

Dated : 05.03.2014

OFFICE MEMORANDUM

SUB: MINUTES OF THE MEETING ON 05.03.14 REGARDING IMPLEMENTATION OF RECOMMENDATIONS OF 2ND ARC IN DoT

The undersigned is directed to circulate Minutes of 10th monthly meeting by Secretary (Telecom) with the concerned Wing Heads on 05.03.14 (Wednesday) at 3.00 PM in the Committee Room, 2nd Floor, Sanchar Bhawan regarding implementation of recommendations of 2nd ARC in DoT, for information and compliance.

Encl: as above.



(A. K. Singh)

Under Secretary (C&A)

Tel : 23036073

Distribution :

Concerned Divisional Heads (By Name).

Copy for kind information to :

- (i) PPS to Secretary (T), DoT
- (ii) PPS to Secretary, D/o AR&PG, S.P. Bhawan, New Delhi
- (iii) Sr.PPS to Member(S)/Member(T)/Member(F)/ Administrator, USOF, DoT
- (iv) PPS to AS (T)

Copy also to: ADG (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 05.03.14 (WEDNESDAY) IN COMMITTEE ROOM, 2ND FLOOR, SANCHAR BHAWAN AT 3.00 PM REGARDING IMPLEMENTATION OF THE RECOMMENDATIONS OF 2ND ARC IN DoT

10th Monthly Meeting was chaired by Secretary(T) on 05.03.2014 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 the concerned divisions was deliberated upon, in accordance with the identified deliverables.

4. Action Taken Reports (ATRs), received from concerned Divisions/Units up to 24.02.2014 on the deliverables identified by D/O ARPG for implementation in respect of some of the accepted recommendations of generic nature of 2nd Administrative Reforms Commission (ARC), as compiled for the meeting, are at **Annexure -II**.

5. ATRs were reviewed in the meeting with reference to the decisions taken in the 9th Monthly Meeting held on 05.02.2014 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. DDG(PG) informed that in order to clear the pendency on priority, complaints are being monitored at regular intervals at his level and also at the level of Advisor (o). Wings having higher pendency of complaints (AS, DS, Accounts, Estt., TERM etc.) should chalk out a concrete plan of action to clear the pendency and report on the progress achieved.

[Action : DDG (PG) and all wing heads (Sr. DDG/DDG level officers /Advisor (WPC))

Point (d) – Revised inputs of DDG(Accounts) under **para 1(d) of Annexure-II** were noted. DDG(Accounts) informed that the total number of pending cases for revision is substantially higher as per revised format but represents a factually correct position. Secretary (T) pointed out that all out efforts need to be made to

(4) Citizens' Initiatives

Point (a) - Inputs of DDG(PG) under **para 4 of Annexure-II** were noted. It should be ensured that Citizens Charter is reviewed and updated at regular intervals.

[Action : DDG(PG)]

(5) Social Audit

Point No.(a),(b) & (c) – Inputs of USOF under **para 5 (a to c) of Annexure-II** were noted. Experience of other Departments/ Organisations, which are already in the business of social audits of their schemes, should be shared. There is a need to frame clear cut guidelines for social audit of telecom projects and to institutionalize them as a tool for accountability. A suitable agency may be selected for the job with clearly defined terms of reference. Initially, the social audit should be taken up on a pilot project basis and, based on its results/experience, it should be extended to the whole area/scheme. Timelines should be the essence to complete all the activities involved in the process and, as such, a definite time limit should be assigned for completion of various activities.

[Action : DDG(NE), USOF]

(6) Simplifying Transactions

Point (a),(b) & (c) – Inputs from DS & AS Division only have been received, which may be perused under **para 6 (a to c) of Annexure-II**. Extant procedural requirements should be reviewed with a view to simplify them further for the stake holders. Levels at which files/cases are dealt with should be ordinarily restricted to 2-3 levels as per the guidelines of D/o AR&PG on the subject. All Divisions of DoT may be asked to review the levels of submission to ensure the same.

[Action : DDG (C&A)]

Point No. (c) - Best practices observed during the course of implementation/review of schemes/activities should be documented. Inputs on the progress made in this regard should be informed

[Action : DDG(NE), USOF / JS (T)]

(9) Business Process Re-engineering

Point No. (a), (b) & (c) – This exercise needs to be taken up in all Divisions of DoT but initially by all Wings having public interface such as Licensing, Wireless and Wireless Finance. Online applications and processing, online payments etc. may be introduced. Inputs on action taken/progress made in this regard has to be provided every month by AS Wing, CS Wing, DS Wing, WPC Wing and USOF.

[Action : DDG(AS)/DDG(CS)/DDG(DS)/Wireless Advisor/DDG(NE), USOF]

(10) e-Office implementation

Point No. (a) & (b) – Inputs under **para 10(a to b) of Annexure-II** were noted. Implementation of e-diarisation and e-leave modules should be completed on top priority. Inputs thereon, duly updated, are to be provided every month by DDG(IT-2).

[Action : DDG (IT-2)]

The meeting ended with vote of thanks to the Chair.

(A.K. Singh)
Under Secretary (C&A)
Tel : 23036073

Action Taken Report received from various Divisions (As on 24/02/2014)

| S.No. | Recommendations made by Administrative Reforms Commission | Deliverable | Action Taken by the Ministry/Department (DoI) | Remarks | | | | | | | | | | | | |
|-----------------------------------|--|---|--|--------------------------------|---------|----------------------------|-------|--------------------------------|---------|---------------------------------|------|------|------|------|------|---|
| Recommendations of Phase-I | | | | | | | | | | | | | | | | |
| 1. | 42. (6.10.2) Monitoring Complaints Recommendations No. 116, 117 4 th Report (Ethics in Governance) | <p>a) Whether online complaint tracking system/CPGRAMS has been operationalized?</p> <p>b) Please intimate the updated status of no. of complaints received and disposed off as on 01.04.2013?</p> <p>c) Frequency and level of monitoring of complaints may kindly be intimated.</p> | <p>a) The online complaint monitoring system (CPGRAMS) is functional in DoI since 2008. It has got the facility to track the complaint by the complainant himself.</p> <p>b) During 2012-13 a total of 78887 complaints were received and 78261 were disposed. During 2013-14 (upto Dec'13) a total of 62387 complaints were received and 62354 has been disposed. Further the status in respect of month of January, 2014 (up to 26/01/2014) is as below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Month</th> <th>BF</th> <th>No. of complaints received</th> <th>Total</th> <th>No. of complaints disposed off</th> <th>Pending</th> </tr> </thead> <tbody> <tr> <td>January, 2014 (upto 26/01/2014)</td> <td>4363</td> <td>5207</td> <td>9570</td> <td>5886</td> <td>3684</td> </tr> </tbody> </table> <p>c) Weekly: DDG (PG), DoI</p> | Month | BF | No. of complaints received | Total | No. of complaints disposed off | Pending | January, 2014 (upto 26/01/2014) | 4363 | 5207 | 9570 | 5886 | 3684 | <p>Information provided by DDG (PG).</p> <p>Information provided by DDG (TPF & Accounts).</p> |
| Month | BF | No. of complaints received | Total | No. of complaints disposed off | Pending | | | | | | | | | | | |
| January, 2014 (upto 26/01/2014) | 4363 | 5207 | 9570 | 5886 | 3684 | | | | | | | | | | | |

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|--|--|--|
| <p>Governance)</p> | <p>Institute of Communication Finance (NICF), New Delhi conducted two days workshop on handling of RTI cases on 26th and 27th June, 2013. Five officers from DoT attended the training.</p> <p>A copy of Annual Training Calendar for the year 2013-14 of Institute of Secretariat Training & Management (ISTM) has been circulated to all the cadre Authorities and Department of Telecom Officers/Officials to nominate their officers/officials for the training program on RTI, e-governance office procedure etc. which is scheduled by ISTM from time to time as per the training calendar.</p> <p>As far as training to be imparted to CPIOs/First Appellate Authorities of this Department, NICF has conducted the workshop on RTI-Capacity Building and Awareness Generation on 12/11/2013 to 13/11/2013 and twelve officers of this Department attended the training. The second phase of training to be imparted to CPIOs/Appellate Authorities of this Department by NICF in the month of February, 2014. A letter was written to NICF to arrange for the second workshop for imparting training on RTI to the CPIOs of DoT who have not attended the workshop so far.</p> <p>c) Training Finance Branch, Deptt. of Telecom has informed that course on RTI is being organized and training in e-governance is also imparted on COMPACT & E-Lekha.</p> <p>During the financial year 2012-13, 23 training courses were organized and 545 employees were given training.</p> <p>NTIPRIT has conducted two In-service courses on RTI Act, 2005 during the financial year 2013-14 and 45 trainees were given training.</p> | <p>Information provided by DDG (PG).</p> |
| | <p>c) No. of training programmes organized by Ministry and percentage of employees covered in the last financial year?</p> | |
| <p>4. 31. (5.1.12) Citizens' Initiatives - Recommendation No. 85, 87</p> | <p>a) When was Citizens' Charter last updated?</p> | <p>The Citizen/Client Charter of DoT has been updated in July, 2013. Annual review will be undertaken by July, 2014.</p> |
| <p>4th Report (Ethics in</p> | | |

| Information: Master Key to Good Governance) | Recommendations of Phase-II | | Inputs yet to be received from USOF and JS (T) Wing. | | Information provided by Administrator (USOF). Input has not been received from DDG (AS), DDG(CS), DDG (DS) and Wireless Advisor. |
|---|--|--|--|--|--|
| 8. (5.2.1.6) Guaranteeing Reach Recommendations No. 1,2,3,4,5,6 2 nd Report – Unlocking Human Capital – Entitlements and Governance | a) Has the Ministry/Deptt. prepared communication Plan? b) Details of programmes for publicity through audio & visual media? c) No. of best practices documented. | | | | |
| 9. (6.4.16) Business Re-engineering Recommendations No. 5,6,7,8 11 th Report – Promoting Governance - The SMART Way Forward | a) Mechanism set up for detailed analysis of processes with focus on rationality, simplicity and citizen centricity. b) No. of areas in which process re-engineering initiated and completed. c) Has self certification made applicable for forms. A circular has been issued in this regard on 10.05.2013? a) Has the website made physically disabled friendly? | a) A Committee has been constituted under the chairmanship of DDG (NE)-USOF for taking action on 'business process re-engineering' in USOF as per the recommendation of 2 nd ARC. b) The Committee has identified following major activities: (i) Formulation of scheme (ii) Selection of implementing agency, award of work and monitoring (iii) Disbursement of subsidy The process for re-engineering has been initiated by the committee for the above areas/activities. c) Yes, self-certification has been applied in USOF in accordance to the circular issued by D/o AR & PG. | | | |
| 10. (Para 6.7.2.7) Implementation – Recommendation No. 16 11 th Report – Promoting e- | | a) DoT website-www.dot.gov.in is disabled friendly. Following facilities make it quite friendly to differently abled persons: 1. It has a screen reader for Blind persons. 2. Key board accessible for differently abled persons. 3. It has different color schemes for colour blind persons. 4. It has diff font sizes for old people. | | | Input provided by DDG (IT-2). |

| | Module | | | |
|----|---------------------|----------------------|---------|--|
| 7. | e-Pay Slip Module | Already commissioned | In use. | |
| 8. | e-Income Tax Module | Already commissioned | In use. | |
| 9. | e-FTS | Already commissioned | In use. | |