(d) ensure that the guidelines laid down by the State Public Service Authority for the purpose of integrating measures to be adopted by the concerned public service authorities and officers for achieving effective delivery, standard performance, accountability, efficient monitoring and proper social and financial auditing of public are followed by them at the district level;

(d) lay down guidelines for, and give necessary directions to the concerned public service authorities and officers to take such other measures for effective enforcement and implementation of the District Public Service Management Plan in the district;

(e) lay down guidelines to be followed by concerned public service authorities and officers at the district level for integration of measures under the State Public Service Management Plan and the District Public Service Management Plan for effective enforcement and implementation of public service management in the district;

(f) monitor implementation of measures referred to in clauses (d) and (e);

(g) review development plans in the district in respect of each public services, measures taken for the enforcement and implementation of its policy and plan in the district and guidelines issued by it for such purposes and take necessary remedial measures;

(j) organize and coordinate specialised training programmes for different levels of concerned public service officers and employees in the district;

(k) facilitate community training and awareness programmes relating to public service facilities and their rights in respect of such public services, with the support of governmental and non-governmental organisations;

(l) prepare, review and update the District Public Service Plan and guidelines;

(m) provide necessary technical assistance to, and give advise to, concerned public service officers in the district.
for carrying out their functions;

(n) provide necessary information to the State Public Service Authority relating to the public service management;

(o) encourage involvement of non-governmental organisations and voluntary social-welfare institutions working at the grassroots level in the district for effective public service management; and

(p) perform such other functions as the State Government or the State Public Service Authority may assign to it, or as it deems necessary, for effective public service management in the District.

| 26. (1) The District Public Service Authority shall, having regard to the policy laid down by the State Public Service Authority, the State Public Service Management Plan and requirements of that district, prepare a District Public Service Management Plan for the district with the assistance of concerned public authorities and officers, and experts in the field of public service management, at the district level. |
| District Public Service Management Plan. |

(2) The District Public Service Management Plan shall include —

(a) measures to be taken by the concerned public authorities and officers at the district level;

(b) the capacity building of public service officers at the district level and measures required to be taken by them for effective public service management at the district level;

(c) special needs, if any, of backward areas of the district with respect to public service facilities;

(d) measures for delivery of public services in a manner which fosters socio-economic development and betterment of public in the district;

(e) measures for proper management of public services, human resources, financial resources and technical resources in the district;
(f) measures for providing public services in the district in accordance with the standards laid by the appropriate Government;

(g) measures for social auditing of public services for the purpose of reviewing effective implementation of public services at the district level;

(3) The District Public Service Management Plan shall be reviewed and updated annually by the District Public Service Authority and necessary corrective measures shall be taken accordingly.

(4) The copies of the District Public Service Management Plan shall be made available to the concerned public service officers in the district.

(5) The District Public Service Authority shall forward copies of the District Public Service Plan to the State Government and the State Public Service Authority.

(6) The District Authority shall review, from time to time, the implementation of the District Public Service Management Plan and issue such instructions to the concerned public authorities and officers in the district, as it may deem necessary, for the implementation of such plan effectively.

(7) The appropriate Government shall provide necessary financial provisions for implementing various measures under the District Public Service Management Plan.

27. The concerned public authorities and officers at the district level shall –

(a) coordinate preparation and implementation of the District Public Service Management Plan by the District Public Service Authority at the district level;

(b) give necessary inputs and help the District Public Service Authority to review and update the District Public Service Management Plan;

(c) the concerned public authorities shall follow the standards laid down for public service facilities and the

<table>
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<th>Duties of concerned public service officers</th>
<th>at district level.</th>
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concerned public service officers shall follow the Public Service Performance Standards prescribed by the appropriate Government in performance of their duties and functions.

28. The District Public Service Authority may, by order, require concerned public authorities, the concerned public service officers and the local authority in the district to take such measures for effective implementation of the District Public Service Management Plan or remedial measures thereof, as may be necessary, and such officers shall be bound to carry out such order.

**RESPONSIBILITIES OF APPROPRIATE GOVERNMENT**

29. Subject to the provisions of this Act, the appropriate Government shall take the following measures, namely:-

(a) coordination of actions and plans of all authorities, committees, officers and non-governmental organisations concerned with public service management within the area of its jurisdiction;

(b) ensure integration of measures for effective implementation and monitoring of policies and plans at all levels within the area of its jurisdiction;

(c) ensure appropriate allocation of funds for provisioning of public service facilities, maintenance of standards, capacity-building of public authorities, execution of plans and for research and development of public service management within the area of its jurisdiction;

(d) ensure that the public authorities take necessary measures for prompt and effective implementation and monitoring of policies and plans at all levels within the area of its jurisdiction;

(e) establish institutions for research, training, and developmental programmes in the field of public service management;

(f) prescribe standards for public services facilities and also the Public Service Performance Standards for
proper functioning of public authorities;

(g) such other matters as it deems necessary or
expedient for the purpose of securing effective
implementation of the provisions of this Act.

30. (1) The local authority shall comply with all the
directions issued by the District Public Service Authority in
relation to public service management and ensure that its
officers and employees also comply with the same.

(2) The local authority shall aid and assist the District Public
Service Authority in the public service management and take
such other measures as may be necessary.

DUTIES OF LOCAL AUTHORITY

NATIONAL INSTITUTE OF PUBLIC SERVICE
MANAGEMENT

31. (1) With effect from such date as the appropriate
Government may, by notification in the Official Gazette
appoint in this behalf, there shall be constituted an institute to
be called the Central/State Institute of Public Service
Management.

(2) The Central/State Institute of Public Service Management
shall consist of such number of members as may be prescribed
by the appropriate Government.

(3) The term of office of, and vacancies among, members of
the Central/State Institute of Public Service Management and
manner of filling such vacancies shall be such as may be
prescribed.

(4) There shall be a governing body of the Central/State
Institute of Public Service Management which shall be
constituted by the appropriate Government from amongst the
members of the Central/State Institute of Public Service
Management in such manner as may be prescribed.

(5) The governing body of the Central/State Institute of
Public Service Management shall exercise such powers and
discharge such functions as may be prescribed.
(6) The procedure to be followed in exercise of its powers and discharge of its functions, and the term of office of, and the manner of filling vacancies amongst members of, the governing body of the Central/State Institute of Public Service Management shall be such as may be prescribed.

(7) Subject to the provisions of this Act, the Central/State Institute of Public Service Management shall function within the broad policies and guidelines laid down by the Central/State Public Service Authority and be responsible for planning and promoting training and research in the area of Public Service Management.

(9) Without prejudice to the generality of the provisions contained in sub-section (8), the Central/State Institute of Public Service Management, for the discharge of its functions, may —

(a) develop training modules relating to each public service encompassing objectives set out in sub-section (2) of section 8;

(b) organise training programmes concerning each public service for concerned public service officers in related Public Service Management;

(c) undertake research in Public Service Management;

(d) undertake training, from time to time, of faculty members in Public Service Management;

(e) provide such assistance to the appropriate Governments as may be required by them for capacity-building of concerned public service officers at all levels within the area of its jurisdiction;

(f) develop educational materials required for giving training in public service management including crash courses in public service management and personality development courses;

(g) undertake, organise and facilitate conferences, lectures, seminars to promote the objectives relating to public service management;
(i) undertake and provide for publication of journals, research papers and books and establish and maintain library in furtherance of objectives relating to public service management;

(ii) undertake any other function as may be assigned to it by the appropriate Government.

32. The appropriate Government shall provide the Central/State Institute of Public Service Management with such officers, consultants and other employees, as it considers necessary for carrying out its functions.

CENTRAL/STATE PUBLIC SERVICE OMBUDSMAN

33. (1) For carrying into effect the purposes of this Act, the appropriate Government shall appoint such number of Central/State Public Services Ombudsman, in respect of each public service, to function at such places, as may be prescribed.

(2) Each Ombudsman, in respect of a public service shall be appointed by the appropriate Government on the basis of recommendations of a selection committee consisting of-

(a) the Chairman of the Central/State Public Service Authority;

(b) the Member of the Central/State Public Service Authority, representing concerned public service;

(c) the Secretary to the Government of India/State Government of concerned public service.

(3) The Ombudsmen shall be a person of eminence having wide knowledge and experience of not less than fifteen years in the concerned public service or from judicial service.

(4) The Ombudsman shall be appointed for a term of three years and shall be eligible for re-appointment:

Provided that no person shall be appointed after he attains the age of sixty years.
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<td>34. (1) The appropriate Government may, by notification, decide the territorial jurisdiction of each Ombudsman.</td>
<td>Territorial jurisdiction of Ombudsman</td>
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<td>(2) The Ombudsman may hold sitting at various places within his area of jurisdiction in order to expedite disposal of complaints.</td>
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<td>(3) The manner of receiving complaint, hearing of complaint and disposal of complaint shall be in such manner as may be prescribed.</td>
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<td><strong>Funds, Accounts and Audit</strong></td>
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<td>35. The appropriate Government may, after due appropriation made by Parliament/ the Legislature of the State by law in this behalf, make in each financial year such contribution to the Central/State Public Service Authority as it may think necessary to enable that Authority to perform its functions under this Act.</td>
<td>Contributions by appropriate Government</td>
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<td>36. (1) The Central/State Public Service Authority shall have its own fund, and all sums which may, from time to time, be paid to it by the appropriate Government and all other receipts by way of grants, donations or otherwise of that Authority shall be carried to the fund of the Central/State Public Service Authority and all payments by the Central/State Public Service Authority shall be made therefrom.</td>
<td>Fund of Central/State Public Service Authority.</td>
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<td>(2) The Central/State Public Service Authority may expend such sums as it thinks fit for performing its functions under this Act or under any other law for the time being in force relating to a public service, such functions and such sums shall be treated as expenditures payable out of the funds of the Central/State Public Service Authority.</td>
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<td>37. The Central/State Public Service Authority may, with the consent of, or in accordance with, the terms of any general or special authority given to it by the appropriate Government, borrow money from any source by way of loans or issue of bonds, debentures or such other instruments, as it may deem fit, for the performance of all or any of its functions under this Act.</td>
<td>Borrowing Powers of Central/State Public Service Authority.</td>
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38. The Central/State Public Service Authority and the District Public Service Authority shall, during each financial year, prepare, in such form and at such time as may be prescribed, a budget in respect of the financial year next ensuing showing the estimated receipt and expenditure, and copies thereof shall be forwarded to the appropriate Government.

39. (1) The Central/State Public Service Authority and the District Public Service Authority shall, during each financial year, prepare, in such form as may be prescribed, an annual report giving full account of its activities under this Act during the previous financial year and copies thereof shall be forwarded to the appropriate Government within four months from the last date of the previous financial year and the appropriate Government shall cause every such report to be laid before both Houses of Parliament/State legislatures within nine months from the last date of the previous financial year.

### MISCELLANEOUS

40. Notwithstanding anything contained in any other law for the time being in force, the appropriate Government may, for the purpose of facilitating public service management, issue such direction as it deems appropriate.

41. The provisions of this Act, shall have effect, notwithstanding anything inconsistent therewith contained in any other law for the time being in force or in any instrument having effect by virtue of any law other than this Act.

42. The appropriate Government may, by notification in the Official Gazette, make rules for carrying out the purposes of this Act.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:

- the Public Service Performance Standards under subsection (1) of section 7;
- the number of members of the Central/State Public Service Authority under sub-section (2) of section 9;
(c) the salaries and allowances payable to, and the terms and conditions of service of, the officers, consultants and other employees of the Central/State Public Service Authority under sub-section (2) of section 13;

(d) the allowances payable to the members of the advisory committee sub-section (2) of section 15;

(e) the powers and functions of the Chairperson of the Central/State Public Service Executive Committee under sub-section (3) of section 16;

(f) the procedure to be followed by the Central/State Public Service Executive Committee under sub-section (4) of section 16;

(g) allowances payable to the expert under sub-section (2) of section 17;

(h) the number of members of the Central/State Institute of Public Service Management under sub-section (2) of section 31;

(i) the term of office of, and vacancies among, members of the Central/State Institute of Public Service Management and the manner of filling such vacancies under sub-section (2) of section 31;

(j) the manner of constituting the governing body of the Central/State Institute of Public Service Management under sub-section (4) of section 31;

(k) the powers and functions of the governing body of the Central/State Institute of Public Service Management under sub-section (5) of section 31;

(l) the procedure to be followed by, the term of office of, and the manner of filling vacancies amongst members of, the governing body of the Central/State Institute of Public Service Management under sub-section (6) of section 31;

(m) the number of Central/State Public Services Ombudsman to be appointed in respect of each public service and the places where they may function under sub-section (1) of section 33;
(n) the manner of receiving complaint, hearing of complaint and disposal of complaint under sub-section (3) of section 34;
(o) the form and time for preparation of budget under section 38;
(p) the form for preparation of annual report under section 39,

| 43. (1) The State Government may, by notification in the Official Gazette, make rules for carrying out the purposes of this Act. |
| 43. (2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:— |
| (a) the salaries and allowances payable to, and other terms and conditions of service of the Members under sub-section (4) of section 21; |
| (b) the salaries and allowances payable to, and the terms and conditions of service of, the officers, consultants and other employees of the District Public Service Authority under sub-section (2) of section 24; |

| 44. Every rule made by the appropriate Government and the State Government shall be laid, as soon as may be after it is made, before each House of Parliament or the State Legislature, while it is in session, for a total period of thirty days which may be comprised of one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, both Houses or the State Legislature agree in making any modification in the rule or regulation or both Houses or the State Legislature agree that the rule or regulation should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be; so, however, that any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule. | Power of State Government to make rules. |
SCHEDULE
Public Services
(See section 3)

1. Education
2. Health
3. Water
4. Housing
5. Public Transport (including Railway and Metro Railway)
6. Sewerage and Sanitation
7. Electricity
8. Telecommunications (including telephone, whether fixed or mobile, Television and cable network and Broadcasting services)
9. Internet
10. Banking services
11. Postal services
12. Railway

[To be expanded after receipt of inputs from other Ministries/Departments/State Governments/Union territory Administration]