REMINDER-I

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF EDUCATION: CO-ORDINATION BRANCH
LUCKNOW ROAD: DELHI-110054

No.F.30-3(55)/Coord/2010/ 9592-9651  Dated:- 24/5/2010

CIRCULAR


Please refer to this office circular No.F.30-3(55)/Coord/2010/478 – 537 dated 12.01.2010 (Copy enclosed) on the subject cited above enclosing copy of letter No.F.4/14/2009/AR/Pr.file.3/12643 – 802/C dated 21.12.2009 received from Administrative Reforms Department, GNCT of Delhi, Delhi Secretariat, New Delhi along with its enclosure i.e. copies of the marginally noted letters from the Govt. of India, Ministry of Personnel, PG and Pensions, Dept. of AR & Public Grievances relating to the accepted point Nos. 5.7.4, 5.10, 6.11 & 3.3.4 of the 12th report of ARC, GOI titled “Citizen Centric Administration: The Heart of Governance”.

In the above said Circular of this branch, it is requested to take necessary action on the above said points as per enclosed letter of AR deptt. and action taken report may be sent to this branch for onward submission to the AR deptt., which is still awaited.

Therefore, All RDEs/DDEs/HOS/Branch Incharges are once again requested to take necessary action on above said points as per enclosed letter of AR deptt. and **Action Taken Report may be sent to this branch in the enclosed Performa** for onward submission to the AR deptt.

Encl: As above.

(Shashi Kaushal)
Addl. Director of Education (Coord.)

Copy for information and necessary action to:-

1. PS to Pr. Secretary (Education), GNCT of Delhi, Old Secretariat, Delhi
2. PS to Director (Education), Directorate of Education, Delhi
3. PS to Addl. Director of Education (Admin.), Directorate of Education, Delhi
4. PS to Addl. Director of Education (School), Directorate of Education, Delhi
5. PS to Addl. Director of Education (Fin), Directorate of Education, Delhi
6. PS to Addl. Director of Education (ACT), Directorate of Education, Delhi
7. PS to Joint Director of Education (HQ), Directorate of Education, Delhi
8. All RDEs/DDEs, Directorate of Education, Delhi
9. All Branches of Headquarter, Directorate of Education, Delhi
10. All Head of Schools, GNCT of Delhi through website of the department.
11. OS (IT) with the request to upload the Circular on the website of the department.

(Shashi Kaushal)
Addl. Director of Education (Coord.)
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF EDUCATION: CO-ORDINATION BRANCH
LUCKNOW ROAD: DELHI-110054

No.F.30-3(55)/Coord/2010/ U78–537

Dated:- 12/1/2010

CIRCULAR


Please find enclosed herewith copy of letter No.F.4/14/2009/AR/Pt. file.3/12643 – 802/C dated 21.12.2009 received from Administrative Reforms Department, GNCT of Delhi, Delhi Secretariat, New Delhi enclosing therewith copies of the marginally noted letters from the Govt. of India, Ministry of Personnel, PG and Pensions, Deptt. of AR & Public Grievances relating to the accepted point Nos. 5.7.4, 5.10, 6.11 & 3.3.4 of the 12th report of ARC, GOI titled “Citizen Centric Administration: The Heart of Governance”.

Therefore, All RDEs/DDEs/HOS/Branch Incharges are requested to take necessary action on above said points as per enclosed letter of AR deptt. and action taken report may be sent to this branch for onward submission to the AR deptt.

Encl: As above.

(Shashi Kaushal)
Joint Director of Education (Coord.)

No.F.30-3(55)/Coord/2010/ U78–537

Copy for information and necessary action to:-

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8. All Branches of Headquarter, Directorate of Education, Delhi
9. All Head of Schools, GNCT of Delhi through website of the department.
10. OS (IT) with the request to upload the Circular along with the enclosures on the website of the department.

(Shashi Kaushal)
Joint Director of Education (Coord.)
Citizen Centric Administration: The Heart of Governance

Name of Branch/Office:

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<td>3.3.4</td>
<td>(b) Government agencies, whether regulatory or developmental, should introduce the Single Window Agency concept within their organizations to minimize delays and maximize convenience to citizens. Government as a whole should draw a roadmap with timelines for expeditious creation of a Single Window at the local level for provision of all developmental and regulatory services to citizens.</td>
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| 5.7.4 | a) It should be mandatory for all government organizations to develop a suitable mechanism for receipt of suggestions from citizens, which could range from the simple “Suggestion Box” to periodic consultations with citizens’ groups. Heads of the concerned organizations should ensure rigorous follow up action on the suggestions received so that these become a meaningful exercise. A system of incentives and rewards should be introduced so that suggestions that lead to significant improvement or savings can be acknowledged.  

b) Every government organization must ensure the following:  

(i) Fool proof system for registration of all complaints.  

(ii) A prescribed time schedule for response and resolution and | |
(iii) A monitoring and evaluation mechanism to ensure that the norms, prescribed are compiled with. Use of tools of information technology can help to make such a system more accessible for citizens. Heads of all government organizations should be made responsible for ensuring the development of such a system for responding to a time bound resolution of the complaints of citizens.

c) Regular citizens’ feedback and survey and citizens’ report cards should be evolved by all government organizations for gauging citizens’ responses to their services. These should be used as inputs for improving organizational efficiency.

d) While no single modality or mechanism can be prescribed for encouraging citizens’ participation in governance; in general, there is need to create institutionalized mechanisms for encouraging their participation in governance across public agencies at all levels and, for this to happen, the following steps are necessary:

(i) A comprehensive review for policy and practice in each department/public agency.

(ii) Modifying administrative procedures where necessary.

(iii) Entrustment of the function of institutionalizing citizens’ participation in governance to a senior level officer.
(iv) Performance management reviews to incorporate effectiveness in ensuring citizens’ participation in governance.

e) The objective could also be served by active and cooperative participation by government agencies in civil society initiatives in the area of citizens’ participation in grievance redressal.

| 5.10 | a) Ensuring the full participation of women should be a specific aim of citizen-centric administration and this should be reflected in various policies and programmes, including citizens charters and grievances redress mechanisms.

b) Government may constitute an expert committee to identify the areas where special provisions for the physically challenged should be made mandatory.

c) Government should adopt a more proactive approach for detection and registration of the physically challenged persons.

d) To achieve this, responsibility should be cast on the Primary Health Centres (PHCs) to identify all such cases in their jurisdiction and to get the evaluation of the disabilities done. To enable the PHCs to discharge these responsibilities, adequate resources should be placed at the disposal of the Medical Officer, PHC along with delegation of commensurate authority and changes in the relevant rules.
e) Organization of camps at PHC level, attended by the concerned medical personnel, would greatly help in issuing certificates of disability on the spot.

f) Further, steps should be taken to create a database for all the Disabilities Certificate holders with integration at District, State and National levels.

6.11 a) Based on the principle of subsidiary, each government organization should carry out an exercise to assess whether adequate delegation of authority has been done. In doing so, it should be clearly enunciated that the top levels of the organization should essentially focus on policymaking functions and the field level functionaries should focus on operational aspects.

b) The extent to which delegated powers is used or is allowed to be used, should be two of the elements while appraising an officers' overall performance.