertise from the available pool of volunteers-pensioners. This scheme was instituted so that Central Government employees after retirement do not feel a vacuum in life especially when it comes to manage daily routine. Therefore, through the Pensioners' Portal and in every pre-retirement counselling, an awareness about preparing retirees for their 2nd innings is incorporated. Till date 19 Pensioners associations, 2001 pensioners and 16 organizations have been registered under Sankalp.

3.98. Under this initiative the Department is also conducting Pre-Retirement Counseling Sessions (PRCs) for employees retiring in near future. 38 PRCs have been conducted till date which benefited 3801 retiring/retired personnel of various Ministries and Departments of Government of India. PRC covers aspects relating to timely payment of pension and processing formalities, CGHS benefits available to pensioners, investment options, preparation of Will and post retirement voluntary effort.

3.99. 'Training of Trainers' on conduct of PRCs has been initiated to strengthen in house capabilities of Government Ministries/Departments to conduct Pre-retirement counseling for their retiring employees. The Department has conducted 10 'Training of Trainers' workshops till date creating a pool of around 626 trainers.

Mobile Application for pensioners

3.100. In order to extend the reach of the Department of Pension & Pensioners' Welfare, to those far flung areas where Pensioners/Retirees are unable to access a computer/laptop, a Mobile App was launched providing the same facilities as what were available to them on the website. With the App, a superannuating central civil government official will be able to monitor the progress of his pension settlement, and retired officials will be able to self-assess their pension through the pension calculator and are also able to register their grievances, if any, and get updates on orders issued by the Department.

Pensioners' Associations

3.101. DoP&PW has identified 46 Pensioners' Associations from across the country and involved them for effective implementation of the Pensioners Portal. These Associations help pensioners in filing their grievances online through CPENGRAMS, pursue the cases with the concerned authorities at various levels and also take up various activities for the welfare of pensioners besides increasing general awareness amongst retiring and retired Govt. servants about retirement and pension related matters. The process to identify more Pensioners' Associations is also under way.

3.102. The Department of Pension & Pensioners' Welfare is a small but very important Department having the mandate to serve and facilitate employees who have retired after rendering their services to the Government. After retirement because of increasing age the pensioners are encircled by many problems like failing health, loneliness and many other problems. So it is the duty of the Departments from where a pensioner has retired and DPPW in particular to ensure that all benefits and entitlements of the pensioners are timely paid and they are not made to run around the government agencies like their P&AOs, Pension Accounting offices, Banks and Tribunals to receive their rightful dues on time. The Committee would like to suggest the Government that this year's Good Governance Day which falls on 25th December may be dedicated to our pensioners in order to minimize the Pensioners woes. Programmes and events like Pension Adalats should be held throughout the Country in order to reach out to the pensioners and redress their problems.

3.103. The Department in its written reply has informed that they have held their first Pension Adalat on 20.09.2017, with an objective to get all the stakeholders i.e. Departments, Pensioners, Banks, CPAO representatives, at a common platform to resolve the long pending grievances on the spot. During the said Pension Adalat 29 unresolved grievances were taken up and out of that 19 were resolved on that day itself. The committee lauds such initiatives of the Department and recommends that more and more Pension Adalats should be organized and such Adalats should be advertized on a wider scale to increase the participation in such events. The Committee would also like the Department to make more efforts to reach out to the pensioners and especially family pensioners, informing them about government schemes meant for them, including changes brought about in their entitlements and facilities available on Pensioners' Portal.

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RECOMMENDATIONS AT A GLANCE

CHAPTER-II

OVERALL ASSESSMENT OF THE DEMANDS FOR GRANTS OF THE MINISTRY

1. The Committee after analyzing the trend of expenditure in the FY 2017-18 in the Ministry observes that as on 31st December, 2017, the Ministry has been able to spend only about 62% of the funds under schemes. The Ministry has only two schemes - (i) Training Schemes; and (ii) Administrative Reforms & Pensioners Scheme, for which it was allocated a meager amount of Rs. 157.90 crores in BE (2017-18), which was subsequently reduced to Rs. 150.96 crores at the RE stage and out of that 38% of the funds have remained unutilized as on 31st December, 2017. As per the instructions of the Ministry of Finance, expenditure in the last quarter is to be restricted to 33% ceiling and last month (March) expenditure to 15% ceiling. Thus, performance of the Ministry in terms of utilization of funds under schemes leaves much to be desired. A focused planning and close monitoring of utilization of funds is required on the part of the Ministry. The Committee, therefore, recommends that the Ministry should identify the bottlenecks responsible for not being able to maintain the pace of utilization required as per the instructions of the Ministry of Finance and take remedial measures so as to improve its performance in utilization of scheme funds in the future. Further, considering the mandate of the Ministry, number of schemes and funds allocated to it seems very modest. The Committee, therefore, recommends that the Ministry should devise more schemes and programmes aimed at improving the Human Resource potential and productivity of government employees and seek higher allocations in future. [Para 2.57]

2. As per the data provided, the Ministry projected a requirement of Rs. 3190.10 crores for BE 2018-19 to the Ministry of Finance, against which an allocation of only Rs. 1527.00 crores has been approved. Thus, the Ministry has been allocated just 48% of the allocation sought from the Ministry of Finance. This indicates that either the projections of the Ministry were overestimated or they have received inadequate funds. Further, the allocation under BE 2018-19 approved by the Ministry of Finance is even less than RE 2017-18. Compared to RE 2017-18, there have been reductions in BE 2018-19 allocations of almost all organizations under the Ministry and in almost all of

the object-Heads. The reduction is more evident in Capital allocation, where the reduction is about 45% compared to BE 2017-18 and about 13% compared to RE 2017-18. The Ministry of Personnel, Public Grievances & Pensions and organizations under its administrative control play a very important role in the personnel management of the Government of India and in the governance of the Country. They need sufficient funds to cater to their requirements; to execute ongoing schemes/programmes and to initiate new schemes/programmes. Thus, the Committee strongly recommends that the Ministry and its organizations are allocated sufficient funds in the FY 2018-19 to carry out its mandate and additional requirement of funds may be provided at the RE stage. [Para 2.58]

CHAPTER - III

POLICIES, PROGRAMMES AND SCHEMES OF THE MINISTRY

DEPARTMENT OF PERSONNEL AND TRAINING

CENTRAL BUREAU OF INVESTIGATION (CBI)

Utilization of Funds

3. The CBI has five projects/schemes - three on the Revenue side and two on the Capital side. The Committee has been repeatedly pointing to the slow pace of fund utilization in the CBI, especially in the scheme head, since the past few years. In the present Financial Year 2017-18 also, on Schemes/Projects, the agency has been able to utilize only 12.11% of funds on the Revenue side and 58.37% on the Capital side as on 22.02.2018. Because of the slow pace of fund utilization, CBI's funds are steeply reduced at the RE stage and consequently the Budget Estimates of next year are also reduced. The CBI should, therefore, scrupulously monitor the pace of implementation of its schemes and expenditure to ensure timely completion of projects, thereby avoiding fund reduction by the Ministry of Finance at the RE stage. The Committee also recommends that the 'Project Monitoring Committees' constituted for monitoring progress of ongoing projects and the DoPT should strictly monitor the pace of expenditure and timely address the issues arising during the implementation. [Para 3.3]

Capacity Building in CBI

4. The Committee is of the view that there is a need for capacity enhancement and skill development of the personnel working in the CBI on continuous basis and commends the schemes/projects of CBI like setting up of Centralized Technology Vertical (CTV) - CBI, International Centre of Excellence in Investigation (ICEI-CBI) and International Centre of Excellence in Forensic Science. In this regard, the announcement of setting up of ICEI-CBI at CBI Academy, Ghaziabad was made by the Hon'ble Prime Minister of India in the year 2015 to render world class Certified Courses on Investigation and Prosecution in specialized and emerging domains of crime including cybercrime to the Law enforcement community of India. However, the Centre is yet to see the light of the day and is still pending at various stages of approval. The Committee, therefore, recommends that the CBI and the Government should expedite various approvals required for setting up of this Centre and in the ATR to this report, the CBI should provide details of steps taken in that direction. [Para 3.5]

Vacancy and Pendency of cases in CBI

5. The Committee observes that the level of vacant positions in Executive Ranks, Law Officers and Technical Officers is about 16%, 28% and 56% respectively. At the top level, out of 04 posts of Spl. Director/Additional Director, 03 are lying vacant. CBI, in their presentation, has stated that they are feeling the impact of vacancies due to rising burden of investigations. The Committee is deeply concerned about the vacancies remaining unfilled in the CBI due to various reasons. In the previous two reports on DFGs 2016-17 and 2017-18 of the Ministry of Personnel, Public Grievances and Pensions also, the Committee had raised this issue and had recommended remedial measures to be taken to overcome this situation. However, nothing is visible on the ground. Efforts of the Government in this regard have not yielded the desired results. The Committee is apprehensive that this level of vacancy in the CBI will have an impact on the performance of the agency. Increasing number of cases are now being referred to the CBI pertaining to areas like internal security, cyber-crimes, corruption, financial irregularities and the nation cannot afford to have its premier investigative agency understaffed and thus ill-prepared. To overcome the perennial problem of vacancies in the CBI, the Committee recommends that the Government should take proactive steps in filling up of vacancies well in advance and simplify the recruitment rules, so as to

overcome the procedural bottlenecks in filling up of vacancies. Government may also consider making terms of deputation to CBI more rewarding in order to retain capable officers and to attract best officers from the State Police Forces, Central Para Military Forces, Intelligence Bureau, etc. [Para 3.10]

Shortage of Residential Accommodation in CBI

6. The Committee observes that even with the construction of additional quarters, a huge gap would still remain between the actual satisfaction level and that prescribed under the Ministry of Urban Development norms. Therefore, the Committee recommends that funds for acquiring land and building staff quarters for CBI at Delhi and other locations should be significantly enhanced, to bring the satisfaction level up to the level prescribed by the Ministry of Urban Development. The CBI should also ensure that funds allocated for the purpose are fully utilized. Further, the CBI in their ATR to this report is requested to provide a blueprint on achieving such levels of housing satisfaction in the agency. [Para 3.12]

STAFF SELECTION COMMISSION (SSC)

7. In the past decade registration of candidates for various examinations conducted by the Commission has increased twenty folds, however, the sanctioned staff strength of the Commission has remained static during the same period and as of now they are working on a depleted staff strength of 3/4th of their sanctioned strength. Further, with the superimposition of an additional duty to the Commission for conducting Common Eligibility Test (CET) from next year, additional manpower and infrastructural support is required by the Commission. In view of this, the Committee strongly recommends that the present sanctioned strength of the Commission is thoroughly reviewed and sufficient resources in terms of manpower and infrastructure are provided to the Commission, so that it fulfills its mandate properly. [Para 3.22]

8. The SSC was created to ease the burden of the UPSC by taking-over the recruitment for posts below Group 'A' level. Over the years, the workload and responsibilities of the Commission have increased exponentially. However, the status of the Commission has remained of an 'Attached Body' under the DoPT. Thus, the Commission has to depend entirely on the Government for all its needs and has no autonomy. The Expert Group constituted by the Government in the year 2014, under the Chairmanship of Shri I.M.G. Khan, for reviewing the examination system in the

SSC, had inter alia recommended according Statutory status to the Commission, which in turn would contribute to greater functional autonomy, faster decision making and efficiency in the overall performance and delivery of results by the Commission in the recruitment process. In this regard it is pertinent to mention that the Committee in its Seventy-sixth and Eighty-third Reports has supported the recommendations of the Expert Group to accord statutory status to the Commission. The Committee feels that a recruitment body of SSC's stature should be given autonomy at par with the UPSC and thus, recommends that Commission be given statutory status without any further delay.

[Para 3.23]

9. As per the information provided by the Commission, the SSC has had to cancel Nine of its examinations, fully or partially, in past five years. Most recently, the SSC had to recommend for a CBI enquiry into allegations pertaining to the conduct of CGL (Tier-II) Examination 2017. Such cancellation of exams is a complete waste of efforts and resources of both the aspirants and the Government and also dims the image of the Commission in the eyes of general public. The job aspirants lose their precious time and effort that they have put in preparing for those exams. On the other hand much of time and money of the Commission is lost and the user Departments have to wait more for getting shortlisted candidates for appointment. The Committee feels that the sanctity of examination process must be maintained and it is equally important that the trust of public in general and of examinees in particular, in the examination process is maintained at any cost. Therefore, the Committee recommends that learning from the past experiences, the Commission should spare no efforts in making the process of examination free from all types of malpractices and technical glitches. As the examinations have gone online and the IT infrastructure for conduct of examinations are hired from private institutions/labs and technical service providers, these entities should be closely supervised by the Commission and adequate number of Central Government officers should be deployed at examination centers in invigilation/supervisory capacity. In addition to this, regular audit of the hardware and software should be carried out by government agencies for making the examination foolproof. As the SSC has been entrusted with the responsibility for conducting Common Eligibility Test (CET) from next year, the Commission has got its work cut out to conduct the exam in a fair and efficient manner, free from all malpractices.

[Para 3.24]

10. The Common Eligibility Test (CET) proposed to be conducted from next year is an ambitious endeavor of the Commission and in the long term will benefit both the Government and the job aspirants. It will reduce the number of examinations conducted by various agencies of the government and will save significant amount of money spent on conducting these examinations by different recruiting agencies. Conducting screening test (i.e. first stage) of any examination is very difficult as the number of applicants are huge compared to the actual number of seats slated to be filled. By using scores of the CET, the work of other recruiting agencies of conducting subsequent stages will become easier. In future, the CET scores may be further used by State Governments, if they so desire and even private companies may use it for short-listing candidates for employing them. [Para 3.25]

11. The Committee notes that initially the Government will be conducting the CET only in English and Hindi medium. The Committee feels that conducting this examination in only two languages will be disadvantageous to a large chunk of job seekers who are not proficient in these two languages. The Committee is of the view that since CET will be an objective type, multiple-choice questions based examination, conducting the same in other schedule eight languages should not be a difficult task to achieve and thus recommends that the Government should strive to hold CET in all eighth schedule languages in a phased manner. [Para 3.26]

CENTRAL ADMINISTRATIVE TRIBUNAL (CAT)

Vacancy of Members and lack of Infrastructure in CAT

12. The Central Administrative Tribunal was established under Article 323-A of the Constitution for adjudication of disputes and complaints with respect to recruitment and conditions of service of persons appointed to public services and posts in connection with the affairs of the Union or other authorities under the control of the Government. In the statement of Object and Reasons on the introduction of the Administrative Tribunals Act, 1985, it is mentioned: [Para 3.33]

“It is expected that the setting up of such Administrative Tribunals to deal exclusively with service matters would go a long way in not only reducing the burden of the various Courts and thereby giving them more time to deal with other cases expeditiously but would also provide to the persons covered by the Administrative Tribunals speedy relief in respect of their grievances.”

13. The Committee is constrained to observe that even after thirty years of its establishment, CAT lacks human as well as physical infrastructure. The Tribunal is functioning on half its strength, as 31 of the 66 sanctioned posts of Members are lying vacant. Because of this 14 of the 17 Benches are not fully functional. No doubt, because of this the Tribunal is reeling under rising burden of pendency. As on 31st December, 2017, a total of 30,968 cases are pending, out of which 11,004 cases are pending for more than three years. These two issues are inter related and demand immediate redressal. The steps taken so far have not proved effective and resultantly both the problems of vacant positions and mounting pendency continue, thereby defeating the very purpose of CAT. The Committee suggests that strict timelines be drawn to fill up the vacancies and, if required, procedures of appointments be streamlined. The Committee also suggests that appointment process of Members of the Tribunal should start well in advance and the Government should examine the reasons for prematurely leaving of service by Members and take remedial measures. Further, the Committee desires that the DoPT and CAT should sit together to chalk out strategy to overcome the procedural hurdles in commencement of construction of buildings for Benches at three locations, at the earliest. [Para 3.34]

14. Seven Benches of CAT do not have their own building and the three Benches for which land has been acquired, construction is yet to begin due to purely procedural reasons. Year after year, the allotted funds are not utilized by the CAT for carrying out construction at these sites. The Committee is totally dismayed at the state of affairs in the CAT. For past many years, the Committee is repeatedly raising the issue of shortage of Members and infrastructure scarcity in the CAT, but the Government appears to be indifferent to the recommendations of the Parliamentary Committee on strengthening CAT in terms of infrastructure and human resource. The Committee, therefore, once again reiterates that proper infrastructure in terms of physical as well as human, should be provided to the CAT, to achieve the desired level of performance. The Committee feels that more concerted efforts are required to make CAT effective and to serve the purpose for which it was established. [Para 3.35]

INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT (ISTM)

15. The ISTM is a very old institute established way back in the year 1948 and it caters to the training and development needs of the employees of the Central Secretariat, viz. CSS, CSSS, CSCS, etc. who form the bedrock of the Central

Government. However, in spite of being such an old institution and performing such an important role, the Institute has not grown much, especially when it is compared to the institutions like LBSNAA. This is perhaps due to the fact that Secretariat services, especially at the lower and middle level are not given their due weightage despite the fact that they play crucial role right from the policy formulation to the review stage. They serve as a permanent bureaucratic set up and thus form a coherent institutional memory. In view of this, the Committee strongly recommends that the ISTM should be developed into an institute of excellence and necessary resources in terms of funds and human resource should be provided to it to achieve its strategic plan of next five years.

[Para 3.48]

16. The institute is functioning on a depleted strength, as one-third of its sanctioned posts of both, faculty and staff are remaining vacant. Also, in addition to their training job, faculty members are diverted to manage day-to-day activities of the Institute. In this background, the Committee recommends that the ISTM should be provided with necessary faculty and staff for effectively delivering on its mandate. Further, for performing Administrative, Financial and other managerial activities, separate posts of US/DS should be encadred for the Institute.

[Para 3.49]

17. It is also recommended that the Institute should continually revise and upgrade its courses as per the changing needs of the Central Secretariat. The training modules devised by the Institute should focus on the practical aspects of the Secretariat management and should not be too academic. The Institute should also take a lead in developing and grooming Training Academies of States/UTs and organizations not falling under the Government of India.

[Para 3.50]

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION (IIPA)

18. IIPA is a premier institution on Public Administration in India under the patronage of the Hon'ble Vice-President of India. Over the years it has evolved into a knowledge centre in Governance and is engaged in capacity building & skill development of officers, applied research & evaluation services for schemes and

administrative support for continuing services for the Central and State Governments.

[Para 3.60]

19. The institute generates about 70 percent of its financial needs through its internal resources and for the rest it seeks grant-in-aid from the DoPT. The Committee is disheartened to note that the Institute is not able to garner adequate funds for implementation of Seventh Pay Commission recommendations for its faculty/staff and for extending CGHS facility (OPD only) to its retired employees. The Seventh Pay Commission recommendations have already been implemented in the Central Government and its training institutions. Their implementation in IIPA will go a long way to continue the motivation for outcome based performance in IIPA. Also, the extension of CGHS facilities to the retired employees of the IIPA should be seen as a social welfare and humanitarian measure. Thus, the Committee strongly recommends DoPT to provide IIPA requisite funds, for implementing Seventh Pay Commission recommendations for its faculty/staff and for extending CGHS facility to its retired employees.

[Para 3.61]

20. The Committee also feels that a premier Institution like IIPA should strive to become self-sustaining and should be able to raise the resources needed by them on their own and to not depend on public funds in coming years. The Committee recommends that the Government should render all possible help to this Institute to make it a self-sustaining Institute of global excellence and for that if public funds are to be provided for some time, it should be done.

[Para 3.62]

21. As increasing number of activities and courses are now being introduced in the IIPA, the Committee feels that there is a need for a quality audit of courses conducted at the Institute. The Committee also feels that the Institute should focus more on the practical aspect of Public Administration and not become just another academic institution. It has to maintain its uniqueness.

[Para 3.63]

**DEPARTMENT OF ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES (DARPG)**

Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

22. Dealing with public grievances effectively is one of the core components of Good Governance. The CPGRAMS has evolved into an effective platform for redressal of

public grievances related to the Central Government. Grievances received through the PG Portal have increased from 2.7 lakhs in 2014 to more than 14 lakhs in 2017. This phenomenal increase may be attributed to the increasing awareness in public about this portal and also to the fact that people at large are getting the desired relief. However, large part of the population is still not aware about existence of such a portal, particularly those who are living in smaller towns, rural and far-flung areas. The Committee, therefore, recommends that CPGRAMS should be publicized in mass media in vernacular languages also, so that common people become aware of availability of such avenue for redressal of their grievances against the Government Departments/organizations. It is further hoped that Rs. 50 lakhs proposed to be allocated to the Department for advertising of CPGRAMS efficiently and fully utilized in the FY 2018-19. [Para 3.74]

23. Many Government Departments, Organizations, PSUs, PSBs, State Governments/UTs are also having online facilities/portals for addressing Citizen Grievances and above all there is a Directorate of Public Grievances (DPG) in the Cabinet Secretariat, Government of India, which is functioning as an appellate body investigating selected grievances of selected Ministries/Departments of Government of India. The Committee suggests that the DARPG, which is the nodal Department for dealing with citizen grievances at Central level, should provide web-links (URLs) of all the online facilities/portals of Government Departments/PSUs/PSBs/State Governments/UTs meant for addressing public grievances pertaining to their respective organizations on its PG Portal and to develop the portal into a single platform at pan India level dealing with all sorts of public grievances pertaining to the Governments (both Centre and States) and their agencies. [Para 3.75]

Delivery of Services and Redressal of Public Grievances Scheme, 2015

24. As many as 21 States/UTs have enacted statute for time bound delivery of services. The Right of Citizens for Time Bound Delivery of Goods and Services and Redress of their Grievances Bill, 2011 which was introduced in the Lok Sabha has since lapsed due to dissolution of the 15th Lok Sabha. The Committee in its 53rd Report

avored enactment of such a Bill. The Committee feels that Delivery of Government Services and Grievance Redressal should have statutory backing. The Committee, therefore, recommends that the Government should consider re-introduction of the said Bill and till then, Delivery of Services and Redressal of Public Grievances Scheme should be implemented without any further delay. [Para 3.78]

National Centre for Good Governance (NCGG)

25. The mandate of the NCGG is to promote Good Governance in the Country. Since the Centre is still in its infancy the Committee recommends that NCGG should be provided with necessary infrastructure and finances to enable it become a result oriented organization of global excellence, which in future become self-sustaining and does not remain dependent on Government funds. [Para 3.80]

DEPARTMENT OF PENSIONS &PENSIONERS' WELFARE (DPPW)

26. The Department of Pension & Pensioners' Welfare is a small but very important Department having the mandate to serve and facilitate employees who have retired after rendering their services to the Government. After retirement because of increasing age the pensioners are encircled by many problems like failing health, loneliness and many other problems. So it is the duty of the Departments from where a pensioner has retired and DPPW in particular to ensure that all benefits and entitlements of the pensioners are timely paid and they are not made to run around the government agencies like their P&AOs, Pension Accounting offices, Banks and Tribunals to receive their rightful dues on time. The Committee would like to suggest the Government that this year's Good Governance Day which falls on 25th December may be dedicated to our pensioners in order to minimize the Pensioners woes. Programmes and events like Pension Adalats should be held throughout the Country in order to reach out to the pensioners and redress their problems. [Para 3.102]

27. The Department in its written reply has informed that they have held their first Pension Adalat on 20.09.2017, with an objective to get all the stakeholders i.e. Departments, Pensioners, Banks, CPAO representatives, at a common platform to resolve the long pending grievances on the spot. During the said Pension Adalat 29 unresolved grievances were taken up and out of that 19 were resolved on that day itself. The committee lauds such initiatives of the Department and recommends that more and more Pension Adalats should be organized and such Adalats should be advertized on a wider scale to increase the participation in such events. The Committee would also like

the Department to make more efforts to reach out to the pensioners and especially family pensioners, informing them about government schemes meant for them, including changes brought about in their entitlements and facilities available on Pensioners' Portal. [Para 3.103]

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