Dated 28.08.2015

OFFICE MEMORANDUM

Subject : Minutes of the meeting held on 21.08.2015 regarding Implementation of Recommendations of 2nd ARC in DoT.

The undersigned is directed to circulate Minutes of 19th monthly meeting held under the chairmanship of DDG (C&A) with the concerned Wing Heads on 21.08.2015 (Friday) at 11:00 A.M. in the Conference Room, 13th Floor, Sanchar Bhawan regarding implementation of recommendations of 2nd ARC in DoT, for information and compliance.

Encl: As above.

(VIMAL)
Under Secretary (C&A)
Tele. 23036073

Distribution :

Concerned Divisional Heads (By Name)

Copy for kind information to –

1. JS(ARC), D/o AR&PG.
2. PPS to Secretary (T), DoT
3. PPS to Secretary, D/o AR&PG
4. Sr. PPS to Member(S)/Member(T)Member(F)./Administrator, USOF,DoT
5. PPS to SS(T)
6. PPS to DDG (C&A)

Copy also to: Director (IT-2) for uploading to 'Knowledge Management Section' of e-office under the segment earmarked for DDG (C&A)

MINUTES OF THE MEETING HELD ON 21.08.2015 (FRIDAY) IN CONFERENCE ROOM, 13th FLOOR, SANCHAR BHAWAN AT 11.00 AM REGARDING IMPLEMENTATION OF THE RECOMMENDATION OF 2nd ARC IN DOT.

19th monthly meeting was chaired by DDG(C&A) on 21.08.2015 regarding implementation of the accepted recommendations of 2nd ARC in DoT.

2. List of participants is at Annexure-I.

3. At the outset, the action taken status in respect of all the concerned Divisions was deliberated upon w.r.t. the identified deliverables .

4. Action Taken Reports (ATRs) received from concerned Divisions/Units with respect to the deliverables identified by D/o ARPG and compiled for the meeting are placed at Annexure-II.

5. ATRs were reviewed in the meeting with reference to the decisions taken in the 18th Monthly Meeting held on 18.05.2015 and the following action points emerged:-

(1) MONITORING COMPLAINTS
Points (a), (b) & (c) - Inputs of DDG(PG) as at para 1(a to c) of Annexure-II were noted. Dir(PG) informed that report of the committee constituted for resolving issues relating to grievances has not been finalized yet and comments from TRAI in the matter are awaited. Chairman directed to resolve the issue of pending complaints with TRAI & TSPs. DDG(DS) raised the issue of the complaints received in his mail which should rather be sent to the Service Providers/TERM cells. Chairman directed them to have an internal meeting amongst themselves to resolve

the issue. As regards the number of complaints pending, it was informed that out of 19,938 complaints, including the carried forward complaints, 12,793 complaints had been disposed of and there were 7145 complaints pending as on 17.08.2015.

[Action : DDG(PG)]

Point (d) – Inputs of DDG(Accounts) as at para 1(d) of Annexure-II were noted. The achievements of Accounts Wing in finalizing the cases were duly noted. There were 643 cases pending and the majority of cases (487) were pending in Maharashtra Circle. Chairman suggested that necessary instructions may be issued to CCA, Maharashtra to settle the pension cases at the earliest and review may be held at the level of DDG(A/c), DoT.

[Action : DDG(Accounts)]

(2) PROMOTING E-GOVERNANCE

Points (a), (b), (c) & (d) – Inputs of DDG(IT) under para 2(a to d) of Annexure –II were noted. Regarding updation of DoT website, DDG(IT) informed that requisite quarterly certificate in respect of various Wings are still awaited. The methodology to be adopted in this regard was debated during the meeting. It was decided during the meeting that the IT Division may intimate all respective Wing Officers about requirement of updating the contents relevant to them as the content updation was entirely the responsibility of concerned Wings. The Wings will remain responsible for the updation work and IT Division need only to keep informing the concerned Wings that the required updation and the relevant date of updation is duly reflected in the website on a regular basis. DDG(IT) also informed that a new website is being designed for Department of Telecommunications. As regards the suggestions with regard to the website of the

Department and uploading of contents etc. Chairman suggested that a committee may be constituted by the IT Division with representatives of Wings which have substantial information to be shared on the net, so as to incorporate their suitable inputs in the new website. He also suggested to have one member each from WPC/CCAs/TERM Cells also in the committee so that their websites could also be standardized in line with the DoT website.

[Action : DDG(IT)]

(3)   CAPACITY BUILDING & AWARENESS GENERATION
Point (a), (b) & (c) – Inputs of JS(A) under para 3(a to c) of Annexure –II were noted. It was informed by JS(A) that another workshop for the remaining CPIOs in Sanchar Bhawan has been scheduled for 17-18 September,2015.

[Action : JS(A)]

(4)   CITIZEN'S INITIATIVE
Point (a)- Inputs of DDG(IT) under para 4 of Annexure –II were noted. Chairman stressed upon the requirement of translation of Citizen's Charter in Hindi and also suggested to make a time schedule for translation of contents on DoT website in Hindi so as to make it bilingual.

[Action : DDG(PG) & DDG(IT)]

(5)   SOCIAL AUDIT
Point No.(a) (b) & (c) - Inputs of USOF under para 5(a to c) of Annexure –II were noted.

[Action : USOF]

(6)   SIMPLIFYING TRANSACTIONS
Point (a), (b) & (c) – Chairman informed that the proposed draft channel of submission is under circulation amongst various wings

for vetting and same may be confirmed to O&M Division on priority for finalization.

[Action : All DDGs/JS]

(7) <u>ORGANISING INFORMATION & RECORD KEEPING</u>
Point no. (a) & (b) – Chairman stressed upon the need to review the records kept in the Record Room at R.K Puram and directed all wing heads to get the exercise completed in the coming month.

[Action : All DDGs/JS]

(8) <u>GUARANTEEING REACH</u>
Point (a) & (b) – Inputs given by Coordination Wing were noted.

(9) <u>BUSINESS PROCESS RE-ENGINEERING</u>
Inputs given by DDG(IT) were noted.

[Action : Admn(USOF) & DDG(IT)]

(10) <u>E-OFFICE IMPLEMENTATION</u>
Inputs provided by DDG(IT) were noted. He informed that the data was fully streamlined and as of now no operational issue is pending. Chairman further suggested that DDG(IT) may consult DOP&T with regard to the status of implementation of e-service book by various Departments/Ministries.

[Action : DDG(IT)]

The meeting ended with vote of thanks to the chair.
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4

MEETING HELD ON 21.08.2015 (FRIDAY) IN CONFERENCE ROOM, 13th FLOOR, SANCHAR BHAWAN AT 11.00 AM REGARDING IMPLEMENTATION OF THE RECOMMENDATION OF 2nd ARC IN DOT.

List of Participants:-

S.No.	Name & Designation (Ms./ Sh.)
1	S.C. Sharma, DDG(C&A) – In chair
2	Shashi Ranjan Kumar, JS(A)
3	Amit Mishra, DDG(IT)
4	G.P. Srivastava, DDG(DS)
5	Saurabh Gupta, DDG(Trg.)
6	R. M. Chaturvedi, DDG(CS)
7	R.K. Singh, Director(PG)
8	Prachish Khanna, Dir(Estt)
9	Gp. Capt Vivek Trivedi, Director(Accounts-I)
10	Munesh Kumar, DWA, WPC wing
11	Ranjan Kumar, DS(Legal)
12	Vimal, US(C&A)
13	Jasmine, S.O.(O&M)

20.No.	Recommendations made by Administrative Reforms Commission	Deliverable	Action Taken by the Ministry/Department (DoT)	Nodal Officer
1.	42. (6.10.2) Monitoring Complaints Recommendations No. 116, 117 4th Report (Ethics in Governance)	a) Whether online complaint tracking system/CPGRAMS has been operationalized? b) Please intimate the updated status of no. of complaints received and disposed off as on 01.04.2013? c) Frequency and level of monitoring of complaints may kindly be intimated. d) Status of pending case of Pension in r/o D/o Telecommunication.	**Recommendations of Phase-I** a) The online complaint monitoring system (CPGRAMS) is functional in DoT since 2008. It has got the facility to track the complaint by the complainant himself. b) During 2014-15, a total of 95997 complaints has been received and 94021 has been disposed. During 2015-16, 21493 complaints has been received and 17412 has been disposed off up to June, 2015. The status in respect of month of July, 2015 is as below : See tables below. c) Weekly: DDG (PG), DoT d) Statement in respect of revision of pension cases as on 31/07/2015	DDG (PG) DDG (Accounts).
2.	(Para 6.7.27) Implementation –	a) When was the official website last updated?	a) (i) Daily updated.	DDG(IT)

Complaints status table (b):

Month	BF	No. of complaints received	Total	No. of complaints disposed off	No. of Pending
July 15	9618	10320	19938	10388	9550

Pension cases table (d):

	Pre-2006 CDA cases			Pre-2007 IDA cases		
	Pendency at BSNL/ MTNL/ VSNL	Pendency at CCA	Total Pendency	Pendency at BSNL/MTNL	Pendency at CCA	Total Pendency
	654	54	708	Nil	Nil	Nil

* It was observed from the previous report of Accounts-I that 300(appox.) cases have been settled till 31st July, 2015

S.No	Recommendation	Question	Response	Officer
3.	Recommendation No. 16 11th Report (Promoting e-Governance-The SMART Way Forward)	b) How frequently the contents on the website are reviewed and by whom? c) All forms for stakeholders can be downloaded or not? d) Is your website linked to social media like Facebook, Twitter?	(b) On quarterly basis at Director level. (c) Yes (d) Notification/Alert on facebook/twitter-Issue will be taken care in new DoT website (Under Migration Process).	JS (Admn.)
	1. Capacity Building & Awareness Generation (Para 5.5.5)- Recommendation No. 28 1st Report (Right to Information: Master Key to Good Governance)	a) Does the organization allot 2.6% of its salary budget for training of its employees? b) Has the Department developed training programme for all its functionaries on RTI and also for training on e-Governance? c) No. of training programmes organized by Ministry and percentage of employees covered in the last financial year?	(a) Yes. During 2013-14, expenses of 4.32% of Salary Budget were incurred for training. Expenses incurred for training during 2014-15 have been received from WPC and IP & TAFS cadre. The requisite information is being collected from the P&T BWS & ITS cadre units for arriving at the consolidated %age of expenses. (b)& (c) Out of total number of 69 CPIOs in the DoT (HQ), 38 CPIOs have been trained on RTI during 2014-15 through NICF. In addition, 16 officers have been imparted training on RTI by NTIPRIT during the said financial year. Out of the remaining, 31 CPIOs of the DoT (HQ), 17 CPIOs have been trained in the RTI-workshop conducted by NICF on 25.06.2015 & 26.06.2015. Further, under the 'In-house Training Programme', 31 officials (non-CPIOs) have been imparted first hand training on RTI matter. (table below) In addition, NTIPRIT has conducted one programme on RTI Act, during the FY 2014-15 and sixteen officers (including CPIOs) were trained. Note: NICF organized 2 days workshop (25.06.2015 & 26.06.2015) on RTI-capacity building & awareness for all DDsG/Directos/ADGs of DoT in Sanchar Bhavan itself.	DDG (PG)
4.	31. (5.1.12) Citizens' Initiatives – Recommendation No. 85, 87	a) When was Citizens' Charter last updated?	The Citizen/Client Charter of DoT (CCC) has been updated in September, 2014. No information regarding uploading of Hindi version of Citizen's Charter on DoT website has been received from PG Wing. However, IT Wing has informed that panel website is being formed by OL Wing.	DDG (PG)

Institute	Number of training programmes organized	Number of official trained	% of employees covered in the last FY
		2014-15	
NICF	2	26	40%

No.	Report / Reference	Question	Response	Wing / Dept.
5.	4th Report (Ethics in Governance) 34 (5.4.2) Social Audit	a) Process of social audits in schemes of your Ministry/ Department and status thereof.	(a) The operational guidelines have been framed and approved.	USOF
		b) What is the mechanism for follow up action on reports of social audit?	(b) The request for empanelment (RFE) document is being prepared on the basis of which agencies would be empanelled circle-wise for the work of social audit.	
		c) Does the Ministry / Department document the social audit reports and best practices? If yes, details.	(c) The social audit indicators of 02 ongoing schemes would be prepared. * No updated inputs received from USOF.	
6.	4th Report (Ethics in Governance) 36. (6.3.5) Simplifying Transactions	a) When was the last review done of stakeholders' form and institutional mechanism for periodic review?	(a) Forms reviewed for all Wings in DoT except TEC. Report from TEC is awaited.	Coordination Wing and TEC.
		b) Process of self certification of documents.	(b)Yes, self certification except where there is statutory requirement.	
		c) In general, at how many levels is file dealt with.	(d) Four levels.	
			* As regards revised proposed Channel of Submission, D.O. letter was issued on 24th July, 2015 to all Members/AS(T)/USOF to forward their comments on the proposed material pertaining to their Wing. Reply is still awaited from M(F), AS(T) and USOF Wing.	
7.	10. Organizing Information and Recording Keeping (Para 5.4.11)- Recommendation No. 27	a) Has the Ministry laid down road map for digitization and the status thereof?	(a) As regard training on digitization and e-file processing, IT Wing has informed that 5th e-Office workshop conducted on 04.06.2015 which was attended by 26 officers, till now 113 officers attended e-Office workshops.	Coordination Wing and IT Wing
		b) Has the process for	(b) Yes. All Sections/Units of DoT are requested to undertake the records management exercise as per the provisions of Manual of Office Procedure and	

#	Report / Recommendation	Item	Status	Responsibility
	1st Report (Right to Good Governance) Master Key to Good Governance Information:	indexing, categorization, weeding out etc. of records put in place?	- requested to furnish a report in this regard.	
			Recommendations of Phase-II	
8.	(5.2.1.6) Guaranteeing Reach Recommendations No. 1,2,3,4,5,6 2nd Report – Unlocking Human Capital – Entitlements and Governance	a) Has the Ministry/Dept. prepared communication Plan? b) Details of programmes for publicity through audio & visual media? c) No. of best practices documented.	(a) & (b) Detailed guidelines for media strategy and media plan are being finalized by M/o I&B for all the Ministries/Deptts. for all the flagship programs/events of the Govt. (c) All Wings have been requested to identify the best practices with them for compilation of a handbook.	DDG (C&A)
9.	(6.4.16) Business Process Re-engineering Recommendations No. 5,6,7,8 11th Report : Promoting e-Governance - The SMART Way Forward	a) Mechanism set up for detailed analysis of processes with focus on rationality, simplicity and citizen centricity.	(a) Inputs by USOF - Relevant circulars/correspondences with respective CCA offices w.r.t. USOF schemes are communicated online via CSMS package. Each CCA office can login in CSMS (via USOF website) and search and view the relevant circulars/ correspondences. Inputs by IT Wing – CCMS Implementation (i) Security Audit is pending from NIC. Nic has submitted proposal of Rs. 11 lakh for hiring of one programmer and other manpower in order to customize CCMS. (ii) File is moved to Secy(T) for approval, at present pending with Dir(IT-IV) with some objections from Finance Wing. Design & Development of Integrated software for Dot Consultant hiring is sanctioned by Secy(T) and PAO authorization to NIC will be issued soon. Provision of various e-Governance services through integration, i.e. RTI and PG portals of DoPT & DAR&PG etc.-under process.	USOF

				DDG (IT-2)

b) No. of areas in which process re-engineering related transactions initiated and completed.

(b) CSMS package has also made the USOF subsidy claim and settlement related transactions between USOF HQ and respective CCA offices paperless and prompt.

c) Has self certification made applicable for forms. A circular has been issued in this regard on 10.05.2013?

(c) N/A

10.

(Para 6.7.2.7) Implementation – Recommendation No. 16 11th Report – Promoting e-Governance - The SMART Way Forward

a) Has the website made physically disabled friendly?

a) DoT website-www.dot.gov.in is disabled friendly.

b) Status of e-office implementation?

b) (i) Full implementation of e-leave module – Certificate from all DDGs were called for the same – Received from DDG(IC), DDG (PSU),DDG(C&A), DDG(IT-I),DDG(IT-II),DDG(LF-II),DDG(Security),DDG(BP&PMC),JS(T), Internal Audit & USOF (Finance).

(iii) Feedback & Complaint Performa already available.

(iv)Personnel Information Management System (PIMS)-EoI&RFP draft prepared & put up for approval & financial vetting.

(v) Status of progress of implementation of e-office application in DoT H/qs is given below –

S. No.	Name of Module	Status	Status as on date
1.	a) e-diarisation	Commissioned	In use.
	b) e-file	In progress	In progress.
2.	Knowledge Management System	Commissioned	In use.
3.	E-Leave Management Module	Commissioned	In use.
4.	e-Tour Management Module	commissioned	Under implementation

5.	Personal Information Management System (PIMS)	Work is in progress.	EOI & RFP draft prepared and put up for approval of financial vetting.
6.	e-Appointment Module	Commissioned	In use.
7.	e-Pay Slip Module	Commissioned	In use.
8.	e-Income Tax Module	Commissioned	Removed from e-office by NIC.
9.	e-FTS	Commissioned	In use.