



सत्यमेव जयते

PARLIAMENT OF INDIA
RAJYA SABHA

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

ONE HUNDRED SIXTH REPORT

ON

**DEMANDS FOR GRANTS (2021-22) OF THE
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND
PENSIONS**

(Presented to the Rajya Sabha on 16th March, 2021)

(Laid on the Table of Lok Sabha on 16th March, 2021)



Rajya Sabha Secretariat, New Delhi
March, 2021 / Phalguna, 1942 (Saka)

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COMPOSITION OF THE COMMITTEE
(Re-constituted on 13th September, 2020)

1. Shri Bhupender Yadav — *Chairman*

RAJYA SABHA

2. Shri Rajendra Gehlot
3. Shri Naresh Gujral
4. Shri Deepender Singh Hooda
5. Shri Sukhendu Sekhar Ray
6. Shri K. R. Suresh Reddy
7. Shri Shiv Pratap Shukla
8. Shri Vivek K. Tankha
9. Shri P. Wilson
10. *Shri Hardwar Dubey

LOK SABHA

11. Shri Pradan Baruah
12. Shri Pradeep Kumar Chaudhary
13. Shri Vinod Lakhmshi Chavda
14. Shrimati Veena Devi
15. Shri Jasbir Singh Gill
16. Shri Choudhury Mohan Jatua
17. Shri Raghurama Krishna Raju Kanumuru
18. Shri Jyotirmay Singh Mahato
19. Shri Malook Nagar
20. Shri B. Venkatesh Netha
21. Shri Suresh Pujari
22. Shri A. Raja
23. Shri Omprakash Bhupalsinh *alias* Pawan Rajenimbalkar
24. Shri Upendra Singh Rawat
25. Shrimati Sandhya Ray
26. Shri Kuldeep Rai Sharma
27. Shri Mahendra Singh Solanky
28. Shri B. Manickam Tagore
29. ^*Vacant*
30. \$*Vacant*
31. *Vacant*

SECRETARIAT

Shri Pradeep Chaturvedi, Joint Secretary
Shri Vinay Shankar Singh, Director
Shri Amit Kumar, Deputy Secretary
Shri Goutam Kumar, Deputy Secretary
Shri Anurag Ranjan, Under Secretary
Ms. I.V. Rajya Laxmi, Assistant Committee Officer

**Nominated w.e.f. 23.12.2020*

^ Vacancy caused due to nomination of Shri P.P. Mohammed Faizal to another Committee w.e.f. 28.12.2020

\$Vacancy caused due to demise of Shri Mohan S. Delkar on 22.02.2021.

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 One Hundred sixth Report on Demands for Grants (2021-22) 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 needs to be voted by Parliament. As a sequel thereto, Demands for Grants of the relevant Ministries/Departments stand referred to the 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, programmes, 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. 73, 74 and 83 pertaining to the Ministry of Personnel, Public Grievances & Pensions, Central Vigilance Commission (CVC) and Union Public Service Commission (UPSC), respectively, for the financial year 2021-22 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; Secretary, Department of Administrative Reforms & Public Grievances and Department of Pension & Pensioners' Welfare; Director (Incharge), Central Bureau of Investigation; Secretary, Union Public Service Commission; Chairman, Staff Selection Commission; Secretary, Public Enterprises Selection Board, Secretary, Central Vigilance Commission; Secretary, Lokpal; Secretary, Central Information Commission; Joint Registrar, Central Administrative Tribunal; Director, Lal Bahadur Shastri National Academy of Administration; Director, Institute of Secretariat Training & Management and Director, Indian Institute of Public Administration in its meetings held on 17th, 18th and 19th February, 2021.

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 the Administrative Control of the Ministry;
- (iii) Detailed Demands for Grants of the Ministry, Central Vigilance Commission and Union Public Service Commission for the year 2021-22;
- (iv) Detailed Explanatory Notes on the Demands for Grants (2021-22) received from the Ministry, Central Vigilance Commission and Union Public Service Commission;
- (v) Annual Report of the Ministry of Personnel, Public Grievances and Pensions for the year 2019-20;
- (vi) Annual Report of the Central Vigilance Commission for the year 2019;

- (vii) Annual Report of the Union Public Service Commission for the year 2018-19;
- (viii) Annual Report of the Staff Selection Commission for the year 2019-20;
- (ix) Annual Report of the Central Information Commission for the year 2019-20;
- (x) Annual Report of the Indian Institute of Public Administration for the year 2019-20 ;
- (xi) Annual Report of the Institute of Secretariat Training & Management for the year 2019-20;
- (xii) Written replies furnished by the Ministry and organizations/offices of the Ministry on the Questionnaires (General Issues & Demands-specific) prepared by the Secretariat; and
- (xiii) 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 15th March, 2021 and presented to both Houses of Parliament on 16th March, 2021.

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;
16th March, 2021

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

ACRONYMS

ACC	Appointments Committee of the Cabinet
APPPA	Advanced Professional Programme in Public Administration
ATI	Administrative Training Institute
ATR	Action Taken Report
BE	Budget Estimates
BPST	Bureau of Parliamentary Studies and Training
CAT	Central Administrative Tribunal
CBDT	Central Board of Direct Taxes
CBE	Computer Based Examination
CBIC	Central Board of Indirect Taxes and Customs
CBI	Central Bureau of Investigation
CCA	Cadre Controlling Authority
CCS	Central Civil Services
CET	Common Eligibility Test
CFC	Common Foundation Course
CIC	Central Information Commission
CISCO	San Francisco
CPAO	Central Pension Accounting Office
CPF	Contributory Provident Fund
CPGRAMS	Centralised Public Grievance Redress and Monitoring System
CPSE	Central Public Sector Enterprise
CRC	Cadre Review Committee
CSE	Civil Services Examination
CSOI	Civil Services Officers' Institute
CSS	Central Staffing Scheme
CSSS	Central Secretariat Stenographers Service
CTV	Centralized Technology Vertical
CVC	Central Vigilance Commission
CVO	Chief Vigilance Officer
DARPG	Department of Administrative Reforms and Public Grievances
DFFT	Domestic Funding for Foreign Training
DoE	Department of Expenditure
DoPPW	Department of Pension and Pensioners' Welfare
DoPT	Department of Personnel and Training

DoT	Department of Telecommunications
DPC	Departmental Promotion Committee
DSPE	Delhi Special Police Establishment Act
EO	Establishment Officer
EoDB	Ease of Doing Business
EPF	Employees' Provident Fund
EPFO	Employees' Provident Fund Organization
FAA	First Appellate Authority
IAS	Indian Administrative Service
IBPS	Institute of Banking and Personnel Selection
iGOT	Integrated Government Online Training
IIM	Indian Institute of Management
IIPA	Indian Institute of Public Administration
IPPB	India Post Payment Bank
ISTM	Institute of Secretariat Training & Management
JCM	Joint Consultative Machinery
KYC	Know Your Customer
LBSNAA	Lal Bahadur Shastri National Academy of Administration
MCTP	Mid-Career Training Programme
MoS	Minister of State
NCGG	National Centre for Good Governance
NPCI	National Payments Corporation of India
NeGP	National e-Governance Plan
NPCSCB	National Programme for Civil Services Capacity Building
NRA	National Recruitment Agency
O&M	Organisation and Method
OBCs	Other Backward Classes
OMR	Optical Marks Reader
PAO	Pay and Accounts Office
PESB	Public Enterprises Selection Board
PIO	Public Information Officer
PMO	Prime Minister Office
PSU	Public Sector Undertakings
QMS	Quality Management System
RE	Revised Estimates
RRB	Railway Recruitment Board

RRs	Recruitment Rules
RT&H	Road Transport and Highway
RTI	Right to Information
S&V	Services & Vigilance
SCS	State Civil Services
SCs	Scheduled Castes
SSC	Staff Selection Commission
STs	Scheduled Tribes
UOI	Union of India
UPSC	Union Public Service Commission
VAW	Vigilance Awareness Week
V-CIP	Video based Customer Identification Process

REPORT

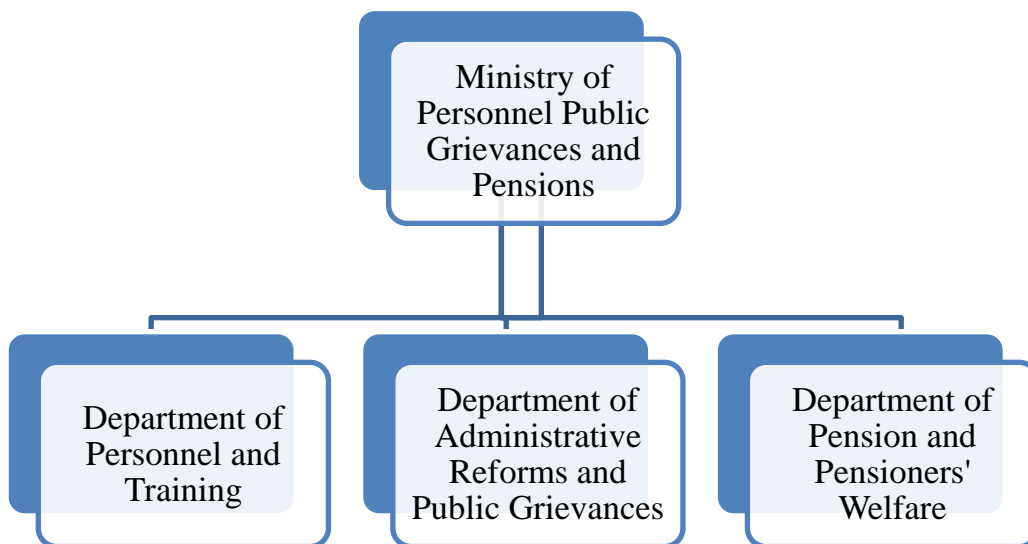
CHAPTER – I OVERVIEW OF THE MINISTRY

Introduction

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

1.1. The Ministry comprises the following three Departments:

- (i) Department of Personnel and Training (DoP&T)
- (ii) Department of Administrative Reforms and Public Grievances (DARPG)
- (iii) Department of Pension and Pensioners' Welfare (DPPW)



1.2. The Ministry is presently under the overall charge of the Hon'ble Prime Minister assisted by the Minister of State. The Department of Personnel and Training is functioning under the charge of a Secretary while the Department of Administrative Reforms & Public Grievances and the Department of Pensions and Pensioners' Welfare are functioning under the charge of another Secretary.

Evolution of the Ministry

1.3. In March, 1954, an Organisation and Method (O&M) Division was set up in the Cabinet Secretariat to oversee the work relating to Administrative Reforms. Subsequently, in March, 1964, a Department of Administrative Reforms was set up within the Ministry of Home Affairs and Organisation and Method (O & M) Division was transferred to its charge from the Cabinet Secretariat. On 7th February, 1973, the work relating to Department of Administrative Reforms was transferred to Department of Personnel created under Cabinet Secretariat on 01st August, 1970 and was re-designated as Department of Personnel and

Administrative Reforms. In April, 1977, Department of Personnel and Administrative Reforms was shifted from Cabinet Secretariat to the Ministry of Home Affairs.

1.4. In March 1985, the Department of Personnel and Administrative Reforms was elevated to a full-fledged Ministry of Personnel and Training, Administrative Reforms, Public Grievances and Pensions. On December 10, 1985, Ministry of Personnel and Training, Administrative Reforms, Public Grievances and Pensions was re-designated as the Ministry of Personnel, Public Grievances and Pensions with three departments namely, **(i) Department of Personnel and Training (DOPT), (ii) Department of Administrative Reforms and Public Grievances (iii) Department of Pension and Pensioners Welfare.** This Ministry was placed under the overall charge of the Hon'ble Prime Minister assisted by a Minister of State.

DEPARTMENT OF PERSONNEL AND TRAINING (DoPT)

1.5. Department of Personnel and Training (DOP&T) is the nodal agency of the Government of India for formulation and implementation of personnel policies as well as selection, placement and development of the human resources engaged in public service.

1.6. The role of the Department of Personnel & Training can be conceptually divided into two parts-

- (i) In its large nodal role, it acts as the formulator of policy and the watch-dog of the Government ensuring that certain accepted standards and norms, as laid down by it, are followed by all Ministries/Departments, in the recruitment, regulation of service conditions, posting/transfers, deputation of personnel as well as other related issues. Towards this end, guidelines are issued by it for the benefit of all Ministries/Departments and it monitors the implementation of these guidelines. It also advises all organizations of the Central Government on issues of personnel management.
- (ii) Further, the Department has the direct responsibility of being the cadre controlling authority for the Indian Administrative Service (IAS) and the three Secretariat Services in the Central Secretariat. The Department also operates the Central Staffing Scheme (CSS) under which suitable officers from All India Services and Group 'A' Central Services are selected and then placed in posts at the level of Deputy Secretary and above, on the basis of tenure deputation. The Department also deals with cases of appointment to posts of Chairman, Managing Director, full-time functional Director/Member of the Board of Management of various Public Sector Undertakings/ Enterprises, Corporations, Banks and other financial institutions. It also deals with the assignment of Indian experts to various developing countries. It is also responsible for formulation and coordination of training policies for the All India and Central Services and providing support for the capacity building of State Government officials

1.7. The following functions have been allocated to the Department of Personnel & Training as per the Business of Allocation Rules:

1. Recruitment for All India and Central Services through Civil Services Examination.
2. Placement of successful candidates to various Services/Cadres; Officers under Central Staffing Scheme.
3. Cadre Management of IAS and three Secretariat Services (Central Secretariat Service, Central Secretariat Stenographers' Service & Central Secretariat Clerical Service).

4. Administrative vigilance - to oversee and provide necessary directions to the Government's programme of maintaining discipline and eradicating corruption from public services.
5. Formulation and implementation of the policy related to Right to Information Act, 2005.
6. Formulation and implementation of policy of reservation in services under the Government of India.
7. Welfare of Central Government Employees.
8. Administrative Tribunals.
9. Increasing the efficiency of public services along with the well-being of the employees through Joint Consultative Machinery.
10. Capacity Building/Training.
11. Framing personnel policies in respect of various service matters applicable to the Central Government employees.

1.8. 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 to 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. Further, this wing 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.

1.9. 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 Tribunal (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

1.10. 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. 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. In order to provide the same test platform to all candidates at the nearest District HQ, particularly those in rural areas/ Aspirational Districts, and with a view to set a new standard of equity and inclusiveness in recruitments, Government has set up National Recruitment Agency (NRA) in 2020.

Training

1.11 DoPT is responsible for coordinating the implementation of National Training Policy which was adopted in April 1996. The Department also sponsors a number of training programmes on a variety of subjects for different categories of Central and State Government employees. It also develops and undertakes capacity building initiatives under special packages for different levels of State Government officials. It provides assistance for upgradation of the training infrastructure of State Government Training Institutions. It is responsible for the development of resource persons as trainers in different skills of training and maintains a database of trainers. It facilitates the development of training material and also coordinates with Training Institutions all over the country. The Training Division organizes a number of long term training programmes in public policy in leading management institutes in India for the officers of the Central and State Services. The foreign training scheme for the Central and State Government Officers, other than selection, is also administered by the Training Division. A new scheme of mandatory Mid-Career Training for IAS officers is also being administered by the Training Division.

1.12 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), JNU Campus, New Delhi. The former is mainly responsible for providing induction training to recruits to the Indian Administrative Service and other All India Services and Central Services. The Institute of Secretariat Training and Management provides induction as well as in-service training to members of the Central Secretariat Service. The Indian Institute of Public Administration, an autonomous body, which undertakes research studies on contemporary public issues and provides training to officers of Government of India on Public Policy, is also being funded partly by DoPT.

Senior Appointments under the Government of India

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

Administrative Vigilance

1.14. An important element of personnel management is the maintenance of the professional ethics and standards of the bureaucracy. The Department of Personnel & Training determines Government policy for the maintenance of the integrity of the public services and eradication of corruption and coordinates the activities of various Ministries/Departments in that area. However, all Ministries/Departments and offices of the Government of India have the direct responsibility for the maintenance of discipline and integrity of their staff by taking preventive measures and eradication of corruption in their operational area of work.

(i) Central Vigilance Commission

Advice on all vigilance matters is provided by Central Vigilance Commission. It has jurisdiction and power in respect of all matters to which the executive power of the Central Government extends. The Commission enjoys the same measure of independence and autonomy as the Union Public Service Commission.

(ii) 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

1.15. The Central Bureau of Investigation (CBI) is the premier investigating agency of the country and watchdog of the nation to arrest the menace of corruption as also to investigate the various types of banking, non-banking and the multitude of economic and other conventional offences. CBI was created through a resolution of Ministry of Home Affairs dated April 1, 1963 administering Delhi Special Police Establishment (DSPE) Act, 1946. A new addition to its function is investigation of terrorist crimes, vandalism etc. Cases are referred to this agency, on the basis of concurrence of the State Governments, by the High Court as well as by the Supreme Court and there is an ever growing public demand for CBI investigation on account of the general perception that investigation by the CBI is more objective.

Central Administrative Tribunal

1.16 In spite of the elaborate system of rules and regulations, which govern personnel management, there are Government employees who feel aggrieved by the Government decisions. The Courts used to take many years to decide these cases and litigation was expensive. In order to provide speedy and inexpensive justice to employees aggrieved by Government decisions, the Government set up the Central Administrative Tribunal (CAT) in 1985, which now deals with all cases relating to service matters which were previously dealt with by courts upto and including the High Court. There are now 17 regular Benches of the CAT functioning in various parts of the country, including its Principal Bench at Delhi. Two new Benches of CAT are being set up in Jammu and Srinagar.

Right to Information

1.17. 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.

Joint Consultative Machinery

1.18. 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.

Service matters having a bearing on the administration and the general interests of the Government employees are dealt with by this machinery.

Staff Welfare

1.19. Realising that improvement in the working and living conditions of the employees and their families leads to efficiency and high morale, the Department supports various welfare programmes. These are provided through Recreation Halls/ Clubs in various Ministries/ Departments, Central Government Employees Welfare Coordination Committees in Central Government Offices located outside Delhi, Residents' Welfare Association /Area Welfare Officers, Benevolent Fund and Departmental canteens.

1.20. Department of Personnel and Training is the nodal agency for four registered societies set up for the welfare of Government employees and their families. These societies are the Central Civil Services Cultural and Sports Board, Grih Kalyan Kendra, Civil Services Cultural and Sports Board and Kendriya Bhandar.

Administration of Certain Acts

1.21. 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, 2013 and the Right to Information Act, 2005.

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES (DARPG)

1.22. The Department of Administrative Reforms and Public Grievances 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 mandate of the Department is to document and disseminate information on important activities of the Government relating to administrative reforms and public grievance redressal through publications and documentation. The Department also

undertakes activities in the field of international exchange and cooperation to promote public service reforms.

1.23. There are seven Divisions in the Department, namely, Administrative Reforms Division, International Exchange and cooperation Division, Administration and coordination Division, E-Governance Division, Public Grievances Division, Documentation and Dissemination Division and Organization and Methods Division.

1.24. 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 for Excellence in Public Administration.
- (iii) Capacity building, change management, and Government Process Re-engineering to provide reform through e-governance
- (iv) e-Office Mission Mode Project under National e-Governance Plan (NeGP)
- (v) Organization of National Conference on e-Governance and National awards on e-Governance
- (vi) Management of Public Grievance Redressal Mechanism.
- (vii) Documentation and dissemination of Good Governance Practices-innovations, adaptation and replication.

1.25. Implementation of e-Governance, e-Offices and Citizen Charters in Central Government Offices are also prime responsibility of the Department. It receives and monitors grievances 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.

1.26. 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. It seeks to be a high-level institute for research and capacity building to deal with the entire gamut of governance issues from the National to State to the local level and in sectors across the Government.

DEPARTMENT OF PENSION AND PENSIONERS' WELFARE (DPPW)

1.27. The Department of Pension & Pensioners' Welfare was set up in 1985 as part of the Ministry of Personnel, Public Grievances and Pensions. It is the nodal department for formulation of policies relating to pension and other retirement benefits of Central Govt. employees covered under CCS (Pension) Rules, 1972 (except Defense, Railways and Post & Telecommunication Pensioners). Apart from formulation of pension policy for the Central Govt. Pensioners/Family Pensioners, it also seeks to promote pensioners welfare and serves as a forum for the redressal of pensioners' grievances.

1.28. However, the pensioners of Ministries of Railways and Defence are governed by their respective pension rules having their independent administrative set up. The employees working in the establishments belonging to the class of industries/ other establishments listed in the schedule appended to Employees' Provident Fund (EPF) & Miscellaneous Provisions Act, 1952 are covered under EPS Scheme administered by Ministry of Labour. Further, the pensionary matters of those who joined/ would join Central Government on or after 1.1.2004, are dealt by Ministry of Finance (Department of Financial Services) under National Pension System.

1.29. The main functions of this Department are:

- (i) Formulation of policies and coordination of matters relating to retirement benefits of Central Govt. employees.
- (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
 - (g) Any other scheme relating to Central Government Pensioners, entrusted to the Department.
- (iii) Pension policy structure and relief to pensioners
- (iv) Examination & extending the scope of new facilities of 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.
- (vii) The Department also renders advice on interpretation of Pension Rules and considers cases referred to it by Ministries/Departments for relaxation of the provisions of Pension Rules.

CHAPTER-II

OVERALL ASSESSMENT OF THE DEMANDS FOR GRANTS OF THE MINISTRY

2.0. The Department related Parliamentary Standing Committee on Personnel Public Grievances Law and Justice considered the Demands for Grants (2021-22) of the Ministry of Personnel Public Grievances and Pensions during the meetings held on 17th, 18th and 19th February, 2021.

2.1. The Demands for Grants (2021-22) of the Ministry have been presented to the Parliament under the following Demand Numbers:

Demand No.73 -Ministry of Personnel, Public Grievances and Pensions

Demand No.74 -Central Vigilance Commission

Demand No.83 -Union Public Service Commission

2.2. Consequent upon the decision to do away with the practice of classifying Expenditure as Plan and Non-Plan, the focus of Budgeting and Expenditure has shifted to Revenue and Capital Expenditure from the Financial Year 2017-18. The entire Expenditure has been classified under Scheme and Non-scheme components; while the former includes Central Sector Schemes and Centrally Sponsored Schemes, the latter includes Establishment related expenditure of the Secretariat, attached/subordinate offices and autonomous bodies.

2.3. In BE (2021-22), budgetary allocations are depicted only as Revenue/Capital and Charged/Voted. The following table gives the Revenue/Capital and Charged/Voted breakup of the Budgetary Allocation made for the Year (2021-22):

Table No. I
Budget Estimate at a glance
Demand wise Revenue and Capital; Charged and voted Expenditure (2021-22)

(In ₹ crores)

Demand No.	Ministry/Organization	Revenue			Capital			Grand Total
		Voted	Charged	Total	Voted	Charged	Total	
73	Ministry of Personnel Public Grievances and Pensions	1829.93	30.28	1860.21	186.71	11.65	198.36	2058.57
74	Central Vigilance Commission	--	38.67	38.67	--	--	--	38.67
83	Union Public Service Commission	--	304.17	304.17	--	--	--	304.17

DEMAND NO.73:

MINISTRY OF PERSONNEL PUBLIC GRIEVANCES AND PENSIONS

2.4. The Committee has been informed that the Ministry of Personnel, Public Grievances and Pensions had projected an outlay of ₹3096.92 crores to the Budget Division, Ministry of Finance for the Pre-Budget Meeting under Demand No. 73 for the financial year 2021-22. As against these projections, M/o Finance has approved an outlay of ₹2058.57 crores which is about 66.47% of the projected outlay.

2.5. The following table gives the details of actual expenditure for the year 2019-20, BE and RE for the year 2020-21 and BE for the year 2021-22, projection made to the Ministry of Finance for 2021-22, variation between BE 2021-22 and BE 2020-21, variation between RE 2020-21 and BE 2020-21, variation between projection made to Ministry of Finance for 2021-22 and BE 2021-22 and reasons for excess of RE 2020-21 over BE 2020-21:

Table No. II
BUDGET AT A GLANCE (2021-22)
MINISTRY OF PERSONNEL PUBLIC GRIEVANCES AND PENSIONS.

Year / Items	Budget Estimates	Revised Estimates	Actual Expenditure	Variations (3-2)	Variations (4-3)
1	2	3	4	5	6
<u>2018-19</u>					
Revenue	1442.97	1439.29	1323.25	(-)3.68	(-)116.04
Capital	84.03	107.71	103.03	(+)23.68	(-)4.68
Total	1527.00	1547.00	1426.28	(+)20.00	(-)120.72
<u>2019-20</u>					
Revenue	1580.70	1568.62	1539.48	(-)12.08	(-)29.14
Capital	145.89	136.38	128.75	(-)9.51	(-)7.63
Total	1726.59	1705.00	1668.23	(-)21.59	(-)36.77
<u>2020-21[#]</u>					
Revenue	1606.28	1630.27	1144.74	(+)23.99	(-)485.53
Capital	148.26	149.73	67.23	(+)1.47	(-)82.50
Total	1754.54	1780.00	1211.97	(+)25.46	(-)568.03
<u>2021-22</u>					
Revenue	1860.21	-	-	-	NA
Capital	198.36	-	-	-	
Total	2058.57	-	-	-	

Actual Expenditure is upto 31.01.2021

2.6. It may be seen that the outlay provided for the Ministry under Demand No.73 for the upcoming financial year is higher as compared to the outlay provided in BE 2020-21 and RE 2020-21. It may also be seen that there was an enhancement in the budgetary allocation made to the Ministry at RE stage for the ongoing fiscal year.

2.7. The Committee notes that the total budgetary allocation made to the Ministry of Personnel, Public Grievances and Pensions for the upcoming fiscal year is just about 0.06 % of the total budget. Further, the Ministry has apprised the Committee that it has projected an outlay of ₹3096.92 crore to the Ministry of Finance under Demand No.73 for BE 2021-22 against which the Ministry of Finance has approved an outlay of ₹2058.57 crore. Thus, the approved outlay is just 66.47% of the projected outlay. The Committee acknowledges that the Ministry of Personnel, Public Grievances and Pensions has a wider and diverse mandate ranging from recruitment and training to investigation, vigilance, grievance redressal and administrative reforms. Therefore, the Committee, in no uncertain terms, recommends the Government to provide adequate funds to the Ministry so that it can execute its mandate to the fullest extent possible.

2.8. The following table gives the actual expenditure for the year 2019-20, BE and RE for the year 2020-21 and BE for the year 2021-22, projections made to the Ministry of Finance for 2021-22, Expenditure incurred till 31st January 2021, variation between BE 2021-22 and BE 2020-21, variation between RE 2020-21 and BE 2020-21, variation between projection made to MoF for BE 2021-22 and BE 2021-22 of the three Departments of the Ministry of Personnel, Public Grievances and Pensions:

Table No. III
BUDGET AT A GLANCE (2021-22)
DEPARTMENT-WISE BUDGETARY ALLOCATION
(In ₹ crores)

Sl. No.	Name of the Department	Actuals 2019-20	BE 2020-21	RE 2020-21	Expenditure 2020-21 (Till 31 st January, 2021)	Projections made to the MoF for 2021-22	BE 2021-22	Variation between BE 2021-22 and BE 2020-21	Variation between RE 2020-21 and BE 2020-21	Variation between projections made to MoF for 2021-22 and BE 2021-22 and the likely impact of shortfall, if any	Reasons for the underutilization of allocated funds in the preceding financial year, if any	Reasons for excess RE over BE in 2020-21, if any
1	DoPT	1626.83	1692.11	1727.45	1182.43	3010.30	1995.90	303.79	35.34	(-)1014.40 *		
2	DARPG	30.40	49.66	41.38	21.85	71.97	49.46	(-)0.20	(-)8.28	(-)22.51 *		NA
3	DoPPW	10.99	12.77	11.17	7.68	14.65	13.21	0.44	(-)1.60	(-)1.44 *		NA
	Total	1668.22	1754.54	1780.00	1211.96	3096.92	2058.57	304.03	25.46	(-)1038.35 *		

* Requirement of funds over BE 2021-22, if any under the above three departments, will be projected to M/o Finance during RE/ Supplementary stage.

2.9. The budgetary allocation made for the Department of Personnel and Training and the Department of Pension and Pensioners' Welfare in BE 2021-22 is higher than that made in BE 2020-21 while the outlay provided for the Department of Administrative Reforms and Public Grievances for the upcoming fiscal year is slightly lower as compared to the allocation made for the ongoing fiscal year at BE stage.

2.10. The expenditure incurred by DoPT till 31st Jan, 2021 is ₹1182.43 crore which is about 68.44% of the approved outlay for 2020-21 (RE 2020-21). The expenditure incurred by DARPG till 31st Jan, 2021 is ₹21.85 crore which is about 52.80 % of the approved outlay for 2020-21 (RE 2020-21). The expenditure incurred by DoPPW till 31st Jan, 2021 is ₹ 7.68 crore which is about 68.75 % of the approved outlay for 2020-21 (RE 2020-21).

2.11. DoPT has projected an outlay of ₹3010.30 crore to the Ministry of Finance for 2021-22 but the approved outlay is ₹1995.90 crore which is about 66.30% of the projected outlay. DARPG has projected an outlay of ₹ 71.97 crore to the Ministry of Finance for 2021-22 but the approved outlay is ₹ 49.46 crore which is about 68.72 % of the projected outlay. DoPPW has projected an outlay of ₹ 14.65 crore to the Ministry of Finance for 2021-22 but the approved outlay is ₹13.21 crore which is about 90.17 % of the projected outlay.

2.12. There are twelve bodies under the administrative control of the Ministry. Details of the actual expenditure for the year 2019-20, BE and RE for the year 2020-21 and BE for the year 2021-22, projections made to the Ministry of Finance for 2021-22, Expenditure incurred till 31st January 2021, variation between BE 2021-22 and BE 2020-21, variation between RE 2020-21 and BE 2020-21, variation between projection made to Ministry of Finance for 2021-22 and BE 2021-22 and reasons for excess of RE 2020-21 over BE 2020-21 of those institutions are provided in the following table:

Table No. IV
BUDGET AT A GLANCE (2021-22)
INSTITUTION-WISE BUDGET ALLOCATION

(In ₹crores)

Name of the Attached/subordinate office	Actuals 2019-20	BE 2020-21	RE 2020-21	Expenditure 2020-21 (Till 31 st January, 2021)	Projection made to MoF for 2021-22	BE 2021-22	Variation between BE2021-22 and BE 2020-21	Variation between RE 2020-21 and BE 2020-21	Variation between projections made to MoF for 2021-22 and BE 2021-22 in percentage and the likely impact of shortfall, if any	Reasons for under utilization of funds, if any	Reasons for Excess of RE 2020-21 over BE 2020-21 if any
Union Public Service Commission	297.96	305.38	285.00	211.93	342.07	304.17	(-)1.21	(-)20.38	(-)37.9	*	
Staff selection Commission	322.09	241.66	382.40	219.30	488.31	382.59	140.93	140.74	(-)105.72		(a)
Public Enterprises Selection Board	4.44	5.60	5.60	4.07	6.20	5.60	0.00	0.00	-0.60		NA
Lal Bahadur Shastri National Academy of Administration	100.67	107.06	94.73	52.21	137.26	107.92	0.86	(-)12.33	(-)29.34		NA
Institute of Secretariat Training and Management	25.92	37.33	27.30	13.65	49.93	65.91	28.58	(-)10.03	15.98		NA
Indian Institute of Public Administration	18.00	18.00	24.50	13.50	44.60	24.50	6.50	6.50	(-)20.10		(b)
Central Administrative Tribunal	122.51	124.92	121.03	96.01	131.89	122.03	(-)2.89	(-)3.89	-9.86		NA
Central Bureau of Investigation	786.08	802.19	835.75	637.77	1115.96	835.39	33.20	33.56	(-)280.57		(c)
Central Vigilance Commission	35.10	39.00	33.96	29.17	47.18	38.67	(-)0.33	(-)5.04	(-)8.51		NA
Lokpal	16.41	74.70	29.67	8.78	134.70	39.67	(-)35.03	(-)45.03	(-)95.03		NA
Central Information Commission	23.45	30.80	30.03	21.94	30.18	25.65	(-)5.15	(-)0.77	(-)4.53		NA
National Centre for Good Governance	4.25	4.25	3.10	3.10	4.25	4.25	0.00	(-)1.15	0.00		NA

*It is anticipated that RE 2020-21 allocations would be fully utilized.

- a. SSC - An additional allocation of ₹ 143.30 cr was made under SSC Professional Services Head to meet the cost of conducting examinations.
- b. IIPA – An additional allocation of ₹6.50 cr was made for meeting requirements relating to salaries, maintenance and capital related expenditure.

c. CBI – An additional allocation of ₹54.00 cr is provided under salaries head

2.13. The following table gives the details of the BE and RE for the year 2020-21, projections made to the Ministry of Finance for 2021-22, BE for the year 2021-22, variation between BE 2021-22 and BE 2020-21, variation between RE 2020-21 and BE 2020-21, variation between projection made to Ministry of Finance for 2021-22 and BE 2021-22 of the allocations made under Scheme and Non-Scheme Components:

Table No. V
BUDGET ALLOCATION (2021-22)
Scheme and Non-Scheme components

(Figures in ₹crore)

BE2020-21		RE 2020-21		Projections made to MoF for 2021-22		BE 2021-22		Variation between RE 2020-21 and BE 2020-21		Variation between BE 2021-22 and BE 2020-21		Variation between Projections made to MoF for 2021-22 and BE 2021-22	
Scheme	Non-scheme	Scheme	Non-scheme	Scheme	Non-scheme	Scheme	Non-scheme	Scheme	Non-scheme	Scheme	Non-scheme	Scheme	Non-scheme
190.00	1564.54	112.37	1667.63	334.14	2762.78	198.32	1860.25	(-)77.63	103.09	8.32	295.71	(-)135.82	(-)902.53

2.14. The Ministry has projected a Scheme outlay of ₹334.14 crore to the Ministry of Finance for 2021-22 but the approved outlay is ₹198.32 crore which is about 59.35 % of the projected outlay. The Ministry has projected a Non-Scheme outlay of ₹2762.78 crore to the Ministry of Finance for 2021-22 but the approved outlay is ₹1860.25 crore which is about 67.33% of the projected outlay.

2.15. The outlay provided for Scheme component for the upcoming fiscal year is ₹8.32 crore more than the budgetary allocation made for the ongoing fiscal year (BE 2020-21). Further, there was a drastic cut in allocation of fund at RE stage in 2020-21 to the tune of ₹77.63 crore. The outlay provided for Non-Scheme component for the upcoming fiscal year is ₹295.71 crore more than the budgetary allocation made for the ongoing fiscal year (BE 2020-21). Further, the outlay has been revised up by about ₹103.09 crore at RE stage in 2020-21.

2.16. As far as the Scheme component is concerned, there is an increase of ₹85.95 crore in BE 2021-22 over RE2020-21. As far as the Non-Scheme component is concerned, there is an increase of ₹192.62 crore in BE 2021-22 over RE 2020-21.

2.17. The following table gives the details of Central Sector Schemes and their internal components, BE and RE for the year 2020-21, projections made to the Ministry of Finance for 2021-22, BE for the year 2021-22, variation between RE 2020-21 and BE 2020-21, variation between projection made to Ministry of Finance for 2021-22 and BE 2021-22, Expenditure incurred till 31st Jan,2021:

Table No. VI

SCHEME-WISE BUDGET ALLOCATION (2021-22)

(Figures in ₹crore)

Name of the scheme/ component of the scheme	Demand no.	Department/organization	Revenue/capital	BE 2020- 21	RE 2020- 21	Projections made to MoF for 2021-22	BE 2021- 22	Variation between RE 2020- 21 and BE 2020-21	Variation between projections made to MoF for 2021-22 and BE 2021-22	Expenditure already incurred on 31 st January, 2021
Training Schemes										
Training for all	73	DoPT	R	28.00	18.97	30.38	20.00	(-)9.03	(-)10.380	12.03
Domestic Funding of Foreign Training	73	DoPT	R	62.70	10.16	72.00	10.16	(-)52.54	(-)61.840	7.12
Augmentation of Training facilities in ISTM	73	ISTM	R	3.00	2.44	6.15	6.15	(-)0.56	0.000	0.25
			C	2.30	6.22	10.50	34.35	3.92	23.850	0.00
Improvement of infrastructure and upgradation of Essential Facilities at LBSNAA	73	LBSNAA	R	11.00	11.00	11.00	11.00	0.00	0.000	7.13
			C	48.00	35.00	73.68	46.66	(-)13.00	(-)27.020	15.66
NPCSCB-iGOT	73	DoPT	R	0.00	0.00	84.65	40.00	0.00	(-)44.65	0.00
			C	0.00	0.00	9.00	10.00	0.00	1.00	0.00
Administrative Reforms & Pensioners Scheme	73									
Plan Schemes for Administrative Reforms	73	ARPG	R	30.00	15.00	31.78	15.00	(-)15.00	(-)16.78	7.95
Pensioners' Portal	73	PPW	R	5.00	3.03	5.00	5.00	(-)1.97	0.00	1.67
Total	73			190.00	112.37	334.14	198.32	(-)77.63	(-)135.82	51.81

Training for All- The budgetary allocation made for 2020-21 at RE stage is ₹ 18.97 crore whereas the expenditure incurred till 31st January, 2021 is ₹12.03 crore which is about 63.41% of the allocation made.

Domestic Funding of Foreign Training-The budgetary allocation made for 2020-21 at RE stage is ₹10.16 crore whereas the expenditure incurred till 31st January, 2021 is ₹ 7.12 crore which is about 70.07 % of the allocation made.

Augmentation of Training Facilities-ISTM-The budgetary allocation made for 2020-21 at RE stage is ₹8.66 crore whereas the expenditure incurred till 31st January, 2021 is ₹0.25 crore which is about 2.88 % of the allocation made.

Improvement of Infrastructure and upgradation of Essential Facilities at LBSNAA -The budgetary allocation made for 2020-21 at RE stage is ₹ 46 crore whereas the expenditure incurred till 31st January, 2021 is ₹ 22.79 crore which is about 49.54 % of the allocation made.

NPCSCB-i GOT-The Ministry has projected an Outlay of ₹93.65 crores for NPCSCB-iGOT for 2021-22, however, a total of ₹50 crores has been allocated for the same in BE 2021-22.

Plan Schemes for Administrative Reforms-The budgetary allocation made for 2020-21 at RE stage is ₹15 crore whereas the expenditure incurred till 31st January, 2021 is ₹ 7.95 crore which is about 53 % of the allocation made.

Pensioners portal-The budgetary allocation made for 2020-21 at RE stage is ₹3.03 crore whereas the expenditure incurred till 31st January, 2021 is ₹1.67 crore which is about 55.11 % of the allocation made.

2.18. The Committee notes that the Ministry has utilized only ₹51.81 crores as against ₹112.37 crores earmarked for schemes until 31st January, 2021. The Committee expresses concern over the pattern of expenditure and recommends the Ministry to take corrective measures for proportionate and timely disbursement of funds. The Committee feels that the absorption capacity and perhaps the slow pace of expenditure may have ultimately contributed to the drastic cut in funds to the tune of 77 crores allocated to the ‘Scheme’ component at RE stage. Therefore, the Committee recommends that Ministry should spend the allocated resources on critical areas such as capacity building, strengthening human resource potential, reforming administration and improving governance.

UTILIZATION TRENDS FOR FINANCIAL YEAR 2020-21

2.19. Expenditure incurred by the Ministry of Personnel Public Grievances and Pensions, CVC and UPSC during 2020-21 is as follows:

**Table No. VII
DEMAND-WISE BUDGET UTILIZATION TRENDS (2020-21)**

(In ₹Crores)

DEMAND NO.	MINISTRY/ORGANIZATION	RE 2020-21	EXPENDITURE AS ON 31 st JANUARY, 2021	% OF EXPENDITURE	REMAINING ALLOCATION IN 2020-21
73	MINISTRY OF PERSONNEL PUBLIC GRIEVANCES AND PENSIONS	1780.00	1211.96	68.08%	568.04
74	CVC	33.96	29.17	85.89%	4.79
83	UPSC	285.00	211.93	74.36%	73.07

2.20. Expenditure incurred by various bodies under the administrative control of the Ministry of Personnel Public Grievances and Pensions is as follows:

**Table No. VIII
INSTITUTION-WISE BUDGET UTILIZATION TRENDS (2020-21)**

(In ₹ crores)

S.NO.	DEPARTMENT /INSTITUTION	RE 2020-21	EXPENDITURE AS ON 31 st JANUARY, 2021	% OF EXPENDITURE	REMAINING ALLOCATION IN 2020-21
1	SSC	382.40	219.30	57.34%	163.1
2	PESB	5.60	4.07	72.67%	1.53

S.NO.	DEPARTMENT /INSTITUTION	RE 2020-21	EXPENDITURE AS ON 31 st JANUARY, 2021	% OF EXPENDITURE	REMAINING ALLOCATION IN 2020-21
3	LBSNAA	94.73	52.21	55.11%	42.52
4	ISTM	27.30	13.65	50%	13.65
5	CAT	121.03	96.01	79.32%	25.02
6	CBI	835.75	637.77	76.31%	197.98
7	LOKPAL	29.67	8.78	29.59%	20.89
8	CIC	30.03	21.94	73.06%	8.09
9	NCGG	3.10	3.10	100%	Nil
10	IIPA	24.50	13.50	55.10%	11.00

2.21. The Committee believes that optimal utilization of funds is as important as allocation of funds itself. It has been observed that the Ministry has utilized about 68% of the funds allocated to it till 31st January, 2021. Further, analysis of the utilization trends of various bodies under the administrative control of the Ministry revealed that the percentage of expenditure ranged from as low as 29% to as high as 100%. The Committee notes with concern that Lokpal has utilized a meagre 30% of the Sanctioned outlay. In view of Finance Ministry's instructions imposing a ceiling limit on the expenditure that can be incurred in the last quarter and last month (March), the Committee is concerned whether the remaining funds will be optimally utilized by the end of the ongoing fiscal year. The Committee, therefore, recommends the Ministry to identify the factors that restrict or hinder the utilization of funds by institutions coming under its purview and draw an action plan accordingly to improve the utilization of funds.

2.22 The Department-wise outlays included in the Budget Estimates (2021-22) are as under:-

A. Department of Personnel and Training (DOPT)

The proposed Establishment related expenses of DoP&T is **Rs.295.97 crore** in BE 2021-22 which also includes allocation under the Information Technology and Swachhta Action Plan heads, being shared by three Departments under Ministry of Personnel, Public Grievances & Pensions, Staff Welfare, International Conference, Departmental Canteen, eHMRS and Autonomous Bodies. The major share of the above outlay is meant for salaries : Rs. 83.74 cr (28%), newly set up National Recruitment Agency: Rs 129.61 (44%) and the remaining (28.00%) for other establishment related expenses like medical treatment, travel expenses, office expenses, minor works, professional services, publication, advertising & publicity, international conference, information technology, etc.

B. Department of Pension & Pensioners Welfare

The Establishmen trelated provision is Rs. 8.21 crore in BE 2021-22 as against Rs. 7.77 crore allocated in BE 2020-21. About 75.00% of the proposed budget provision is meant for salaries and the remaining portion is for other establishment related object heads.

C. Department of Administrative Reforms and Public Grievances

The Establishment related outlay of Rs.30.21 crore has been proposed in BE 2021-22 as against Rs. 15.41 crore in BE 2020-21. The additionality of Rs. 14.80 crore is mainly due to new Rent, Rates & Taxes head in 2021-22 with a BE 2021-22 allocation of Rs 15.41 Crore. About 41.37% of the proposed budget provision is meant for salaries and the remaining

58.63% is to meet other establishment related expenses like payment of medical treatment, travelling expenses office expenses, wages and other expenditure.

Central Administrative Tribunal

Table No. IX

**Major Head: 2014 – Administration of Justice &
Major Head :4059 – Capital Outlay on Public Works
Central Administrative Tribunals (CAT)**

(In ₹ crores)

2021-22	Revenue (MH:2014)		Capital (MH:4059)		Total
	Voted	Charged	Voted	Charged	
Proposed Allocation	112.03	0.00	10.00	0.00	122.03

2.23. The Revenue allocation of CAT decreased by Rs.7.89 crore from Rs. 119.92 cr in BE 2020-21 to Rs.112.03crore in BE 2021-22. 71.70% of the proposed allocation in BE 2021-22 is meant for salaries. The capital provision under MH-4059 is Rs.10.00 crore (8.19%) for purchase of land and construction of building for various benches of CAT. The remaining 20.11% is to be used for meeting establishment related expenses like medical treatment, travel expenses, office expenses, minor works, publication, wages, information technology, rent rates & taxes, etc

Staff Selection Commission:

Table No. X

**Major Head :2051 – Public Service Commission
Staff Selection Commission**

(In ₹ crores)

2021-22	Revenue (MH:2051)		
	Voted	Charged	Total
Proposed Allocation	382.59	0.00	382.59

2.24. 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.241.66 crore in BE 2020-21 to Rs. 382.59 crore in BE 2021-22. The proposed enhancement of Rs.140.93 crore is mainly on account of increase under Professional Services head with a BE 2021-22 allocation of Rs 343.11 Crores .

2.25 8.52% of the proposed allocation is for salaries and another 89.68% is to meet expenditure on examinations / selections. The remaining 1.80 % 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.

Central Bureau of Investigation

Table No. XI

Major Head :2055 & 4055 - Police
Central Bureau of Investigation(CBI)

(In ₹ crores)

2021-22	Revenue (MH:2055)		Capital (MH: 4055)		Total
	Voted	Charged	Voted	Charged	
Projects	5.00	0.00	81.50	0.00	86.50
Establishment	744.08	0.61	4.20	0.00	748.89
Total	749.08	0.61	85.70	0.00	835.39

2.26 The Establishment provision for CBI has been increased by Rs.45.22 crore (from Rs.703.67 crore in BE 2020-21 to Rs.748.89 crore in BE 2021-22).

2.27. 81.03% (Rs.606.83 crore) of the overall Establishment Outlay is meant for salaries and the remaining 18.97% of the provision is for meeting other establishment related expenses like payment of wages, rewards, medical treatment, publication, secret service expenses, information technology etc.

2.28 CBI's Projects outlay in BE 2021-22 is Rs. **86.50 crore**. The project outlay for 2021-22 include allocations in respect of the following 3 projects:-

- a) Modernization of Training Centres of CBI - Rs.1.50 crore (Capital)
- b) Comprehensive Modernization & Purchase of land / construction of office/ residence buildings for CBI -Rs. 80.00 crore (Capital)
- c) Technical and Forensic Support Units of CBI- Rs.5.00 crore (Revenue)

Lokpal

Table No. XII

Major Head :2062 – Vigilance (Lokpal)
&
Major Head :4059 – Capital Outlay on Public Works (Lokpal)

(In ₹ crores)

2021-22	Revenue (MH:2062)		Capital (MH:4059)		Total
	Voted	Charged	Voted	Charged	
Proposed Allocation	0.00	29.67	0.00	10.00	39.67

2.29 Under the Major Head 2062, Minor Head 102 takes care of the Establishment Expenditure of Lok Pal (Charged Expenditure). 17.64% of the proposed allocation is for salaries and 82.36% 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. A provision of Rs. 10.00 crore has also been provided under the Establishment (Capital) Major Head 4059 to meet the expenditure for ‘Acquisition of land & construction of building for the Lok Pal.’

Other administrative expenses and capital outlay on public works

Table No. XIII

Major Head :2070 – Other Administrative Expenses &

Major Head :4059 – Capital Outlay on Public Works

(In ₹ crores)

2021-22	Revenue (MH:2070)		Capital (MH:4059)		Total
	Voted	Charged	Voted	Charged	
Scheme- Central Sector Schemes/ Projects	107.31	0.00	91.01	0.00	198.32
Establishment	144.53	0.00	0.00	0.00	144.53
Total	251.84	0.00	91.01	0.00	342.85

Training

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

2.30 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 2021-22 are as under.

Table No. XIV

(In ₹ crores)

Sl.No.	Head	BE 2021-22
1	Grants in Aid General	7.00
2	Grants in Aid Salaries	9.00
3	Grants for Creation of Capital Assets	8.50
	Total	24.50

Lal Bahadur Shastri National Academy of Administration (LBSNAA)

2.31 The Establishment provision of the Lal Bahadur Shastri National Academy of Administration, Mussoorie is Rs. 50.26 crore in BE 2021-22.

2.32 37.38% of Establishment expenditure is for salaries and the remaining is meant for conduct of courses, payment of wages, medical treatment, traveling expenses, rent rates taxes, office expenses, professional services, publication, minor works, other administrative expenses etc.

2.33 The allocation for the Scheme ‘Improvement of Infrastructure and up gradation of essential facilities at LBSNAA’ is proposed at Rs. 57.66 crores which includes a provision of Rs.11.00 crore under Revenue component and Rs.46.66 crore under Capital component.

Institute of Secretariat Training and Management (ISTM)

2.34 The Establishment outlay of ISTM is proposed at Rs. 25.41 crore in BE 2021-22. Out of the overall Establishment provision of Rs.25.41 crore,25.18% is meant for ISTM's salaries, 62.96%is for meeting the expenditure relating to mandatory Training of CSS/CSSS officers {Salaries: Rs. 8.00 cr (31.48%), Foreign Travel Expenses: Rs. 2.00 cr (7.87%), Other Administrative Expenses: Rs. 6.00 cr (23.61%)}. The remaining 11.86%is towards payment of establishment related expenses like wages, medical treatment, travel expenses, office expenses, information technology etc.

2.35 The scheme 'Augmentation of Training facilities at ISTM' aims at continuous modernization and upgradation of infrastructure facilities of the Institute so as to commensurate with its status as one of the leading Training Institutions of Government. of India. The scheme outlay for ISTM is proposed at Rs. 40.50 crore in BE 2021-22 (Revenue: Rs. 6.15 cr and Capital: Rs. 34.35 cr).

Other Training Schemes

2.36 The Professional Services head of training division has an outlay of Rs. 3.36 cr in BE 2021-22. Scheme Outlay under the following three training schemes is Rs. 80.16 Crore in BE 2021-22 as against Rs.90.70 Crore provided in BE 2020-21 and Rs. 39.68 Crore in RE 2020-21.

- i) **Training Scheme: Training for All** - The proposed Annual scheme outlay for the scheme is Rs. 20.00 Crore 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 2021-22 is Rs. 10.16 cr. Since most of the external funding for the foreign training of civil servants had 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 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.
- iii) **Training Scheme: National Programme for Civil Services and Capacity Building (NPCSCB)** – The proposed allocation under the scheme in BE 2021-22 is Rs. 50.00 cr. (Revenue: Rs. 40.00 cr and Capital: Rs. 10.00 cr).

Capacity of civil servants is a key component of implementing Ease of Doing Business reforms. To strengthen the efforts of the implementing Departments, the Department of Personnel and Training has designed the National Program of Civil Services Capacity Building (NPCSCB) – Mission Karmayogi, which was approved by the Union Cabinet on 2nd September 2020. Under NPCSCB, DoPT is taking steps to calibrate all civil services tasks to a Framework of Roles, Activities and Competencies (FRAC) to identify the behavioural, functional and domain needs of each individual position in the government. An online learning platform (iGOT-Karmayogi) is also being developed

that will allow the Departments to provide training resources and opportunities to their employees at a hitherto impossible scale. This will allow the Department to quickly share high-quality training material and courses with their officers all over the country, including in the field offices. This backbone can be used by all the departments to not only train their staff on implementing Ease of Doing Business (EoDB) initiatives, but also prepare them to take up awareness and outreach activities.

Other Expenditure

Public Enterprises Selection Board (PESB)

2.37 The Establishment related provision, for PESB is Rs. 5.60 crore in BE 2021-22. There is no increase from previous year.

Central Information Commission (CIC)

2.38 The provision is meant for the establishment related expenditure of Central Information Commission, set up under the Right to Information Act, 2005. The proposed outlay of CIC in BE 2021-222 (Rs. 25.65 crore) is almost similar to BE 2020-21 of Rs. 26.40 crore. 29.23% of the Establishment provision is for salaries and the remaining 70.77% is for other establishment related expenses like medical treatment, travel expenses, professional services, publication, other administrative expenses, minor works, information technology, rental liabilities etc.

2.39 The total BE 2021-22 allocation under Schemes, one each of DARPG & DPPW is Rs. 20.00 crore which includes:- DARPG: Scheme for Administrative Reforms, Rs.15.00 crore (Revenue) and DPPW: Pensioners’ Portal Scheme Rs. 5.00 crore. (Revenue)

Loans and Advances

Table No. XV

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

(In ₹ crores)

2021-22	Capital	
	Voted	Charged
Proposed Allocation	0.00	1.65

2.40 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 this 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 2021-22 is Rs.1.65 crore.

**DEMAND NO. 74:
CENTRAL VIGILANCE COMMISSION**

2.41. The Central Vigilance Commission is the apex vigilance institution monitoring all vigilance activity under the Central Government and advising various authorities in Central Government organizations in planning, executing, reviewing and reforming their vigilant work.

2.42. As per Section 13 of the CVC Act, 2003, the expenses of the Commission are 'charged' on the Consolidated Fund of India. Thus, entire Demand no.74 is 'Charged' expenditure.

2.43. The Committee has been informed that the Ministry of Personnel, Public Grievances and Pensions had projected an outlay of 47.18 crore for CVC for the upcoming fiscal year. However, the approved outlay is 38.67 crore which is 8.51 crore less than the projected outlay.

2.44. The following table gives the actual expenditure for the year 2019-20, BE and RE for the year 2020-21 and BE for the year 2021-22, projections made to the Ministry of Finance for 2021-22, variation between BE 2021-22 and BE 2020-21, variation between RE 2020-21 and BE 2020-21, variation between projection made to Ministry of Finance for the year 2021-22 and BE 2021-22:

Table No. XVI
BUDGET AT A GLANCE OF CENTRAL VIGILANCE COMMISSION (2021-22)

(In ₹ crores)

Demand No.	Ministry/organization	Actuals 2019-20	BE 2020-21	RE 2020-21	Variation between RE 2020-21 and BE 2020-21	Projections made to the MoF for 2021-22	BE 2021-22	Variation between Projections made to the MoF for 2021-22 and BE2021-22 and the likely impact of shortfall, if any #	Variation between BE2021-22 and BE2020-21	Reasons for excess of RE 2020-21 over BE 2020-21, if any
74	Central Vigilance Commission	35.09	39.00	33.96	(-5.04)	47.18	38.67	(-8.51)	(-0.33)	NA

2.45. The Commission has been allocated ₹38.67 crore for the BE 2021-22 which is a decrease of ₹ 0.33 crore over BE 2020-21 and an increase of ₹ 4.71 crore over RE 2020-21. An allocation of ₹ 10 lakh has been made towards Secret Service Expenditure in BE 2021-22. On being asked as to what is secret service expenditure, the Ministry apprised the Committee that Secret fund in the Commission is required to carry out investigation & particularly to carry out important and urgent nature of investigations mandated under Section 8(1) (c) & (d) of CVC Act, 2003.

2.46. An allocation of ₹ 1 crore 81 lakh was earmarked under the Head 'Professional Services' in BE 2020-21. On being asked as to why the allocation has been significantly cut down to ₹26 lakhs at RE stage, the Ministry replied that due to COVID-19 pandemic, the Commission could not be able to organize the Training programmes including the foreign training programmes, which has resulted in saving in the Professional Services head under Training.

2.47 Out of budgetary allocation made for CVC in BE 2020-21 for ₹39 crores, an outlay of ₹60 lakh was earmarked under the Head 'Advertising and Publicity' in BE2020-21. On being asked as to why the outlay was drastically cut down to 'Zero' at RE stage, the Ministry replied that the fund under the sub-head 'Advertising and Publicity' is normally used to bear the expenditure for advertisement in various newspapers and print-media during Vigilance

Awareness Week (VAW) observed every year. However, due to COVID-19 pandemic, this fund could not be utilized for the said purpose during VAW-2020.

2.48 The total budgetary allocation for Integrity Index project of CVC in BE 2021-21 was ₹10 lakhs. The outlay has been cut down to 'zero' at RE stage. On being asked, the Committee was apprised that a pilot project for development of Integrity Index was taken up by the Commission where IIM-Ahmadabad was the knowledge consultant and 25 organizations participated. The project is now completed and Commission has asked all the participating organizations to identify areas of improvement in their functions based upon the findings of the project. The allocation of Rs. 10.00 lakh was kept in the BE 2020-21 anticipating any expenditure to further develop the Integrity Index framework and related questionnaire, on the basis of the inputs received from the participating organizations. The process of taking feedback from the organization is going on and any decision regarding further development of the Integrity Index Project will be taken subsequently, therefore, there is no expenditure envisaged to be incurred in the FY 2020-21,.

2.49 As far as training of CVC officials is concerned, the Committee was apprised that the Commission is in process of expanding the training base both domestically and internationally and in this process it is proposed to organize more numbers of training programme in the Financial Year 2021-22 for the Chief Vigilance Officers and officers of Vigilance set up under Commission's jurisdiction to enhance their functional capacities. It is also proposed to organize customized vigilance related training programme at International Anti Corruption Academy, Vienna, Austria and explore other organizations to organize training programmes on Vigilance and Anti-Corruption issues and also to participate in specialized open training programmes like on 'Procurement Audit' at ITC-ILO, Turin and similar other training programmes globally. Due to COVID-19 pandemic many of the offline training programmes could not be conducted during the FY 2020-21 and these training programmes will be conducted in the FY 2021-22.

2.50 The Committee is of the view that success of vigilance, particularly, preventive vigilance depends upon Surveillance capabilities. The growing number and complexity of financial frauds make a case for strengthening existing surveillance capabilities. The details of suspicious individuals/parties or officers of doubtful integrity collected during surveillance may be stored in a centralized database accessible to all the entities concerned. The Committee believes that increased surveillance would lead to better vigilance. Therefore, the Committee recommends the Ministry to provide adequate funds to CVC for strengthening surveillance capabilities and for setting up a Centralized Surveillance Database.

DEMAND NO.83

UNION PUBLIC SERVICE COMMISSION

2.51. 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.83 is a 'charged' expenditure.

2.52 The Committee has been informed that the Ministry of Personnel, Public Grievances and Pensions had proposed an outlay of ₹342.07 crore for UPSC for the upcoming fiscal year. However, the approved outlay is ₹ 304.17 crore which is ₹ 37.9 crore less than the projected outlay.

2.53. The following table gives the actual expenditure for the year 2019-20, BE and RE for the year 2020-21 and BE for the year 2021-22, projections made to the Ministry of Finance for 2021-22, variation between BE 2021-22 and BE 2020-21, variation between RE 2020-21 and BE 2020-21, variation between projection made to Ministry of Finance and BE 2021-22:

TABLE NO. XVII
BUDGET AT A GLANCE UNION PUBLIC SERVICE COMMISSION

<i>(In ₹crores)</i>										
Demand No.	Ministry/organization	Actuals 2019-20	BE 2020-21	RE 2020-21	Variation between RE 2020-21 and BE 2020-21	Projections made to the MoF for 2021-22	BE 2021-22	Variation between Projections made to the MoF for 2021-22 and BE2021-22 and the likely impact of shortfall, if any [#]	Variation between BE2021-22 and BE2020-21	Reasons for excess of RE 2020-21 over BE 2020-21, if any
83	Union Public Service Commission	297.96	305.38	285.00	(-)20.38	342.07	304.17	(-)37.90	(-)1.21	NA

2.54. The Commission has been allocated ₹304.17 crore for the BE 2021-22 which is a decrease of ₹ 1.21 crore over BE 2020-21 and a increase of ₹ 19.17 crore over RE 2020-21.

2.55 The variation in BE 2020-21 and RE 2020-21 is due to less expenditure under the head Salaries because of non-release of DA and less expenditure on Travel Expenses in view of Covid-19 pandemic. Further, the UPSC is a Statutory Examination conducting body, which has the Constitutional mandate to conduct the examinations to fill up the posts in the Government of India in accordance with the Rules of the Examinations notified by the various Nodal Ministries/Departments of the Government of India and these examinations are conducted as per the Annual Programme of Examinations. However, due to Covid-19 pandemic, various examinations of the Commission were re-scheduled during the year 2020. The Employees Provident Fund Organization (EPFO) Recruitment Test (having nearly 09.80 Lakh candidates) has been re-scheduled to be held on 09.05.2021 (F.Y. 2021-22), which was earlier to be held on 04.10.2020 (F.Y. 2020-21). Furthermore, one of the biggest Examinations of the Commission i.e. Engineering Services (Preliminary) Examination (having average number of candidates in the range between 2.5 lakh to 3.5 lakh) for the year 2021 will be held in July, 2021 whereas earlier it used to be held in January every year. Hence, financial year has been changed to 2021-22 in place of 2020-21 for this Examination. Besides Examinations, Interviews of number of Examinations (viz. Civil Services Examination-2020, Indian Forest Service Examination-2020, Combined Geo-Scientist Examination-2020 and Indian Economic Service/Indian Statistical Service Examination-2020) have also been rescheduled. Besides these one of the Exam i.e NDA-I could not be conducted in April 2020 and was merged with NDA-II Exam held in September 2020. The COVID-19 pandemic and lockdown have resulted into less utilization of funds and, hence, downward revision of Budgetary allocation at RE stage.

2.56. The Committee observes that UPSC, the Premier recruitment agency of the Country, is functioning with two-third of the sanctioned strength. The Committee is fully conscious of the fact that recruitment is a continuous process and that some vacancies

exist at any given point of time. However, nothing can justify such large number of vacancies, that too in a recruiting body which itself is mandated to fill up vacancies. The Committee is of the view that ‘perpetual vacancy’ should never be accepted as a norm as it can have a adverse impact on the productivity of the existing staff. In view of the above, the Committee recommends the Ministry to recruit requisite additional staff in UPSC at the earliest and accordingly provide adequate budgetary allocation to UPSC to meet its increased establishment related expenditure.

CHAPTER – III PERSONNEL MANAGEMENT

A. Cadre strength of IAS:

3.1 The total authorized strength of IAS officers as on 1st January, 2021 is 6746 and the in-position strength is 5166. Further details of authorised strength and in-position strength of IAS officers is summarised in the following table:-

	Total authorized strength	In position strength	Vacancy
Direct recruits	4682	3638	1044
Promotion posts	2064	1528	536
Total	6746	5166	1580

3.2 The Committee, in its 104th Report, requested the Department to furnish a detailed road map elaborating on how long it would take to mitigate the existing gap between the sanctioned strength and the in-position strength of IAS officers as per the extant plan. In response, the Department has informed that the Competent Authority has approved the intake of 180 Direct Recruits IAS officers through Civil Services Examination (CSE) - 2021. It is also stated that the constitution of Committee for reviewing the annual intake of IAS officers beyond CSE-2021 is under process, which will further help in reducing such vacancies.

3.3 The Committee notes that the gap between the sanctioned strength and the in-position strength of IAS officers is increasing exponentially year-on-year. DoPT has informed the Committee that the constitution of Committee for reviewing the annual intake of IAS officers beyond Civil Services Examination 2021 is under process. The Committee hopes that the annual intake of IAS officers will be significantly enhanced keeping in view the evolving needs of the Indian administration. The Committee recommends DoPT to undertake an assessment of the impact of shortage of IAS officers on administration. The Committee believes that the outcome of Impact Assessment and the knowledge gained from that exercise would be of immense help in improving future performance.

B. Reservation- Backlog Vacancies:

3.4. DoPT monitors the progress in filling-up of backlog reserved vacancies for Scheduled Castes (SCs), Scheduled Tribes (STs) and Other Backward Classes (OBCs) with ten Ministries/ Departments, having more than 90% of the employees in Central Government. Out of these ten Ministries/Departments, six Ministries/ Departments have informed the vacancy position pertaining to SCs, STs and OBCs, which are as follows:-

DATA ON BACKLOG RESERVED VACANCIES AS ON 31.12.2019 (01.01.2020)

Ministry/ Department	SC			ST			OBC			Total (SC+ST+OBC)		
	Vacancies	Filled up	Unfilled	Vacancies	Filled up	Unfilled	Vacancies	Filled up	Unfilled	Vacancies	Filled up	Unfilled
Posts	1379	393	986	845	158	687	1090	426	664	3314	977	2337
Railways	9767	4208	5559	7713	2250	5463	12061	5314	6747	29541	11772	17769
Housing and Urban affairs	259	141	118	272	124	148	720	431	289	1251	696	555
Defence production	8604	6818	1786	7352	5647	1705	4692	4156	536	20648	16621	4027
Defence	1649	236	1413	1068	117	951	2732	529	2203	5449	882	4567
Atomic Energy	189	52	137	189	40	149	679	108	571	1057	200	857
Total	21847	11848	9999	17439	8336	9103	21974	10964	11010	61260	31148	30112

3.5. Besides the above six, three more Ministries/ Departments have informed about the vacancy position pertaining to SCs, STs, OBCs as under:-

Ministry/ Department	SC			ST			OBC			Total (SC+ST+OBC)		
	Vacancies	Filled up	Unfilled	Vacancies	Filled up	Unfilled	Vacancies	Filled up	Unfilled	Vacancies	Filled up	Unfilled
Financial Services (as on 01.01.2019)	1920	1261	659	2238	1222	1016	2020	1013	1007	6178	3496	2682
*Human Resource Development (as on 01.01.2018)	1556	423	1133	1225	333	892	2105	483	1622	4886	1239	3647
Home Affairs (as on 01.01.2018)	10391	4541	5850	8086	2703	5383	12466	6206	6260	30943	13450	17493
Urban Development (as on 01.01.2017)	226	75	151	257	82	175	692	95	597	1175	252	923
Revenue (as on 01.01.2017)	3631	1220	2411	2226	585	1641	5064	2076	2988	10921	3881	7040

(* name changed as Ministry of Education)

3.6 With the enactment of 'The Rights of Persons with Disabilities Act, 2016' and notification of 'The Rights of Persons with Disabilities Rules, 2017', DoPT issued instructions to all Ministries/ Departments of the Central Government to provide reservation at four percent of total number of vacancies to be filled up by direct recruitment, in the cadre strength in each group of posts i.e. Groups A, B and C for PwDs. Out of more than 15000 backlog vacancies identified for PwDs as reported by various

Ministries/ Departments of the Central Government, over 14000 vacancies have been filled up so far.

3.7 DoPT has informed the Committee that it has already issued instructions to all Ministries/ Departments to constitute an In-House Committee for identification of backlog reserved vacancies, to study the root cause of such vacancies, to initiate measures to remove the factors causing such vacancies and to fill them up through Special Recruitment Drives. Hence, the process has now been decentralized.

3.8 The Committee has persistently recommended that backlog reserved vacancies should be filled through special recruitment drives. However, the Committee observes that backlog vacancies are multiplying at an exponential rate, year after year. Therefore, the Committee recommends DOPT to instruct each Ministry/ Department of the Central Government to designate an officer of appropriate level exclusively for the purpose of monitoring the backlog reserved vacancies of that Ministry/ Department from time to time and ensuring that they are filled up.

3.9 The Committee has requested DoPT to furnish details of Backlog reserved vacancies of all Ministries/Departments of the Central Government. DoPT has furnished latest data pertaining to six Ministries/Departments only. The Committee expresses concern about this and recommends DoPT to furnish the data sought by the Committee at the earliest.

C. Cadre Review:

3.10 Cadre Review of Central Group 'A' Services is initiated by the concerned Cadre Controlling Authority (CCA) by sending a proposal for examination by DoPT and Department of Expenditure (DoE) keeping in view the parameters of cadre review which encompasses all issues of cadre management along with economy instructions, functional requirements and organizational needs. Cadre Review Committee (CRC) has been constituted and mandated for examining such proposals of CCAs with recommendations of DoPT and DoE and to recommend the final structure which is placed for consideration at the highest level.

3.11 Constitution of CRC is fixed for Central Group 'A' Services. It comprises of Cabinet Secretary as Chairman and Secretary, DoPT, Secretary, DoE, Secretary (Administrative Ministry) and senior most member of the Service as Members. Ideal periodicity of cadre review of Central Group 'A' Services is 5 years. Meeting of CRC is held whenever any proposal needs to be placed before it after recommendations of DoPT and DoE have been received on the proposal of CCA. Since 2016, CRC meetings have been convened around 40 times in which 30 Central Group 'A' Services have been reviewed and recommendations finalized.

3.12 For Group 'B', 'C' and erstwhile 'D' cadres, powers have been delegated to the CCAs to conduct cadre review in consultation with DoE without referring it to DoPT by laying down the general principles vide OM dated 23.11.1987. It is only when any question of policy arises that DoPT gets involved. For conduct of cadre review of Group 'B', 'C' and erstwhile 'D' cadres, the DoPT OM prescribes setting up of Departmental CRC by the respective Ministries/ Departments. Such Committee comprises of the representatives of (a) Attached/Sub-ordinate office concerned (b) Integrated Finance (c) The Personnel unit (Administration/Establishment Division) in the Ministry/Department dealing with the personnel aspects of the cadre, (d) concerned Field Organization and (e) any other member considered necessary by the CCA. As such, it is left to the CCAs to constitute an internal CRC for such cadres with periodicity of 5 years. Autonomous bodies are governed through separate set of Rules/ Guidelines which are not necessarily required to be issued by DoPT.

3.13 As on 1.1.2020, 38 Central Group 'A' Services/ Cadres were pending for review. Out of these 38 Services/ Cadres, cadre review proposal of 8 Services has been approved by the Cadre Review Committee (CRC) headed by the Cabinet Secretary, MoS (PP) and Finance Minister. Concerned Cadre Controlling Authority (CCAs) would obtain approval of the Cabinet as final step. Further, cadre review proposal of 6 Services has been placed/being placed for consideration of CRC. Cadre review proposal of one Service is cleared by DoPT and pending for approval of Department of Expenditure (DoE) for placing the same before the CRC. In the case of three Group 'A' cadres i.e. medical cadres of Central Armed Forces, Ministry of Home Affairs has been requested to provide additional inputs for examination. As such, out of the 38 Central Group 'A' Services, 18 proposals are under process at various stages. Out of remaining 20 Services, four Services have already been declared as 'Dying cadres' and one Service has been reclassified as 'General Central Service' based on the organizational changes. For two Services, the CCAs have informed that there is no need of cadre review at this stage. For remaining Services, a D.O. letter as reminder has been sent by Secretary (P) in January, 2021.

3.14 DoPT has informed the Committee that it is taking various initiatives for facilitating the CCAs in early finalization of proposals by continuously responding to their queries on formulation of proposals and monthly uploading of the status of the proposals in the website of DoPT. Based on the assurances given by the CCAs, who are primarily responsible for cadre management and initiatives being taken by the DoPT, it is expected that by the end of the year, the pendency of cadre review would be reduced to zero. This would include all the pending cadre reviews till date and those becoming due during 2021.

3.15 The Committee observes that cadre review of 38 Central Government Group A services is pending at various stages. The Committee recommends DoPT to impress upon the Cadre Controlling Authorities to strictly observe the prescribed periodicity of five years for Cadre review, henceforth. The Cadre Controlling authorities may also be instructed to undertake cadre restructuring, wherever necessary, to address stagnation and ensure proper career progression in a time-bound manner.

D. Lateral Entry:

3.16 Under the present scheme of Lateral Entry, appointment of Joint Secretaries has been undertaken during 2019. Against 9 candidates recommended by UPSC, 8 candidates were appointed with the approval of the Appointments Committee of the Cabinet (ACC), as Joint Secretaries in the Ministries/ Departments of Civil Aviation, Commerce, Economic Affairs, Environment & Forests, Financial Services, MNRE, RT&H and Shipping. The officer appointed in the Department of Commerce has since resigned on personal grounds. These officers have been given responsibilities of policy formulation, implementation and administration of various programmes/ schemes/ projects etc. of the Government related to their respective domain expertise and their services are being utilized fruitfully.

3.17 DOPT has informed the Committee that under the scheme, Lateral Entry is to be undertaken to 40 posts of Deputy Secretary and Director, identified in different Ministries and Departments. These posts are to be filled on contract/ deputation basis for a period of 3 years, extendable upto 5 years. In the first phase, 27 different posts of Director in 14 Departments have been identified to be filled through lateral recruitment. Union Public Service Commission (UPSC) has been requested to undertake the entire selection process, which is presently under process. In the next phase, it is proposed to undertake the recruitment for 13 posts of Deputy Secretary in various Ministries/ Departments, which is also under process.

3.18 The Committee observes that there is acute shortage of bureaucrats both at the middle level and the entry level. The Committee is of the considered view that this human resource deficit can be offset by expanding the scope of the Central Staffing Scheme to include all levels of bureaucracy and by reframing the eligibility conditions to cover the officers of all the organs of Governance of the Union Government including the legislature, the Judiciary, autonomous and Constitutional Bodies among others. The officers so inducted may be adequately trained on the same lines as those inducted through Lateral Entry Scheme. The Committee opines that revamping the Central Staffing Scheme entails many benefits and will help bring in qualified human resources, domain expertise and new ideas.

E. Reforming administration:

3.19 The Generalist versus Specialist controversy is one of the major challenges facing the Indian civil service today. Today, India needs no Generalists or Specialists but Specialized Generalists, i.e. a Generalist with knowledge, work experience in a particular domain. This calls for administrative review and restructuring along functional lines.

3.20 The Committee is of the opinion that Indian administration has become heavily dependent upon a particular administrative service. They seem to have an edge over others in securing key decision-making positions in the Government. It is time to give equal opportunity to officers belonging to other services having expertise in that specific domain. The Committee is of the view that while making appointments to higher echelons of administration, priority should be given to the integrity, calibre, aptitude and interest of the officer among other things rather than the service to which he belongs.

3.21 The Committee observes that the Executive, the Legislature and the Judiciary have well defined roles and they all function under the Constitution. The Committee is of the considered opinion that these three organs of governance, by and large, constitute the Union Government. The Committee feels that it is inappropriate to use the term ‘Central Government Officials’ to those serving the executive wing alone. The Committee desires the term ‘Central Government’ to be substituted by ‘Union of India’ and the officials of the three organs of governance of the Union Government, henceforth, be referred to as ‘Officials of the Union of India’.

F. Immovable Property Returns:

3.22. As per Rule 16 (2) of All India Services (Conduct) Rule, 1968, every member of the Service is required to submit an annual return in such form as may be prescribed by the Government in this regard, giving full particulars regarding the immovable property inherited by him or owned or acquired by him or held by him on lease or mortgage, either in his own name or in the name of any member of his family or in the name of any other person.

3.23 The online portal for submission of IPR *via* online portal of SPARROW, by the IAS officers, is already in place and the status of IPR submission is available in public domain. A list of 349 IAS officers who have not submitted their IPRs for the year 2020 (as on 1.1.2021) has been shared with DOPT vide ID Note dated 09.2.2021 for action to be taken as per AIS (Conduct) Rules, 1968.

3.24 The Committee notes with concern that 349 IAS officers have not submitted their Annual Immovable Property Returns for the year 2020 in the stipulated time limit. During the examination of Demands for Grants (2020-21), the Committee was informed that 338 IAS officers had not filed Immovable Property Returns for 2019. This makes a case for institution of stringent measures other than denial of vigilance clearance against

erring officers. The Committee recommends DoPT and CVC to increase surveillance on the activities of such officials. The Committee also recommends DOPT to furnish a status note detailing the stringent measures that can be taken against IAS Officers who fail to file IPRs within the stipulated time limit.

CHAPTER – IV RECRUITMENT INSTITUTIONS

A. Union Public Service Commission:

4.1. Union Public Service Commission (UPSC) is a Constitutional body set up under Article 315 of the Constitution. It comprises a Chairman and ten Members. The functions of the Commission are specified in Article 320 of the Constitution. UPSC makes recruitment to All India Services, Group ‘A’ Central Civil Services /Posts and Group ‘B’ Gazetted Posts in Central Government. The Commission also conducts examination for recruitment of Commissioned Officers in the Defence Forces. Some Union Territories also avail the services of the Commission for recruitment of officers under them. The Commission enjoys the reputation for selecting candidates for the Government services in a fair, objective and impartial manner.

4.2. The details of total authorized strength of UPSC and vacancies are as under:

	Total Strength	Total Vacancies
Chairman	01	Nil
Members	10	02
Administrative Staff	1824	692

4.3 The Committee is of the view that the credibility of Public Service Commissions is founded upon the faith of the common man in its proper functioning. Therefore, the Committee feels that the Chairperson and Members of the Union Public Service Commission should be persons of impeccable integrity, rectitude, high calibre and impartiality. The Committee feels that the methodology followed for their selection should be fair, transparent and objective and also uphold the principles of Social Justice, diversity and Gender equality. DoPT may collate the details of selection procedure currently being followed while making appointments to the Posts of Chairperson and Members of UPSC and may furnish them to the Committee. DoPT may also apprise the Committee about the methodology currently being followed for the recruitment of administrative staff of UPSC.

4.4 Further, the Commission has also appraised the number of Disciplinary cases received and processed by UPSC since 2010, year-wise as under:

Year	No. of cases brought forward at the commencement of the year	No. of cases received during the year	No. of Advice Letters sent during the year	No. of cases returned during the year	Balance left at the end of the year
2010-11	236	762	417	409	172
2011-12	172	655	424	255	148
2012-13	148	642	453	201	136
2013-14	136	619	455	122	178

Year	No. of cases brought forward at the commencement of the year	No. of cases received during the year	No. of Advice Letters sent during the year	No. of cases returned during the year	Balance left at the end of the year
2014-15	178	538	463	104	149
2015-16	149	546	492	91	112
2016-17	112	487	431	49	119
2017-18	119	582	372	66	263
2018-19	263	595	493	63	302
2019-20	302	578	447	47	386

4.5 The Committee notes that 386 disciplinary cases requiring the advice of UPSC are pending with it since last year. Secretary, UPSC, in her deposition before the Committee, attributed the delay in giving advice on disciplinary matters by UPSC to the shortage of qualified and competent officials. The Committee is of the view that administrative lag should be avoided at all costs and that no official should be made to undergo mental agony and monetary loss due to administrative delays. The Committee recommends UPSC to strengthen the mechanism so that inordinate delays could be avoided.

4.6 As per the Guidelines of DoPT, the Recruitment Rules or amendment(s) thereto as finally approved by the Union Public Service Commission are required to be notified strictly within a period of 10 weeks from the date of receipt of their advice letter. Ministries/Departments are required to notify the RRs as per above guidelines. Administrative Ministries /Departments are reminded regularly to expedite notification of approved RRs.

However, it was found that RRs approved by UPSC have not been notified by the concerned Ministries in time. The Position of pending notifications for last two years is as follows:

Period	No. of RRs approved by UPSC	No. of RRs notified by the Ministries/Departments/UTs/Statutory Bodies	Pending notification*
01.04.2018 to 31.03.2019	607	560	47
01.04.2019 to 31.03.2020	575	251	324

* Information is based on copies of notification forwarded to UPSC. RRs notified by respective Ministries etc. but not intimated to UPSC are not included in this table.

4.7 The Committee observes that there is an inordinate and unjustified delay in the notification of Recruitment Rules approved by UPSC. The Committee notes that as many as 371 Recruitment Rules approved by UPSC are still pending notification by the concerned Ministries/Departments. The Committee recommends DoPT to impress upon the concerned Ministries/Departments to inform reasons for delay in the notification of Recruitment Rules and also urge them to notify the Recruitment Rules without any further delay.

4.8 On being asked about the procedure followed by UPSC with respect to the notification of vacancies for Civil Services Examination, UPSC apprised the Committee that the vacancy

requisition are furnished by the respective Cadre Controlling Authorities of the participating Services to the Department of Personnel and Training (Nodal Department for this Examination), which are duly collated and authenticated by them before furnishing the same to the Commission. The vacancies notified at the stage of Notification are tentative in nature, which may undergo changes. In order to firm up actual vacancy position, the Commission seeks the confirmed vacancy position before the declaration of result of Preliminary and Main Examinations from DoPT.

4.9 The Committee recommends UPSC to furnish a status note on the procedure of declaration of vacancies with respect to Civil Services Examination. UPSC may also apprise the Committee whether vacancies determined at the stage of preliminary examination remain constant throughout the recruitment cycle or vary at a later stage. UPSC may also brief the Committee as to how it maintains the constant ratio of candidates belonging to various categories throughout the recruitment cycle, in case, the number of vacancies varies at the Preliminary and other stages.

4.10 The Committee, in its 100th and 104th Reports, recommended that an expert Committee must be constituted to assess the impact of the drastic changes brought about by the Commission in the scheme of examination since 2010 on administration and candidates. UPSC has time and again informed the Committee that Baswan Committee has been constituted for the purpose. The Committee is well aware that Baswan Committee was constituted to make recommendations on the eligibility, Syllabus, Scheme and Pattern of Examination. What the Committee has been emphatic about in its recommendations is ‘Administrative Impact Assessment’, i.e. an assessment of the impact of administrative decisions. UPSC changed the pattern of Civil Services Examination from time to time on the basis of recommendations made by various Expert Committees. However, no study has been commissioned to assess how such changes impacted the aspirants, nature of recruitment and administration at large. In light of the above, the Committee emphatically reiterates its recommendation and hopes that the Ministry will accomplish the task at the earliest.

4.11 The Committee observes that there is an inordinate delay in the constitution of Departmental Promotion Committees (DPC). UPSC may examine the DPC process right from the stage of receipt of DPC proposals to their disposal, identify the factors hindering timely promotions and furnish a status note to the Committee. Further, the Committee recommends UPSC to suggest the reforms that need to be undertaken in order to make promotions time bound in the status note.

4.12 The Committee observes that promotions are currently reckoned from the date of approval by the competent authority and not from the date of occurrence of vacancy. The Committee feels that delay in holding DPCs result in deprivation of timely promotion to the deserving candidates without any fault of theirs. The Committee, accordingly, recommends DoPT and UPSC to submit their views on this.

B. Staff Selection Commission:

4.13 Staff Selection Commission is mandated to make recruitment to Group ‘B’ (Non-Gazetted) and Group ‘C’ (Non-Technical) Posts in various Ministries/Departments of the Government of India and their Attached and Subordinate Offices except the posts which are specifically exempted from the purview of the Commission. It also conducts various other examinations which include technical and non-technical services. To ensure that the sanctity and confidentiality of the examinations of the Commission is maintained, the Commission has shifted to Computer Based Mode of examination from the traditional Optical Marks Reader

(OMR) Mode of examination since June, 2016 as the old & traditional / mode of Examination was vulnerable to malpractices.

4.14 The Commission has apprised the Committee that the total authorized strength of SSC is 541 and the number of posts lying vacant is 225. The Commission also apprised the details of number of litigations pending before the Supreme Court/High Courts/Central Administrative Tribunals, where SSC is a party as on date as follows:

Special Leave Petitions before the Supreme Court	15
Total Number of Court Cases pending in various High Courts/ Central Administrative Tribunals	2375
Total Cases	2390

4.15 On being asked if the Commission has noted any reduction in the incidence of malpractices ever since it has shifted to the Computer Based mode of examination from the traditional OMR mode of examination, the Commission has submitted that in the period preceding 4 years from the adoption of CBE mode of the examination, certain examinations, namely, Combined Graduate Level (Tier-I) Examination, 2012 held in Shift-I on 01.07.2012 at Jalpaiguri; Combined Graduate Level (Tier-I) Examination, 2013; Combined Graduate Level (Tier-II) Examination, 2013; Sub Inspectors in Delhi Police and CAPFs and ASIs in CISF Examination (Paper-I), 2016; and Multi Tasking (Non-Technical) Staff Examination (Paper-I), 2016, conducted in the OMR mode were cancelled on account of leakage/ cheating. Thereafter, the Commission made a transition to the Computer Based Examination (CBE) Mode w.e.f. June, 2016 and it has conducted 52 Examinations in the Computer Based Mode for about 6.17 crore candidates, till date.

4.16 The Commission further submitted that out of 52 Examinations in the Computer Based Mode, not a single complete examination has been cancelled due to malpractices/allegations of malpractices till date. However, during this period, two shifts of the Examinations viz. the Combined Graduate Level (Tier-I) Examination, 2016 held in Shift-II on 27.08.2016 and Combined Graduate Level (Tier-II) Examination, 2017 (Paper-I) held in Shift-I on 21.02.2018, have been cancelled on apprehensions/ allegations of malpractices. The Shift-II of 27.08.2016 of CGLE (Tier-I), 2016 was re-conducted successfully on 27.10.2016. Similarly, the Paper-I of Shift-I of 21.02.2018 of CGLE (Tier-II), 2017 was successfully re-conducted on 09.03.2018.

4.17 The Commission also submitted that it has conducted 8 examinations for about 84.92 lakh candidates in the Computer Based Mode during Covid 19 Pandemic and declared final results of 7 examinations recommending 59,861 candidates for appointment to various Ministries/ Departments/ Organisations of Government of India.

4.18 The Committee is of the view that there is a proportionate relationship between the integrity of examination process and litigation. The more fair, transparent and objective the examination process, the less the litigation. The Committee recommends SSC to spare no efforts to ensure the integrity of examination process at all costs. Now that SSC has made a shift to Computer Based Examination, it may get an independent audit of hardware and software done periodically to ensure that the systems are robust, tamper proof and immune to cyber attacks.

C. Public Enterprises Selection Board

4.19 Public Enterprises Selection Board is a high powered body constituted by Government of India Resolution. It has been set up with the objective of evolving a sound managerial policy for the Central Public Sector Enterprises and, in particular, to advise Government on

appointments to their top management posts. The PESB shall consist of one part-time or full-time Chairperson and three full-time Members. Currently, PESB has two Members. The posts of Chairperson and one Member are vacant.

4.20 Details of number of candidates (Internal and Other than Internal) and percentage of female candidates recommended by PESB during the last five years are as follows:

Year	No. of Internal candidates recommended (Approx.)	No. of candidates other than Internal recommended (Approx.)	Percentage of female candidates recommended (Approx.)
2016	52	31	2.40%
2017	49	29	7.69%
2018	62	43	3.80%
2019	104	41	2.75%
2020	38	20	6.89%
Total	305	164	-

4.21 The Committee is unable to understand as to how PESB is functioning without Chairperson and a Member. The Committee also notes that the percentage of female candidates recommended by PESB to top managerial posts in PSUs is abysmally low. The Committee recommends PESB to carry out an in-depth study and examine whether this gender gap is due to scarcity of competent women aspirants or due to glass ceiling effect. The Committee is of the considered opinion that there is a need to build an equitable work place for women and PESB must make an endeavour in this regard.

4.22 The Committee recommends PESB to furnish the details of PSUs coming under its purview where top managerial posts are lying vacant. PESB may also indicate against each vacancy, whether the vacancy is due to lapse on the part of concerned PSU in informing PESB about likely vacancies or due to delay on the part of PESB in advertising vacancies and holding Selection Committee meetings. PESB may furnish a Status note on this in three month's time.

D. National Recruitment Agency

4.23 In order to provide the same test platform to all candidates at the nearest District HQ, particularly those in rural areas/ Aspirational Districts, and with a view to set a new standard of equity and inclusiveness in recruitments, Government has set up National Recruitment Agency (NRA) vide its order dated 28.08.2020.

4.24 NRA has been registered as a Society under the Societies Registration Act, 1860 with its headquarter in Delhi. There is a Governing Body consisting of Chairman (NRA) as Chairman and Secretary, DoP&T or his representative, Representative of M/o Railways, Representative of D/o Financial Services, Chairman (SSC), Chairman (RRB), Chairman (IBPS), two experts from the field of academics as Members, Secretary cum Controller of Exam (NRA) as Member-Secretary. NRA has six Regional Offices in the North, East, West, South, Central & North East, each headed by a Director/ Deputy Secretary level officer.

4.25 The main objectives of NRA are:

- (i) To mitigate the hardships faced by candidates who have to appear for multiple examinations conducted by multiple agencies, where similar eligibility conditions have been prescribed;

- (ii) To bring in savings to the candidates towards multiple application fees and travelling costs to appear in these examinations;
- (iii) To improve access to rural candidates by setting up a test centre in every district, particularly in the 117 aspirational Districts;
- (iv) To facilitate candidates to schedule tests and choose centre of their choice;
- (v) To reduce the time taken in the selection process; and
- (vi) To facilitate employment generation- In the longer run, the CET score could be shared with other recruiting agencies in the Central Government, State Governments/Union Territories, Public Sector Undertaking and Private Sector on MOU/Cost sharing basis, for appointment in their organizations. This would help such organizations in saving costs and time spent on recruitment.

4.26 NRA will conduct Common Eligibility Test (CET) to shortlist the candidates for vacancies of Group 'B' Non-Gazetted posts, Group 'B' Gazetted posts, which are exempted from consultation with UPSC; Group 'C' posts in the Government and equivalent posts (where no such classifications exist) in instrumentalities of the Government, through a computer-based online Tier-I examination. Based on the screening done at the CET score level, final selection for recruitment shall be made through separate specialised Tier-2 examination which shall be conducted by the respective recruitment agencies viz. Staff Selection Commission (SSC), the Railway Recruitment Boards (RRBs) and, by the Institute of Banking Personnel Selection (IBPS). Therefore, even after setting up of NRA, SSC would continue to conduct specialised/ Tier-II examination for recruitment to Group 'B' Non-Gazetted posts, Group 'B' Gazetted posts, which are exempted from consultation with UPSC; Group 'C' posts under Government of India and their attached and subordinate offices. NRA is likely to conduct Common Eligibility Test (CET) in 2021.

4.27 The Committee feels that the establishment of National Recruitment Agency will be a milestone in recruitment for Government jobs. This will certainly be helpful in reducing lengthy recruitment cycle and provide respite to unemployed youth, recruiting institutions & Government by saving money and effort. However, the Government should also ensure that multiple recruitment agencies are not becoming a burden on the candidates as well as on the system. The Committee feels that long-term relevance of such reforms will depend on the commitment of Government to raise the level of public employment and expand services to the public. The Committee also notes that less than 20 percent public employment comes under the purview of the Central Government (predominantly in Railways & Defence), with the rest falling within the purview of States. The Committee feels that similar reform is needed at State level as well.

CHAPTER – V TRAINING INSTITUTIONS

A. Lal Bahadur Shastri National Academy of Administration

5.1. Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie, a premier training institution for Civil Services in India, is an attached office of the Department of Personnel & Training, Government of India. It conducts a common Foundation Course for entrants to the All India Services; Indian Foreign Service; Group ‘A’ services of the Union and the Royal Bhutan Service followed by professional training for the regular recruits of the Indian Administrative Service (IAS) and members of the Royal Bhutan Service. The Academy also conducts in-service and Mid-Career Training Programmes (MCTPs) for members of the IAS and Induction Training Programme for officers promoted to the IAS from State Civil Services. In addition, workshops and seminars on policy and governance-related issues are held from time to time.

5.2 The Committee has been informed that LBSNAA has 40 sanctioned faculty posts, out of which 24 are filled up as on 1st January, 2021.

5.3 The details of training programmes conducted by LBSNAA for civil servants at the time of induction and post induction are as follows:-

Sl. No.	Course Name	Duration
(i)	Pre-Foundation Course	iGot Platform (till CFC completed)
(ii)	Combined Foundation Course	15 weeks
(iii)	Winter Study Tour & BPST attachment	2 months
(iv)	Indian Administrative Service (Probationer) Phase-I Course	23 weeks
(v)	Indian Administrative Service (Probationer) District Training	53 weeks
(vi)	Indian Administrative Service (Probationer) Phase-II Course	06 weeks
(vii)	Mid-Career Training Programme, Phase-III	04 weeks / 7-9 Years of service
(viii)	Mid-Career Training Programme, Phase-IV	04 weeks / 14-16 Years of service
(ix)	Mid-Career Training Programme, Phase-V	03 weeks / 26-28 Years of service
(x)	Induction Training Programme for officers promoted from the State Civil Services (SCS) into the IAS	06 weeks / Promoted from SCS Selected List into the IAS

5.4 The Committee is of the view that Civil Services Training should be all encompassing and should focus on behavioural aspects and interpersonal relations as well. The Committee is of the considered view that the benefits of policies and programmes will percolate down to the intended beneficiaries only when the administrators working at the grassroot level are service oriented. Therefore, the Committee recommends LBSNAA to recalibrate its training programmes and instill a new service-oriented professionalism in civil servants so that they reach out to the citizens they serve.

B. Institute of Secretariat Training and Management

5.5 The Institute of Secretariat Training and Management (ISTM) which formally came into being in 1948 has the status of an “Attached Office” under DoPT. 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 officers form the backbone of the Central Government Ministries/Departments and normally hold various positions up to the level of

Joint Secretaries. The key responsibilities of the CSS officers include policy formulation, execution, monitoring and review.

5.6. The Institute also provides training support to the State Governments, Union Territory Administrations, Central Public Sector Enterprises, Central Autonomous Bodies and other organizations in specialised and general areas. 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.

5.7 The present status of sanctioned strength and in-position strength of ISTM are as follows: -

S.No	Name of post	Total Sanctioned posts	In Position	Vacancy
1	Faculty posts	28	11+3*	17
2	Non Faculty posts	69	41	28
3	Total	97	55	45

*Further in order to fill the gap till the faculties posts are filled on regular basis 3 officers have been taken on loan basis from DoP&T. 5 more officers are likely to join on loan basis soon. The further gap is met through guest faculty.

5.8 Training Programmes conducted during the last three years along with number of participants: -

Year	No. of courses planned	No. of courses conducted	No. of participants trained
2017-18	144	329	9339
2018-19	183	313	9242
2019-20	230	272	7537
2020-21*	240	54**	1935

*Due to COVID-19 pandemic, no courses were conducted during the first quarter for the year 2020-21.

** No. of courses conducted as on 31st December, 2020.

5.9 The Committee notes that there are a large number of vacancies in ISTM. The Committee has been apprised that vacancies of faculty have arisen due to recent promotions and consequent repatriations of faculty to their respective Ministries/ Cadres and also due to non-availability of suitable candidates as per Recruitment Rules. The Committee is of the view that ISTM should have a permanent faculty besides guest faculty and officers coming on deputation, in order to sustain the institution in the long run.

C. Indian Institute of Public Administration

5.10. IIPA is an autonomous academic institution of national eminence for training, research and information dissemination in streams related to the ethos of Public Administration. Conceived by well-known US expert Paul H. Appleby and Founded and promoted by Pandit

Jawaharlal Nehru. It is now known internationally as a premier centre for Training and Research in Public Administration and Management. The Hon'ble Vice President of India is the President of IIPA.

5.11. Through six decades of experience in research, training and rendering policy advice, conferences and seminars, case studies and publications, the IIPA has made significant contribution to public administration at the Union, State and Local levels.

5.12 IIPA undertakes various Research Studies of different Ministries and Departments. The relationship between IIPA and sponsoring Ministry/Department is basically a client relationship. As such, the reports of the research studies/projects are submitted to client Ministries/Departments, who take the decision of putting the reports on public domain. However, IIPA uses the research findings for future research studies as well as for its training programmes. The IIPA faculty is putting efforts to convert the findings into the form of an Article for publication in the IIPA journals without divulging the privacy of the data. IIPA is appropriately taking up the matter for publication of the research findings with its sponsoring Ministries/Departments as per the recommendation of the 100th PSC to the sponsoring and the Committee will be apprised accordingly.

5.13 IIPA has apprised the Committee that in spite of apparent lack of funds, it has been trying very hard to innovate and make it a Centre of Excellence. During this Covid-19 pandemic and subsequent lockdown also, IIPA had been working and prepared Digital Contents for Online training. IIPA had also been able to create digital infrastructure during this period itself and has created seven VC equipped lecture halls for online trainings. IIPA has been able to start the 46th APPPA course also on 1st July 2020 in online mode and running it successfully. IIPA has been able to conduct online training programme and conduct webinar on issues of current relevance. From April 2020 to till date, IIPA conducted 41 online training programmes and organized 37 webinars. IIPA subscribed to CISCO WebEx platform for online interactive lectures and using Moodle and Learning Management System (LMS) for online access of training materials, certificate generation and task submission by training participants.

5.14 The Committee has been informed that inspite of apparent 'lack of funds', IIPA has been trying hard to innovate and make it a Centre of Excellence. The Committee recommends DoPT to provide adequate funds to IIPA to meet its infrastructural and training needs so that it emerges as a Centre of Excellence in the field of Public administration.

5.15 The Committee notes that APPPA training programme is benefiting middle level civil servants immensely. The Committee, therefore, recommends that the frequency of the programme may be considerably increased. The Committee also finds that Officers joining the Ministries of Central Government in the rank of Joint Secretaries and above under Central Staffing Scheme come from different services and lack exposure to the working of the Ministries. The Committee, therefore recommends IIPA to provide short term training to such officials so as to acquaint them with the functioning of the Ministries.

CHAPTER – VI

INTEGRITY, VIGILANCE, TRANSPARENCY AND SERVICE MATTERS

A. Central Bureau of Investigation

6.1. CBI is the main investigating agency of the Central Government. It plays an important role in the prevention of corruption and maintenance of integrity in administration. It derives its powers from the Delhi Special Police Establishment Act, 1946.

6.2. Over the years, the Central Bureau of Investigation has emerged as the premier investigating agency of the country which enjoys the trust of the people, Parliament, Judiciary and the Government. In the last 65 years, the organisation has evolved from an anti corruption agency to a multifaceted, multidisciplinary central police law enforcement agency with capability, credibility and legal mandate to investigate and prosecute offences anywhere in India.

6.3 Details of the Strength of CBI are as under:

(as on 31.01.2021)

Cadre	Sanctioned strength	Actual Strength	Vacancy	% of vacancy
Executive ranks	5000	4178	822	16.44
Law officers	370	282	88	23.78
Technical Officers	162	65	97	59.87
Ministerial Staff	1671	1346	325	19.44
Canteen Posts	70	25	45	64.28
Grand Total	7273	5896	1377	18.93

6.4 CBI has apprised the Committee that 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 that active cases seeking new officers on deputation are always under process. CBI also opined that deputation brings in newer expertise and newer ways of tackling investigation issues. CBI has further informed the Committee that its approved cadre strength in all ranks is 7273. It has also said that the strength of the Bureau has been increased on various occasions but overall restructuring in a holistic manner has never taken place.

6.5 The Committee believes that the performance of CBI is invariably linked to the strength and quality of its personnel. An organization is only as good as its people and an understaffed organization is usually overburdened. The Committee is of the view that CBI is in grave need of Cadre restructuring and therefore, recommends the Government to undertake Cadre restructuring of CBI at the earliest. The Government may also explore the feasibility of inducting Officers up to the rank of DSP as well as specialists into CBI through direct recruitment besides deputation. The Committee is of the considered view that it is important to align the human resource architecture of CBI to enhance its core competencies and improve its performance.

CTV-CBI

6.6 CBI handles several specialized crimes including economic offences and financial crimes and the complexity of crimes investigated by CBI has been constantly increasing over the last few years. It is also tasked with investigations into cases of large value bank frauds. These cases are often amongst the most complex involving a multitude of entities through which a large number of financial transactions are brought into effect. These transactions

themselves are layered across multiple entities which may crisscross geographical boundaries. Many a time, the Letters Rogatory (LR) are issued to obtain evidence in cases involving financial fraud. All these factors mount a significant challenge to the Investigating Officers in establishing the money trail of the financial fraud.

6.7 A lot of evidence gathered during the course of investigations is digital in nature such as emails / text / audio / video / image files & other data on hard disks and other storage devices, call data, tower dumps, financial statements and bank transactions. The investigations of such crimes require sophisticated text mining, data analytics tools along with the technical expertise to reconstruct the transactions and provide insights into complex crimes. Field Units have been setup at 16 zonal headquarters to provide on-the-spot technical support to investigators for extraction of data from electronic devices etc.

6.8. In this context, CBI proposes to set up a Centralized Technology Vertical (CTV), a state-of-the-art technology centre, and build in-house central capacity for supporting specialized crime investigations dealing with Digital Forensic Analysis, Forensic Accounting and Fraud Analytics. The CTV is envisaged to be equipped with the forensic expertise along with the right set of tools required for analyzing the data to identify the patterns, trails, frauds, discrepancies etc. and provide support to the investigations of complex cases. CTV with the right set of advanced tools and trained manpower can become a shared resource for all complex investigations across the CBI.

6.9 The Committee is concerned to note that CTV-CBI, International Centre of Excellence in Forensic science and International Centre of Excellence in investigation have not materialized yet. The Committee requests CBI to prepare a road map elaborating on how long it would take for these three ambitious projects to come into existence and furnish the same to the Committee. The Committee is of the considered view that these three projects will strengthen the core competencies of CBI and greatly enhance its investigation capabilities and therefore, can brook no further delay.

6.10 As per section 6 of the DSPE Act 1946, consent of State Government is required by DSPE (CBI) to exercise powers and jurisdiction in any area in a State, not being a Union Territory or railway area. Pursuant to the grant of consent by the State Government, the Central Government, by a notification under section 5 of the DSPE Act extends the powers and jurisdiction of the members of DSPE (CBI) to the State to conduct investigation of specified offences notified under section 3 of the DSPE Act by the Central Government. The consent accorded, is generally known by the terms general and specific consent. Under general consent i.e. once it is given, the members of DSPE (CBI) shall have powers and jurisdiction to investigate the offences notified u/s 3 of DSPE Act in a State (not being a Union Territory or Railway area), as per the conditions stipulated by the government. The specific consent is valid for the investigation of a specific case/offence only.

6.11 Following States (08) have withdrawn general consent as on date:

S.No.	Name of the State	Date of Withdrawal of Consent
1.	Mizoram	17.07.2015
2.	West Bengal	16.11.2018
3.	Chhattisgarh	10.01.2019
4.	Rajasthan	19.07.2020
5.	Maharashtra	21.10.2020
6.	Kerala	04.11.2020
7.	Jharkhand	05.11.2020
8.	Punjab	06.11.2020

6.12 CBI has apprised the Committee with great concern that it is unable to take up investigation of new cases in the absence of general consent of the concerned States, especially, in the cases of bank fraud/economic offences and corruption involving Central Government employees, where there are allegations of misappropriation of huge amount of public money or primarily, the involvement of officials of Central Government or Central PSUs in the commission of criminal misconduct.

6.13 The Committee agrees with the view of CBI that withdrawal of General Consent by States impedes investigation. The Committee, therefore, recommends the Government to assess if there is a need to amend the existing Laws or bring out a new law altogether in order to clearly define the mandate of CBI and vest more powers in it.

B. Central Administrative Tribunal

6.14. The Central Administrative Tribunal was set up in 1985 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.

6.15 Out of the total 66 sanctioned posts of Hon'ble Members including Hon'ble Chairman of CAT, 27 posts are lying vacant as on date.

6.16 Out of 18 Benches including the Principal Bench, 8 Benches viz. Principal Bench, Ahmedabad Bench, Allahabad Bench, Chandigarh Bench, Ernakulum Bench, Hyderabad Bench, Jaipur Bench & Jodhpur Bench are functional from its in own building. Other Benches are operating either from the space allotted by the Government or from rental buildings.

6.17 As per the information provided by CAT, a total of 8,40,730 cases have been filed in various Benches of the Hon'ble Tribunal out of which 62,283 cases are pending disposal upto 31.12.2020. 19167 cases for 0-1 years, 34906 cases for 1-5 years, 7266 cases for 5-10 years and 444 cases for more than 10 years are pending.

6.18 The Committee is of the opinion that pendency of cases in CAT is strongly linked to its strength as well as number of Benches. The Committee recommends the Government to fill up vacancies in CAT at the earliest. In order to mitigate the huge arrears of pending cases that have been affecting the efficiency of CAT and to ensure the right of citizens to timely delivery of Justice, the Committee recommends that the directions of the Hon'ble Supreme Court regarding setting up of Permanent Benches or Circuit Benches of CAT at the seat of every High Court should be implemented at the earliest.

6.19 The Committee observes that CAT was established to expedite the redressal of service related grievances. However, it is observed that a large number of Writ Petitions are being filed against the orders of CAT in High Courts every year. The Committee feels that this is defeating the very purpose of the Administrative Tribunals Act. The Committee recommends CAT to analyse as to why the aggrieved are approaching High Courts and furnish a status note to the Committee in three months time.

C. Central Vigilance Commission

6.20. Central Vigilance Commission is the apex institution mandated to fight corruption and to ensure integrity in administration. It is a statutory multi-member body vested with the superintendence of vigilance administration in the Central Government and its organisations. The Commission also endeavours to create awareness amongst civil society and the public at large towards achieving transparency, accountability and corruption free governance with its outreach measures. The Commission exercises superintendence over the vigilance

administration of the Ministries/Departments/Organisations of the Central Government. The Commission is mandated to exercise superintendence over the functioning of CBI and monitoring cases taken up by CBI for investigation under PC Act.

6.21 The sanctioned strength and the in-position strength of CVC (Group-wise) as on 28.01.2021 is as under –

	Group-A	Group-B	Group-C (Other than MTS)	Group-C (Multi-tasking Staff)	Total
Sanctioned Strength	65	108	69	73	315
Officials in-position	54	88	47	60	249

6.22 The number of vigilance cases received and disposed of by the Commission during the last three years (i.e., 2018, 2019 & 2020*) are as under:

Cases	2018	2019	2020*
Brought forward from previous year	1387	1358	953
Received	3133	2752	2418
Total	4520	4110	3371
Disposed of (Advice tendered)	3162	3157	2717
Carried forward to next year	1358	953	654#

* The data for the year 2020 is tentative and is under finalization

Out of 654 cases received and pending as on 31.12.2020, in 390 cases wherein references were received from various Administrative Authorities for advice, complete facts relating to the vigilance cases or their recommendations or inputs are not supported by logical reasoning, and were not complete in all respects, as prescribed by the Commission and, therefore, the Commission has sought further clarification/investigation or comments from the Department/ Organization concerned, which causes delay in tendering advice. As such, 264 cases are only pending for examination and advice in the Commission. All these 264 references (less than one month – 189, between 1 to 3 months – 65 and between 3 to 6 months – 10) are pending less than six months. It is pertinent to mention herein that the pendency of cases for examination as on 31.12.2020 with the Commission is lowest when compared with the last five years. The Commission endeavours to tender advice in all complete references at the earliest.

6.23 On being asked about the reasons for inordinate delay in the processing of vigilance cases, CVC informed the Committee that delay is involved at the stage of further processing of vigilance cases after the Commission tenders its first stage advice (FSA), by the concerned Ministry/Departments/organizations in instituting departmental action, conducting departmental inquiry thereof, appointing IO/PO and finalising the vigilance cases by issuance of final order of punishment or exoneration. CVC has further informed the Committee that while the Public Sector Banks and CPSEs finalise disciplinary cases in time or with slight delays, major Departments likes Railways, CBDT, CBIC, DoT and the Ministries / Department of Government of India take long time in finalising individual disciplinary cases.

6.24 The Committee is in agreement with the views of the CVC and opines that the vigilance set-up in the Ministries / Departments of the Central Government needs to be augmented with manpower so as to expedite vigilance activities / cases at all stages. The Committee further recommends CVC to explore the feasibility of holding the authorities concerned answerable for inaction or delayed action.

6.25 As regards investigation of cases, CVC has apprised the Committee that under the provisions contained in Section 8(1)(c) and 8(1)(d) of CVC Act, Central Vigilance Commission, wherever deemed necessary, sends the matter for investigation to Chief Vigilance Officers of the organization concerned and seeks investigation report. In addition, the irregularities noticed against an officer would involve offences under Prevention of Corruption Act, 1988, the Commission refers such issues to CBI also for investigation. Majority of the cases are being referred to the CVOs only.

6.26 The Committee notes that CVOs are performing the functions of surveillance, vigilance and investigation as well. As such, CVC cannot afford to keep posts of as many as 63 CVOs vacant. Therefore, the Committee recommends CVC to fill up the vacant posts at the earliest. The Committee would like to be apprised of the Commission's endeavours in this direction and the outcome thereof. The Committee also recommends the Ministry to explore the feasibility of filling up existing vacancies and vacancies that are likely to arise in future, in the posts of CVOs by inducting eligible officials having expertise in vigilance matters from other organs of governance of the Union Government.

D. Lokpal

6.27. Lokpal and Lokayuktas Act, 2013, came into force w.e.f. 16.01.2014. This Act paved way for establishment of Lokpal at the Centre and Lokayuktas in the States. As per Section 3 of the Lokpal and Lokayuktas Act, 2013, the Lokpal shall consist of a Chairperson and a maximum of eight Members, of which fifty percent shall be judicial Members. Fifty per cent of members of Lokpal shall be from amongst SC, ST, OBCs, Minorities and Women.

6.28 Presently, the body of Lokpal comprises the Chairperson and six Members including two Judicial Members and four other than Judicial Members.

6.29 The administrative set-up of the Lokpal is headed by the Secretary. Induction of the staff in the Lokpal is being done in a phased manner considering the workload and requirement of the Lokpal. The present working strength in respect of the secretarial structure of the Lokpal is 85.

6.30 Lokpal has informed the Committee that it has received requests for reconsideration of its orders but the same were not considered as the Lokpal does not have statutory powers to review an order passed by it. Further, Lokpal has also apprised the Committee that it has requested the Department of Personnel & Training for taking necessary action to amend the Act at an appropriate stage for including the power to review the orders passed by it. The Committee recommends DoPT to explore the feasibility of amending the Lokpal and Lokayuktas Act so as to confer on Lokpal the Power to reconsider and review its orders. The Committee recommends DoPT to apprise its views on the proposed amendment in a three months time.

E. Central Information Commission

6.31. Central Information Commission has been constituted in 2005 under the Right to Information Act, 2005. The jurisdiction of the Commission extends over all Central Public Authorities. At present, the Central Information Commission has a Chief Information Commissioner and 07 Information Commissioners.

6.32 The Commission has certain powers and functions mentioned in sections 18, 19, 20 and 25 of the RTI Act, 2005. These broadly relate to adjudication in second appeal for giving information; direction for record keeping; suo motu disclosures receiving and enquiring into a complaint on inability to file RTI; imposition of penalties and Monitoring and Reporting

including preparation of an Annual Report. The decisions of the Commission are final and binding.

6.33 There have been constant efforts on part of the Government to further streamline and strengthen the existing mechanisms for successful and effective implementation of the RTI Act. Government has taken several steps to strengthen the regime of RTI Act, which *inter-alia* include the following:

- Initiation of RTI online portal which facilitates citizens for filing online RTI applications and first appeals in English as well as Hindi language with the facility of online payment of RTI fees.
- Training programmes on capacity building and awareness generation for Public Information Officers (PIOs), First Appellate Authorities (FAAs).
- All Ministries/Departments and other Public Authorities have been directed towards suo-motu disclosure of information on their websites.
- Central Information Commission has initiated e-Court to enable speedy disposal of Appeals / Complaints.

6.34 Details of pendency of Complaints and appeals with CIC are as under:

Pending cases upto 28.01.2021

Year	Second appeals	Complaints	Total
0-1 year	17196	2921	20117
1-5 years	15887	2536	18423
More than 5 years	28	33	61
Grand Total	33111	5490	38601

6.35 Transparency is the corner stone of Good governance. Right to information Act has played an instrumental role in bringing about transparency. The Committee is of the view that rural masses- the people most vulnerable to corrupt practices are the ones who know the least about their rights under RTI Act. The Committee recommends CIC to spread awareness about the Act in rural areas through All India Radio, folk plays and other means and perhaps involve Civil society and NGOs to achieve the said objective. The Committee further recommends CIC to simplify the mode of payment of RTI fees further.

6.36 The Committee recommends CIC to evaluate the effectiveness of RTI Act and to assess the challenges being faced by competent authorities in its implementation. The Committee recommends CIC to examine if the provisions of RTI Act are being misused to collect information for research purposes or to settle personal scores.

6.37 The Committee is concerned to note that there are a large number of vacancies in the Posts of Information Commissioners in State Information Commissions. The Committee desires CIC to furnish a status note detailing the strength of all State Information commissions in a three months time.

CHAPTER – VII

ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

A. Scheme for Administrative Reforms

7.1. The Department has only one scheme namely “**Scheme for Administrative Reforms**”. The above scheme has two main components (1) Modernization of Government Offices; and (2) Pilot Projects on Administrative Reforms. The Component ‘Pilot Projects on Administrative Reforms’ has some sub-components i.e. e-Office, e-Governance, Fostering Good Governance, Learning from Successes, Sevottam and Foreign Travel/International Co-operation.

B. CPGRAMS (Centralized Public Grievance Redress and Monitoring System)

7.2. The Government of India has established the Centralised Public Grievance Redress and Monitoring System (CPGRAMS), an online system for grievance redressal. This system facilitates citizens to lodge their grievances to Ministries/ Departments/ Organisations/ State Governments/ UTs, who scrutinize and take action for speedy and favourable redress of these grievances. CPGRAMS also facilitates tracking grievances through a system generated unique registration number. The grievances received manually are also digitized and uploaded on the system. The system enables Ministries/Departments to take appropriate action and upload the Action Taken Report (ATR) on the system which can be viewed by the citizens online with the help of the unique registration number. The CPGRAMS portal is currently operational in English and Hindi.

7.3. Public grievance mechanism of PMO, the President’s Secretariat, the Directorate of Public Grievances (Cabinet Secretariat), Department of Administrative Reforms & Public Grievances (DARPG) and that of Department of Pensioners’ portal have been duly integrated with CPGRAMS thus enabling grievances lodged to any of these entities to be transferred to the Central Ministries/Departments and State Governments online through CPGRAMS.

7.4. The CPGRAMS interlinks 90 Ministries/Departments including their subordinate offices, President Secretariat, PMO, Cabinet Secretariat and all States/ UTs. Issues which are not taken up for redressal are (i) sub-judice cases or any matter concerning judgment given by Courts; (ii) personal and family disputes; and (iii) anything that impacts upon territorial integrity of the country or friendly relations with other countries.

7.5 Main guidelines relating to redress of grievances are as under:-

- (i) A grievance should be disposed within a period of two months. In case, not possible an interim reply with reasons for delay should be provided.
- (ii) A well reasoned speaking reply should be furnished while closing a grievance and relevant documents to be uploaded.
- (iii) Each Ministry/Department should have a Director of Public Grievances who can be approached in case the grievances are not redressed or the complainant is not satisfied.

7.6 The Committee in its previous Report had recommended DARPG to ensure that there is a nodal authority to whom appeals against the grievances disposed by individual Ministries/Departments can be made. DARPG has informed the Committee that the Appeal Mechanism/functionality in CPGRAMS has been implemented by DARPG in line with the Department related Parliamentary Standing Committee’s Recommendations contained in its 100th Report. The recommendations were communicated to all Central Ministries/Departments with the request to nominate a Nodal (Appellate) authority. The Appeal

provision has been made for redressal of dissatisfied grievances identified through a mandatory feedback rating to be given by the citizen on disposal of the grievance by the Nodal Grievance Officers.

7.7 A separate workflow and functionality for grievances to appeal authorities in CPGRAMS has been operationalized in CPGRAMS. The time line for resolution of an Appeal by the Nodal Appellate Authority is 30 days of receipt of the same. The Appellate Authority to whom a dissatisfied complainant can raise is one level above the existing designated Nodal Grievance Officer. As of now, the details of the nominated Nodal Appellate Authorities of 58 Ministries/Departments are available on the website at pgportal.gov.in. The complainant can file an appeal if he/she is not satisfied with the redress/reply of the grievance. Once the grievance is closed/disposed of, the complainant can view the details of final disposal which includes the feedback section and the complainant needs to provide the feedback on the redress of his/her grievance. Any feedback with poor ratings goes to appeal. The status of the Appeal can also be tracked by the petitioner with the grievance registration number.

7.8 The Department has further informed the Committee that there are 5,538 Grievances pending against Ministries/ Departments for more than one year as on 31.12.2020. Review meetings are held for reviewing the status of pending public grievances in Ministries/ Departments/ Organizations and expediting action on them. DARPG has also issued letters to Departments/ Ministries which have long standing pending grievances. Grievance Officers of these Departments/ Ministries have been advised to undertake reviews of subordinate offices with regard to disposal of long pending grievances. A provision has been made in CPGRAMS to reflect age-wise pendency in order of oldest appearing first.

7.9 The Committee appreciates the Department for institutionalizing an appellate mechanism in CPGRAMS. The Committee is of the view that the success of any initiative depends upon the extent of its reachability to the targeted population groups. The Committee notes that CPGRAMS portal is currently operational in Hindi and English. Since CPGRAMS also receives and directs grievances against State Governments and UTs, the Committee is of the opinion that CPGRAMS portal should be operationalized in all Scheduled languages. The Committee also emphasizes that the Department should publicise the portal through all possible means including the print and electronic media so that the benefits of the grievance redressal mechanism percolate down to those at the bottom of the pyramid. The Committee also recommends the Department to develop an Interactive Voice Response System for registration of grievances for the benefit of people who inhabit remote areas and have no proper access to the internet.

7.10 Details of percentage of disposal of grievances received through CPGRAMS is as under:

Receipt and disposal of grievances received on CPGRAMS as on 30-11-2019:

Year	Receipts	Disposal	Percentage of disposal
2016	1483165	1229428	82.89%
2017	1866121	1772668	94.99%
2018	1577500	1498519	94.99%
2019	1735438	1495898	86.19%

Receipt and disposal of grievances pertaining to Organizations of the Government of India received on CPGRAMS as on 30-11-2019:

Year	Receipts	Disposal	Percentage of disposal
2016	1172464	1169690	99.76%
2017	1417891	1493906	105.36
2018	1121938	1125966	100.35%
2019	1167705	1140940	97.70%

Receipt and disposal of grievances pertaining to States received on CPGRAMS as on 30-11-2019:

Year	Receipts	Disposal	Percentage of disposal
2016	310701	59738	19.22%
2017	448230	278762	62.19%
2018	455562	372553	81.77%
2019	567733	354958	62.52%

7.11 As regards the redressal of grievances by States/UTs, the Committee notes with concern that the percentage of grievance disposal is not satisfactory. The Committee recommends the Department to develop a ‘Grievance Redressal Index’ on the lines of Good Governance Index to rank Organizations of GOI and States/UTs on parameters that are output and outcome-oriented. The Committee believes that such Index will present Organization-wise and State-wise comparative picture and provide valuable insights about strong areas and weak areas which in turn would help in improving their performance.

7.12 Status of grievance redressal by various Ministries/Departments of Government of India for the Period - 01-01-2018 to 31-12-2020 :

S. No.	Ministry/Department/Organisation	Brought Forward	Received During Period	Total Disposal	Total Pending
1	Central Board of Direct Taxes (Income Tax)	2028	110159	103110	9077
2	Central Board of Indirect Taxes and Customs	1389	45305	45617	1077
3	Department of Administrative Reforms and Public Grievances	38	1584	1589	33
4	Department of Agriculture Research and Education	75	5630	5425	280
5	Department of Agriculture, Cooperation and Farmers Welfare	1076	96399	74991	22484
6	Department of Animal Husbandry, Dairying	235	4844	4984	95
7	Department of Atomic Energy	254	4370	4070	554
8	Department of Bio Technology	84	1274	1321	37
9	Department of Chemicals and Petrochemicals	31	1893	1918	6
10	Department of Commerce	173	13099	13113	159
11	Department of Consumer Affairs	509	31275	30943	841
12	Department of Defence	2685	40338	41329	1694
13	Department of Defence Finance	538	36119	35260	1397
14	Department of Defence Production	184	7058	7153	89
15	Department of Defence Research and	21	3038	3049	10

S. No.	Ministry/Department/Organisation	Brought Forward	Received During Period	Total Disposal	Total Pending
	Development				
16	Department of Economic Affairs ACC Division	646	9481	9675	452
17	Department of Empowerment of Persons with Disabilities	242	7245	7409	78
18	Department of Ex-Servicemen Welfare	366	19484	18815	1035
19	Department of Expenditure	30	15283	15201	112
20	Department of Fertilizers	114	1470	1548	36
21	Department of Financial Services (Banking Division)	5694	384595	380240	10048
22	Department of Financial Services (Insurance Division)	550	43041	42764	827
23	Department of Financial Services (Pension Reforms)	0	5688	5658	30
24	Department of Fisheries	0	463	435	28
25	Department of Food and Public Distribution	160	11920	11973	107
26	Department of Health & Family Welfare	1845	69791	69469	2167
27	Department of Health Research	138	6366	5864	640
28	Department of Heavy Industry	131	3909	3989	51
29	Department of Higher Education	1606	67453	66134	2925
30	Department of Industrial Policy & Promotion	48	6303	6318	33
31	Department of Investment & Public Asset Management	5	1859	1843	21
32	Department of Justice	164	25843	25955	52
33	Department of Land Resources	22	2136	2132	26
34	Department of Legal Affairs	1353	10054	6899	4508
35	Department of Military Affairs	0	7255	5773	1482
36	Department of Official Language	25	1085	1092	18
37	Department of Personnel and Training	1329	69836	69600	1565
38	Department of Pharmaceutical	105	5829	5906	28
39	Department of Posts	3268	145524	146224	2568
40	Department of Public Enterprises	64	2479	2522	21
41	Department of Revenue	3403	57955	55882	5476
42	Department of Rural Development	816	13921	14256	481
43	Department of School Education and Literacy	986	57901	57279	1608
44	Department of Science and Technology	134	5130	5179	85
45	Department of Scientific & Industrial Research	126	3385	3260	251
46	Department of Social Justice and Empowerment	271	16110	15355	1026
47	Department of Space	192	1837	1921	108
48	Department of Sports	142	3716	3721	137
49	Department of Telecommunications	3137	209132	209609	2660
50	Department of Youth Affairs	45	3054	3045	54
51	Legislative Department	127	3793	3720	200
52	Ministry of Coal	1516	13102	14132	486
53	Ministry of Ayush	343	11792	11819	316

S. No.	Ministry/Department/Organisation	Brought Forward	Received During Period	Total Disposal	Total Pending
54	Ministry of Civil Aviation	384	31990	30733	1641
55	Ministry of Corporate Affairs	669	38163	38255	577
56	Ministry of Culture	185	7125	6814	496
57	Ministry of Development of North Eastern Region	25	729	753	1
58	Ministry of Drinking Water and Sanitation	115	6156	6126	145
59	Ministry of Earth Sciences	46	1385	1417	14
60	Ministry of Electronics & Information Technology	339	25918	25275	982
61	Ministry of Environment, Forest and Climate Change	420	16945	17254	111
62	Ministry of External Affairs	170	46646	46084	732
63	Ministry of Food Processing Industries	48	1583	1624	7
64	Ministry of Home Affairs	3879	97503	100209	1173
65	Ministry of Housing and Urban Affairs	820	42195	42182	833
66	Ministry of Information and Broadcasting	781	25826	26126	481
67	Ministry of Labour and Employment	1436	140595	140555	1476
68	Ministry of Micro Small and Medium Enterprises	64	8684	8560	188
69	Ministry of Mines	214	3425	3526	113
70	Ministry of Minority Affairs	245	6066	6146	165
71	Ministry of New and Renewable Energy	28	2495	2492	31
72	Ministry of Panchayati Raj	32	5422	5426	28
73	Ministry of Parliamentary Affairs	48	4347	4378	17
74	Ministry of Petroleum and Natural Gas	1043	56246	56622	667
75	Ministry of Power	353	11802	11911	244
76	Ministry of Railways (Railway Board)	5909	148179	150180	3908
77	Ministry of Road Transport and Highways	1944	39074	39563	1455
78	Ministry of Shipping	244	5359	5418	185
79	Ministry of Skill Development and Entrepreneurship	254	6619	6795	78
80	Ministry of Statistics and Programme Implementation	38	1536	1545	29
81	Ministry of Steel	113	4045	4025	133
82	Ministry of Textiles	92	4222	4217	97
83	Ministry of Tourism	132	4553	4621	64
84	Ministry of Tribal Affairs	335	3174	3420	89
85	Ministry of Water Resources, River Development & Ganga Rejuvenation	446	9781	10047	180
86	Ministry of Women and Child Development	393	19391	19697	87
87	NITI Aayog	1060	5937	6963	34
88	O/o the Comptroller & Auditor General of India	150	28186	28180	156
89	Unique Identification Authority of India	1680	25926	26986	620
		62597	2614833	2580613	96816

7.13 The Committee is concerned to note that 50,000-1 lakh grievances have been received against 8 Ministries/Departments; 1lakh to 2 lakh grievances against 4 Ministries/Departments; more than 2 lakh grievances against 2 Ministries/Departments

during the period between 2018-2020. The Committee recommends the Department to instruct the Ministries/Departments of Central Government to constitute social audit panels to identify core grievance prone areas and streamline their systems accordingly. The Committee also recommends DARPG to progressively bring down the maximum time limit for grievance redressal from 60 to 45 days.

7.14 DARPG has taken the following initiatives to fast-pace redressal of grievances received in CPGRAMS:

- (i) **CPGRAMS Version 7.0** CPGRAMS Version 7.0, was introduced for faster disposal of grievances through a guided registration process for the citizen with the help of drop-down menu / questionnaire. Under this reform the grievances are directly forwarded to the last mile grievance officer skipping transition levels of hierarchy. CPGRAMS 7.0 has been implemented in 9 Ministries/Departments namely, Department of Posts, Ministry of Telecommunications, Department of Financial Services (Banking), Department of Financial Services (Insurance Division), Ministry of Road Transport & Highways, Ministry of Health & Family Welfare, Ministry of Petroleum and Natural Gas, Ministry of External Affairs and Department of School Education. The average disposal of grievances for all the 9 reformed Ministries has seen a marked improvement. Scalable framework of CPGRAMS 7.0 is being rolled out for its implementation across the Ministries/ Departments in GOI.
- (ii) **Integration of State Portals with CPGRAMS** One Nation One portal is the goal of the Department in resolving the grievances and towards this end integration of CPGRAMS with State Grievance portals is being pursued. As on date, 12 States/UTs portals namely, J&K, Jharkhand, Karnataka, Kerala, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand, Meghalaya, Goa, Himachal Pradesh, Madhya Pradesh have been integrated with CPGRAMS portal. The integration of remaining State portals is under process.
- (iii) **Integration of District portals in J&K with CPGRAMS** To expedite grievance redressal and improve quality of disposal, the CPGRAMS has been integrated with district portals of JK-IGRAMS following successful implementation of the pilot programme in the districts of Srinagar, Jammu and Reasi. Currently, all the 20 districts of J&K have been integrated with CPGRAMS.
- (iv) **Feed Back System** To evaluate quality of disposal, a feedback system is available in CPGRAMS. The citizen gets an intimation on email/ SMS as soon as his grievance is disposed of. The citizen has the option of feedback regarding the redressal of the grievance. To assess the effectiveness of its strategy to handle COVID-19 related grievances in fast track mode, DARPG engaged BSNL to get feedback from the citizens for 1.28 lakh COVID-19 Public Grievances disposed of in CPGRAMS during 30/3/2020 to 30/5/2020. Feedback call-centres operated in Hindi, English, Gujarati, Marathi, Punjabi, Kannada, Konkani, Malayalam, Tamil, Telugu, Oriya, Bengali, Assamese and Rajasthani. 68% of the citizens who gave their feedback said their grievance was resolved. While 90% of those 68% citizens were satisfied with the redressal.
- (v) **Appeal mechanism** An appeal facility has been created in CPGRAMS. In case, the citizen is not satisfied with the reply of grievance officer and rates the redressal as poor in the feedback, the grievance is escalated to the appeal authority who is one level higher than the grievance officer and those appeals are to be disposed of in 30 days.

7.15 The Committee acknowledges the continuous efforts being made by the Department to improve the grievance redressal machinery. The Committee believes that integration of State Portals with CPGRAMS under ‘One Nation-One Portal’ will obviate the need to log into multiple portals for lodging complaints. The Department may gradually integrate District level portals with CPGRAMS so that CPGRAMS will serve as a single window interface for lodging grievances.

7.16 On being asked if DARPG has instructed the Ministries/Department of the Central Government to set up an institutional mechanism in place to pick and process grievances featuring in Newspapers, the Department replied that as per its OM dated 11.2.2016, all Ministries/Departments were requested to regularly examine the Grievances column of the newspapers to pick up the cases coming under their purview and take expeditious action to redress the grievances in a time bound manner.

7.17 The Committee is of the view the purpose of any grievance redressal machinery is to promote good governance as well as to serve public interest. The Committee feels that poor and the marginalized should be able to reap the benefits of CPGRAMS. For this to happen, there should be a mechanism in place to take note of grievances involving larger public interest featuring in newspapers. The Committee is happy to note that the Department has already taken an initiative in this regard. The Committee recommends the Department to impress upon Ministries/Departments of the Central Government to set up such mechanism at the earliest and monitor the action taken by them.

7.18 Out of 81 reforms recommended by Quality Council of India for the top 20 grievance receiving Ministries/Departments/ Organizations, 35 have been implemented by the concerned Ministries/Departments. With regard to the next 20 top grievance receiving Ministries/Departments/ Organizations, 100 reforms were recommended. Some of the notable reforms introduced by Ministries/Departments are automatic refunds on cancellation of Railway Tickets, single window pension through disbursing banks; intensive mechanized cleaning of coaches; e-verification of Income Tax Returns, expeditions Income tax returns up to 50000 etc.

TOP 20 Ministries/ Departments - Quality Council of India

Sl. No.	Ministry/Department	Total Reforms suggested	Implemented out of suggested
1	Department of Telecommunications	1	0
2	Ministry of Petroleum and Natural Gas	7	6
3	Ministry of Railways	15	7
4	Ministry of Urban Development	0	0
5	Central Board of Direct Taxes	3	2
6	Ministry of External Affairs	1	0
7	Ministry of Road Transport and Highways	1	0
8	Department of Justice	0	0
9	Ministry of Labour and Employment	0	0
10	Department of Ex-servicemen Welfare	4	2
11	Department of Defence	0	0
12	Central Board of Indirect Taxes and Customs	8	3
13	Department of Personnel and Training	4	2
14	Ministry of Health and Family Welfare	15	5
15	Department of Financial Services	1	0
16	Ministry of Home Affairs	0	0
17	Department of Higher Education	7	3
18	Department of Posts	4	2
19	Department of School Education and Literacy	11	3
Total		81	35

7.19 The Department has issued guidelines to all the Ministries/Departments stating that every Wednesday may be kept as meeting-less day for the Directors of Public Grievances for hearing the grievances of the citizens.

7.20 The Committee has been apprised that there are 5,538 Grievances pending against Ministries/ Departments for more than one year. The Committee recommends the Directors of Public Grievances of the concerned Ministries/Departments to hold *Jan Sunvairs* and dispose of the grievances pending for more than one year at the earliest. Similarly, top 20 grievance receiving Ministries/Departments may dedicate a day every month for hearing the grievances of citizens.

C. Sevottam

7.21. One of the citizen centric initiatives that was taken by this Department was to develop a Quality Management System (QMS) framework called 'Sevottam' for bringing excellence in service delivery by Government organizations. This has institutionalized an assessment-improvement framework for improving the quality of service delivery on a continuous basis through the involvement of Ministries / Departments and citizens. Sevottam comprises of 3 modules in relation to a public service organization viz., (a) Citizens'/Clients' Charter that specifies the service delivery standards (b) Grievance Redress Mechanism that gets activated if the service delivery is not as per standards in the Charter, and (c) Service Delivery Capability of the organization to delivery service as per standards in the Charter.

7.22. The Scheme has also resulted in building capacity of the Administrative Training Institutes to become consultants for implementing Quality Management System 'Sevottam' in the Departments of the State Governments, including replication of best practices from other States/ UTs. A number of on-campus and off-campus training programmes and workshops have been held by the Administrative Training Institutes for sensitizing the officers of the State Government for implementation of Citizens' Charter and Grievance Redress Mechanism.

7.23 Under the Scheme, an amount up to Rs.20 lakh was released annually to the ATIs. State ATIs participated in the scheme are Punjab, Haryana, Rajasthan, NCT of Delhi, Karnataka, Tamil Nadu, Uttar Pradesh, Madhya Pradesh, Himachal Pradesh and Jharkhand. However, there was not much demand for the scheme from the ATIs in past few years. In view of this, the scheme is being reviewed in consultation with the State Governments and also through third party evaluation by Indian Institute of Public Administration to take a view on continuation/ rationalization of the scheme.

7.24 DAR&PG has also informed the Committee in its written replies that it has written to the Chief Secretaries/ Lt. Governors/ Administrators of 10 States to provide their views on the effectiveness of Sevottam and its role in strengthening the performance of ATIs. Replies have been received only from the Himachal Pradesh, Tamilnadu, Punjab and Rajasthan. A general feedback is that it has resulted in training of officials at various levels and sensitizing them about quality standards and grievance redressal mechanism. However, request for extension of the scheme in its present form was made only by Himachal Pradesh.

7.25 The Committee takes note of the fact that there has not been much demand for Sevottam from ATIs in the past few years. The Committee also notes that the Department is reviewing the Scheme and has roped in IIPA for a third party evaluation. The Committee recommends the Department to revamp the scheme in the light of feedback/suggestions received from States and implement the revamped Scheme in all States/UTs.

D. e-Office

7.26 DARPG is the nodal Department for implementation of e-Office project in Central Ministries/Departments. National Informatics Centre is the technical partner of DARPG in this project. The e-Office Mission Mode Project was launched in 2011-12 in a phased manner. DARPG provides financial assistance to the Central Ministries/Departments for e-Office implementation.

7.27 Certain stakeholders have brought the issues encountered while using e-Office to the notice of the Committee, the details of which are stated below:

- (i) e-Office is compatible with Mozilla Firefox and doesn't operate well with other browsers. However, the latest version of Firefox doesn't support Noting in eFile and the content disappears while switching between other functionalities in eFile.
- (ii) A great portion of office work involves submission of data in tabular format. Unlike MS Word, e-Office doesn't allow tables to be created in Landscape orientation.
- (iii) e-Office doesn't allow users to type Hindi using Remington/Inscript/Phonetic keyboard.
- (iv) e-Office has three modules, namely, Receipts, Files and Leaves. Currently, the system requires the user to open all the three modules independently to check the updates.
- (v) When an e-File is sent to another user, there is no inbuilt system in the form of pop-up to remind the person concerned that the file is with him and that he has not sent it back to the owner of that file.
- (vi) The Alerts tab on portal page of e-Office generates alerts of leaves but not of files and receipts.
- (vii) Different NIC applications being used by Ministries/Departments of the Central Government must have a centralized database from where the data can be uploaded into the application.
- (viii) E-Office doesn't allow the users to sign the note in Hindi.

7.28 e-Office was rolled out with the objective of promoting e-Governance. E-filing is safer, faster and more convenient than physical filing. However, it is observed that physical filing is still preferred to e-Filing. The Committee observes that difficulties encountered while using e-Office are driving Officials towards physical filing system. Therefore, the Committee recommends the Department to address the operational issues being encountered by users while using e-Office at the earliest.

7.29 The Committee recommends the Department to evaluate the performance of e-Office in coordination with the Ministry of Electronics and Information Technology and take appropriate measures to make the functioning of e-Office hassle free and user friendly. The Committee also recommends that a Committee comprising officers of the middle level may be constituted to review the performance of e-Office periodically.

CHAPTER –VIII PENSION AND PENSIONERS’ WELFARE

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

- (i) Formulation of policy and coordination of matters relating to retirement 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; and Payment of Arrears of Pension (Nomination) Rules, 1983.
 - (b) Any other scheme relating to Central Government pensioners, entrusted to the Department.
- (iii) Pension structure and relief to pensioners;
- (iv) New facilities of fringe benefits to the Central Government Pensioners;
- (v) Matters relating to amendment to, or relaxation of, Pension rules or any other rule concerning retirement benefits; and
- (vi) Policy and coordination relating to welfare of Central Government Pensioners.

8.2. The approximate number of Central Government Pensioners (including family pensioners) as on 31.03.2020 is as follows:

Category of Central Government pensioners	No. of Pensioners as on March 31,2020
Civil	10,95,352
Defence	32,77,742
Postal	3,31,358
Railways	15,30,268
Telecom	4,38,898
Total	66,73,421

A. Pensioners’ Portal Scheme

8.3. Pensioners’ Portal is the only Plan scheme with the Department of Pension and Pensioners’ Welfare. In 2007, the Department launched Pensioners’ portal to create a single window system for all civil pensioners. The website provides pensioners with updated information on pension rules, personalized pension road map, online calculator for calculation of pension/family pension and facilitates redressal of pension grievances through a combination of interactive and non-interactive components and thus, help bridge the gap between the Pensioners and the Government.

8.4. The main components of the Pensioners’ Portal Scheme are as follows:

- i. **CPENGRAMS** - A centralized Web-Enabled Pension Grievance Redress and Monitoring System
- ii. **BHAVISHYA** - An Online pension processing and payment tracking system
- iii. **ANUBHAV** - A platform to share the experience of the retirees
- iv. **SANKALP** - A platform for channelizing energy, experience and skill of retired government personnel into meaningful voluntary work.

8.5. It is envisaged that Pensioners' Associations will also be engaged in the successful implementation and continuing operation of the abovementioned mechanism so as to make it largely self-sustaining. Recently, the Department released Grants-in-aid to Pensioners' Associations for implementation of the objectives of the Portal.

B. CPENGRAMS (Centralized Pension Grievance Redressal and Monitoring System)

8.6. CPENGRAMS is a Centralized Web-enabled Pension Grievance Redress and Monitoring System for speedy redressal and effective monitoring of pension-related grievances of pensioners. Pensioners can submit their grievances online or through Pensioner Associations or send it through postal dak. Recently, a toll-free number has been installed for retired government officials to submit their grievances on phone and enquire the status of any pending complaints.

8.7 The data relating to number of grievances redressed over the past five years is as follows:

(# up to 26.01.2021)

Year	Number of grievances received during the year (N)	Total number of grievances redressed during the year		Percentage of grievance disposal
		Grievances received during the year and redressed during the year(G)	Grievances carried forward from previous years and redressed during the year	(G /N)* 100
2020-2021#	39975	35409	3456	88.57
2019-2020	39685	36281	3239	91.42
2018-2019	41592	38308	2686	92.10
2017-2018	34447	31662	2320	91.92
2016-2017	31005	27772	2271	89.57

8.8 The Grievances which have been redressed within the prescribed time limit during the preceding year and the grievances which have been pending for over one year is at follows:

(FINANCIAL YEAR-WISE)

up to 26.01.2021

S. No	Year	B/F as from preceding year	Received During the Period	Total Receipts	Disposal as on 31 st March	Pending As on 31 st March	Pendency As on 31 st March/ More Than 1 Year	Disposal within 60 days
1	2020-2021#	3617	39975	43592	38885 (89.2%)	4707	117 (2.5%)	(33615) (86.4%)
2	2019-2020	3452	39685	43137	39520 (91.6%)	3617	182 (5%)	(33791) (78.3%)
3	2018-2019	2854	41592	44446	40994 (92.2%)	3452	145 (4.3%)	(35763) (87.2%)
4	2017-2018	2389	34447	36836	33982 (92.3%)	2854	43 (1.6%)	(29500) (86.8%)
5	2016-2017	2329	31005	33334	30043 (90.1%)	3291	28 (0.9%)	(25125) (83.6%)

8.9 The average time taken for the redressal of grievances during the preceding five years is as follows:

(CALENDER YEAR-WISE)

Year	Grievance Received	Assessed	Average Assessment Time(in days)	Disposed of	Average Disposal Time(in days)
2016	27978	27972	2	27971	42
2017	25682	25677	1	25676	36
2018	39078	38798	2	39055	35
2019	40587	40579	2	40514	36
2020	43384	43259	0	41542	29
2021	3796	3796	0	2280	12
Total	180505	180081	--	175969	--

8.10 The Committee is appreciative of the efforts being made by the Department to redress Pensioners' Grievances. However, going by the philosophy of the Kaizen principle, the Committee feels that things can always get better, even if they seem to work well in a particular moment. Change is constant as long as it is a change for the better. The Committee is of the view that the maximum time limit for redressal of grievances may be brought down from 60 to 45 days. The upper time limit for redressal of grievances pertaining to super senior citizens and family pensioners may be considerably reduced to 30 days.

8.11 The details of grievances relating to family pension cases lodged by widows/widowers/other eligible family members during the last five years are as below:

Sl.No	Year	No. Of Cases (A)	Total received cases (B)	% age (A/B*100)
1	2020-2021	7277	39975	18.2
2	2019-2020	6067	39685	15.2
3	2018-2019	4766	41592	11.4
4	2017-2018	4378	34447	12.7
5	2016-2017	3740	31005	12.1

The average time taken for their redressal is 32 days. 15 grievances are pending for over one year.

8.12 The details of grievances lodged by senior citizens aged 80 and above during the last five years are as below:

Sl.No	Year	No. of Cases (A)	Total received cases (B)	% age (A/B*100)
1	2020-2021	6555	39975	16.4
2	2019-2020	8507	39685	21.4
3	2018-2019	8191	41592	19.7
4	2017-2018	6978	34447	20.2
5	2016-2017	6121	31005	19.7

Note: These are the cases pertaining to super senior citizens i.e. those pensioners whose year of retirement is less than or equal to 1997.

The average time taken for their redressal is 36 days and 37 grievances are pending for over one year.

8.13 The Committee notes that 15 grievances pertaining to family pensioners and 37 grievances pertaining to super senior citizens are pending for over one year. The Committee attaches paramount importance to the concerns of the elderly. The Committee feels that family pensioners and super senior citizens should be the priority target groups of pension welfare interventions. The Committee desires that the elderly should not be regarded as recipients of welfare dole but as the claimants of their rightful entitlements. The Committee recommends the Department to ensure the expeditious disposal of 52 long pending grievances pertaining to Family pensioners and Super Senior Citizens.

8.14 There is a provision for submitting feedback in CPENGRAMS portal by the pensioners/citizens after their grievance is disposed of. This is optional and at the discretion of the pensioners/citizens. For the ease of senior citizens and those not very well conversant with the information technology, any pensioner/citizen can also contact this Department through call centre at toll free number 1800111960 which has been operationalised w.e.f 20.6.2019 besides post and email expressing dissatisfaction on resolution provided by concerned organisation. Based on the request of the pensioner/citizens, the DOPPW re-registers the cases where the grievance lodged by the citizen vide CPENGRAMS are being summarily disposed of by the Ministries/Departments to their dissatisfaction and the quality of disposal is not appropriate. Such re-registered cases are forwarded to the concerned Ministry/Department/Organisation for re-examination and expeditious resolution as per rules in vogue. Such cases are also being taken up with the concerned organisation through portal, letters by senior officers, inter-ministerial meetings including Pension Adalats.

8.15 Year-wise number of re-registered grievances is as under:

Year	2017-2018	2018-2019	2019-2020	2020-2021
Number of re-registered cases	12	55	389	566* *as on 28.1.2021

8.16 The statistical details of the feedback (5 level grading from excellent to poor) submitted by pensioners/citizens available in the portal w.e.f Financial Year 2017-18 to 2020-2021(as on January 28, 2021) is as under:

Year	Rating (5 level grading from excellent to poor)					No of Grievances
	Excellent	Very Good	Good	Average	Poor	
2017-2018	3402 (44.30%)	453 (5.90%)	495 (6.45%)	574 (7.47%)	2756 (35.89%)	7680
2018-2019	3271 (43.10%)	472 (6.22%)	512 (6.75%)	585 (7.71%)	2749 (36.22%)	7589
2019-2020	2463 (41.42%)	357 (6.00%)	409 (6.88%)	465 (7.82%)	2253 (37.88%)	5947
2020-2021	2754 (45.48%)	332 (5.48%)	370 (6.11%)	399 (6.59%)	2201 (36.34%)	6056

8.17 The Committee notes that there is a steep increase in the number of re-registered grievances over the years. This, coupled with the feedback given by the aggrieved, drives home the point that the quality of grievance redressal is not satisfactory. The

Department may put an accountability mechanism in place and explore the feasibility of holding the grievance redressal authorities concerned answerable for summarily disposing of grievances without appropriate qualitative action.

8.18 Total number of grievances received during the last five years, and grievances pertain to Civil Ministries and non-Civil Ministries, respectively, is as follows:

Sl no	Year	Total Grievances	Civil Ministries	Non Civil Ministries/Department (Defence , Telecommunication Post, Railways)
1	2020-2021 (up to 26-1-2021)	39975	18114	21861
2	2019-2020	39685	17382	22303
3	2018-2019	41592	19670	21922
4	2017-2018	34447	20257	14190
5	2016-2017	31005	17877	13128

8.19 DOPPW's CPENGRAMS portal is part of DARPG's CPGRAMS portal. DARPG is in the process of implementing appeal facility for the citizens in the system. The provision of Appeal is also being operationalised soon in the CPENGRAMS for pensioners/citizens.

C. Pension Adalats

8.20. With a view to strengthen the grievance redressal mechanism, DoPPW has started organizing Pension Adalats. The objective is to provide on-the-spot resolution of unresolved grievances in CPENGRAMS. In the Adalat, the concerned Ministry/Department, the PAO, the concerned Bank and representative of the Pensioner are called on a single platform for resolution of the grievances across the table. The decision/award of these Pension Adalats does not have any judicial/quasi-judicial sanctity, as it is a forum/platform where the pensioner or his representative can meet all the stakeholders and resolve the issue.

8.21 In 2017, Pension Adalat was started on experimental basis and Department of Pension & Pensioners Welfare held it on September 20, 2017. 29 grievances, which were old or where the pensioners have expressed his/her dissatisfaction over the disposal by the concerned authorities, were selected from the unresolved grievances in CPENGRAMS. Out of the 29 selected cases, 26 cases were resolved in the Adalat itself and suitable instructions were given to the concerned Departments in the remaining cases.

8.22 2nd Pension Adalat held on September 18, 2018 which was Nationwide Pension Adalat. Department of Pension & Pensioner's Welfare took up 36 grievances (including 4 cases which could not be resolved in the last Pension Adalat) where the pensioners has expressed his/her dissatisfaction over the disposal by the concerned authorities, were selected from the unresolved grievances in CPENGRAMS. Out of these, 22 cases were settled on-the-spot in the Adalat. Suitable instructions/directions were given in the remaining cases to the concerned Departments/PAO/CPAO/Banks to resolve the grievances. Ministries/Departments/Organisations were asked to hold their own Pension Adalat where all the stake-holders viz. the Heads of the Department, the PAO office and the concerned Bank, on one table along with the pensioner or his representative and provide on-the-spot resolution within the extant rule. From the reports received from them, 13112 cases were taken up for

redressal in these Pension Adalats. 9582 (73%) pending grievances relating to Central Govt. Ministries/Departments/Organisations have been resolved in one single day.

8.23 3rd Pension Adalat was held on August 23, 2019 which was Nationwide Pension Adalat. Department of Pension & Pensioner's Welfare took up 42 grievances (28 fresh unresolved grievances in CPENGRAMS along with 14 unresolved cases/grievances in the last Pension Adalat) were taken up in the Pension Adalat. Out of these, 29 cases were settled on-the-spot in the Adalat. Suitable instructions/directions were given in the remaining cases to the concerned Departments/PAO/CPAO/Banks to resolve the grievances. Ministries/Departments/Organisations also held their Pension Adalat. From the reports received from Ministries/Departments, 5277 cases were taken up for redressal in these Pension Adalats. 3573 (67.7%) pending grievances relating to Central Govt. Ministries/Departments/Organisations have been resolved in one single day.

8.24 4th Pension Adalat held for the first time, outside Delhi, at Jammu on February 29, 2020. 342 cases, pertaining to Central government pensioners of various Departments and Ministries viz. Textiles, Defence, Forests, ASI, GSI, CGWB, CWC, C&AG, NSSO, DGDD, BSF, SSB, CISF, CRPF, ITBP, MIB and JKGAD were discussed. Out of which, 319 such cases were settled. In 23 cases the concerned Departments were advised to resolve the pending cases as per extant rules and send a report to DoP&PW.

8.25 5th Pension Adalat, due to Covid-19 Pandemic, Ministry/Department/Organization/Field formation were asked to conduct Nation-wide Pension Adalat in the last week of December, 2020 and First week of January, 2021, leveraging digital technology to conduct the Adalat through Video Conferencing. While holding these Adalats, each Ministry was asked to ensure the presence of all concerned stake-holders viz. HoD, DDO, PAO and officials of concerned Banks, at the Pension Adalat from their respective locations on Video Conferencing. The objective of the Adalat was prompt resolution of pensioners' grievances (grievances relating to family pensioners and super senior citizens), within the framework of extant policy guidelines. Cases were taken up from 'Bhavishya Portal' where PPO was not issued in cases of Superannuation/VRS/Family Pension not granted after death of deceased employee case and family pension cases of grievances from CPENGRAMS were taken up.

8.26 The Committee is pleased to note that Pension Adalat has emerged as an effective platform for the redressal of pension grievances. The Committee recommends the Department to make Pension Adalat a permanent feature. The Committee is of the view that such Adalats should be organized on a half-yearly basis so that the grievances which could not be resolved through CPENGRAMS during the six month period and beyond can be redressed at once.

D. BHAVISHYA-Online Pension Sanction and Payment Tracking System

8.27. It was found that a very large percentage of grievances pertain to delay in commencement of pensions by various Departments. It was felt that the retiring employees, as well as pensioners, were made to run from one office to another, or one desk to another, for getting pensionary benefits, as the process is decentralized and involved many stakeholders.

8.28 To streamline the process of pension sanction and make the process transparent, Department of Pension & Pensioners' Welfare introduced a unique innovative centralized pension processing software called 'Bhavishya', for all Central Government Civil Ministries/Departments *w.e.f.* 01.01.2017. Bhavishya has created the foundation for generating e-PPO to the retiree/pensioner with the integration of PFMS system of Controller General of Account and PARAS system of Central Pension Accounting Office.

8.29 The Department has informed the Committee that it has made efforts with the non-Civil Ministries i.e Ministry of Railways, Ministry of Defence, Department of Post and Department of Telecom to ensure digitization in pattern of BHAVISHYA and sharing of dashboard with the Department of Pension & Pensioners' Welfare.

E. Jeevan Pramaan

8.30. A pensioner has to submit Life Certificate every year for continuation of his/her pension. Aadhaar based scheme for online submission of Digital Life Certificate (DLC) known as Jeevan Pramaan was launched by the Department. The scheme benefits pensioners especially the old and infirm who can submit life certificate from the comfort of their homes anywhere in the country or abroad. Due to increased publicity of the scheme, online submission of certificate rose from 9,71,436 in 2017 to 12,44,957 in 2018.

8.31 A window i.e Jeevan Pramaan has been provided in the website of the Department (Pensioners' Portal), which consists the URL containing the list of UIDAI certified biometric authentication devices for Digital Life Certificate along with their device vendor name. The aforesaid list of UIDAI certified biometric authentication devices is also provided in the social media accounts of the Department like facebook and twitter.

8.32 The major issues reported regarding authentication processes of Digital/Life Certificates is non-capturing of finger bio-metrics due to aging. DoPPW commenced a pilot project in 8 cities and later expanded it to 24 cities wherein all the Pensioner Associations were roped in to obtain Life Certificate from the homes of Pensioners using an Iris-enabled device provided by the Department free of cost.

8.33 Further, this Department has been continuously monitoring/co-ordinating with all major pension disbursing banks to resolve these issues. As a result, alliance of Public Sector Banks (PSB) has started Doorstep Banking Service and submission of Life Certificate is one of the services included under this scheme in 100 major cities.

8.34 The Department has also issued instructions, whereby the Banks were directed to resort to Video-based KYC within the guidelines of RBI which will obviate the need to resort to a bio-metric enabled device. UCO Bank has already started this successfully and other Banks have been asked to follow suit. DoPPW advised all the Pension Disbursing Banks vide its OMs dated 11.09.2020 and 27.11.2020 to adopt the Video based Customer Identification Process (V-CIP) as an additional facility for obtaining a Life Certificate from the pensioners, within permissible RBI guidelines. UCO Bank has become a pioneer in this area and has already collected video-based life certificate for their 6546 pensioners. The Department is also co-ordinating with other Banks and National Payment Corporation of India (NPCI) for further progress in the matter.

8.35 In order to make this facility available across the country, DoPPW roped in the India Post Payments Bank (IPPB) and utilise its huge network of Postmen and Gramin Dak Sevaks in providing doorstep facility to pensioners for submission of life certificate digitally. As a result a huge number of pensioners across the country shall be able to avail door step service through Postmen/ Gramin Dak Sevak, without visiting to bank branch or standing in a queue outside the bank branches by paying a nominal amount. Further, this Department has been continuously monitoring/co-ordinating with all major pension disbursing banks to resolve the issues related with submission of Life Certificates. As a result, alliance of Public Sector Banks (PSB) has started Doorstep Banking Service and submission of Life Certificate is one of the services included under this scheme in 100 major cities.

8.36 The Committee lauds the Department for leaving no stone unturned in ensuring the welfare of senior citizens. The Committee is pleased to note that DoPPW has roped in

India Post Payments Bank and utilized the network of Postmen and Gramin Dak Sevaks for providing doorstep facility to pensioners for submission of Digital Life Certificate. The Committee desires that three facilities namely, Door step Banking Service, Video-based Customer Identification Process and Door step service through postmen/Gramin Dak Sevak should be extended to all major cities and towns across the Country.

RECOMMENDATIONS /OBSERVATIONS- AT A GLANCE

CHAPTER-II

OVERALL ASSESSMENT OF THE DEMANDS FOR GRANTS OF THE MINISTRY

1. The Committee notes that the total budgetary allocation made to the Ministry of Personnel, Public Grievances and Pensions for the upcoming fiscal year is just about 0.06 % of the total budget. Further, the Ministry has apprised the Committee that it has projected an outlay of ₹3096.92 crore to the Ministry of Finance under Demand No.73 for BE 2021-22 against which the Ministry of Finance has approved an outlay of ₹2058.57 crore. Thus, the approved outlay is just 66.47% of the projected outlay. The Committee acknowledges that the Ministry of Personnel, Public Grievances and Pensions has a wider and diverse mandate ranging from recruitment and training to investigation, vigilance, grievance redressal and administrative reforms. Therefore, the Committee, in no uncertain terms, recommends the Government to provide adequate funds to the Ministry so that it can execute its mandate to the fullest extent possible.

(Para 2.7.)
2. The Committee notes that the Ministry has utilized only ₹51.81 crores as against ₹112.37 crores earmarked for schemes until 31st January, 2021. The Committee expresses concern over the pattern of expenditure and recommends the Ministry to take corrective measures for proportionate and timely disbursement of funds. The Committee feels that the absorption capacity and perhaps the slow pace of expenditure may have ultimately contributed to the drastic cut in funds to the tune of 77 crores allocated to the 'Scheme' component at RE stage. Therefore, the Committee recommends that Ministry should spend the allocated resources on critical areas such as capacity building, strengthening human resource potential, reforming administration and improving governance.

(Para 2.18.)
3. The Committee believes that optimal utilization of funds is as important as allocation of funds itself. It has been observed that the Ministry has utilized about 68% of the funds allocated to it till 31st January, 2021. Further, analysis of the utilization trends of various bodies under the administrative control of the Ministry revealed that the percentage of expenditure ranged from as low as 29% to as high as 100%. The Committee notes with concern that Lokpal has utilized a meagre 30% of the Sanctioned outlay. In view of Finance Ministry's instructions imposing a ceiling limit on the expenditure that can be incurred in the last quarter and last month (March), the Committee is concerned whether the remaining funds will be optimally utilized by the end of the ongoing fiscal year. The Committee, therefore, recommends the Ministry to identify the factors that restrict or hinder the utilization of funds by institutions coming under its purview and draw an action plan accordingly to improve the utilization of funds.

(Para 2.21.)

4. **The Committee is of the view that success of vigilance, particularly, preventive vigilance depends upon Surveillance capabilities. The growing number and complexity of financial frauds make a case for strengthening existing surveillance capabilities. The details of suspicious individuals/parties or officers of doubtful integrity collected during surveillance may be stored in a centralized database accessible to all the entities concerned. The Committee believes that increased surveillance would lead to better vigilance. Therefore, the Committee recommends the Ministry to provide adequate funds to CVC for strengthening surveillance capabilities and for setting up a Centralized Surveillance Database. (Para 2.50.)**

5. **The Committee observes that UPSC, the Premier recruitment agency of the Country, is functioning with two-third of the sanctioned strength. The Committee is fully conscious of the fact that recruitment is a continuous process and that some vacancies exist at any given point of time. However, nothing can justify such large number of vacancies, that too in a recruiting body which itself is mandated to fill up vacancies. The Committee is of the view that ‘perpetual vacancy’ should never be accepted as a norm as it can have a adverse impact on the productivity of the existing staff. In view of the above, the Committee recommends the Ministry to recruit requisite additional staff in UPSC at the earliest and accordingly provide adequate budgetary allocation to UPSC to meet its increased establishment related expenditure. (Para 2.56.)**

CHAPTER – III PERSONNEL MANAGEMENT

Cadre strength of IAS

6. **The Committee notes that the gap between the sanctioned strength and the in-position strength of IAS officers is increasing exponentially year-on-year. DoPT has informed the Committee that the constitution of Committee for reviewing the annual intake of IAS officers beyond Civil Services Examination 2021 is under process. The Committee hopes that the annual intake of IAS officers will be significantly enhanced keeping in view the evolving needs of the Indian administration. The Committee recommends DoPT to undertake an assessment of the impact of shortage of IAS officers on administration. The Committee believes that the outcome of Impact Assessment and the knowledge gained from that exercise would be of immense help in improving future performance. (Para 3.3.)**

Reservation- Backlog Vacancies

7. **The Committee has persistently recommended that backlog reserved vacancies should be filled through special recruitment drives. However, the Committee observes that backlog vacancies are multiplying at an exponential rate, year after**

year. Therefore, the Committee recommends DOPT to instruct each Ministry/ Department of the Central Government to designate an officer of appropriate level exclusively for the purpose of monitoring the backlog reserved vacancies of that Ministry/ Department from time to time and ensuring that they are filled up. (Para 3.8.)

8. The Committee has requested DoPT to furnish details of Backlog reserved vacancies of all Ministries/Departments of the Central Government. DoPT has furnished latest data pertaining to six Ministries/Departments only. The Committee expresses concern about this and recommends DoPT to furnish the data sought by the Committee at the earliest. (Para 3.9.)

Cadre Review

9. The Committee observes that cadre review of 38 Central Government Group A services is pending at various stages. The Committee recommends DoPT to impress upon the Cadre Controlling Authorities to strictly observe the prescribed periodicity of five years for Cadre review, henceforth. The Cadre Controlling authorities may also be instructed to undertake cadre restructuring, wherever necessary, to address stagnation and ensure proper career progression in a time-bound manner. (Para 3.15)

Lateral Entry

10. The Committee observes that there is acute shortage of bureaucrats both at the middle level and the entry level. The Committee is of the considered view that this human resource deficit can be offset by expanding the scope of the Central Staffing Scheme to include all levels of bureaucracy and by reframing the eligibility conditions to cover the officers of all the organs of Governance of the Union Government including the legislature, the Judiciary, autonomous and Constitutional Bodies among others. The officers so inducted may be adequately trained on the same lines as those inducted through Lateral Entry Scheme. The Committee opines that revamping the Central Staffing Scheme entails many benefits and will help bring in qualified human resources, domain expertise and new ideas. (Para 3.18.)

Reforming administration

11. The Committee is of the opinion that Indian administration has become heavily dependent upon a particular administrative service. They seem to have an edge over others in securing key decision-making positions in the Government. It is time to give equal opportunity to officers belonging to other services having expertise in that specific domain. The Committee is of the view that while making appointments to higher echelons of administration, priority should be given to the integrity, calibre, aptitude and interest of the officer among other things rather than the service to which he belongs. (Para 3.20.)

12. The Committee observes that the Executive, the Legislature and the Judiciary have well defined roles and they all function under the Constitution. The Committee is of the considered opinion that these three organs of governance, by and large, constitute the Union Government. The Committee feels that it is inappropriate to use the term ‘Central Government Officials’ to those serving the executive wing alone. The Committee desires the term ‘Central Government’ to be substituted by ‘Union of India’ and the officials of the three organs of governance of the Union Government, henceforth, be referred to as ‘Officials of the Union of India’.
- (Para 3.21.)

Immovable Property Returns

13. The Committee notes with concern that 349 IAS officers have not submitted their Annual Immovable Property Returns for the year 2020 in the stipulated time limit. During the examination of Demands for Grants (2020-21), the Committee was informed that 338 IAS officers had not filed Immovable Property Returns for 2019. This makes a case for institution of stringent measures other than denial of vigilance clearance against erring officers. The Committee recommends DoPT and CVC to increase surveillance on the activities of such officials. The Committee also recommends DOPT to furnish a status note detailing the stringent measures that can be taken against IAS Officers who fail to file IPRs within the stipulated time limit.
- (Para 3.24.)

CHAPTER – IV RECRUITMENT INSTITUTIONS

Union Public Service Commission

14. The Committee is of the view that the credibility of Public Service Commissions is founded upon the faith of the common man in its proper functioning. Therefore, the Committee feels that the Chairperson and Members of the Union Public Service Commission should be persons of impeccable integrity, rectitude, high calibre and impartiality. The Committee feels that the methodology followed for their selection should be fair, transparent and objective and also uphold the principles of Social Justice, diversity and Gender equality. DoPT may collate the details of selection procedure currently being followed while making appointments to the Posts of Chairperson and Members of UPSC and may furnish them to the Committee. DoPT may also apprise the Committee about the methodology currently being followed for the recruitment of administrative staff of UPSC.
- (Para 4.3.)
15. The Committee notes that 386 disciplinary cases requiring the advice of UPSC are pending with it since last year. Secretary, UPSC, in her deposition before the Committee, attributed the delay in giving advice on disciplinary matters by UPSC to the shortage of qualified and competent officials. The Committee is of the view that administrative lag should be avoided at all costs and that no official should

be made to undergo mental agony and monetary loss due to administrative delays. The Committee recommends UPSC to strengthen the mechanism so that inordinate delays could be avoided. (Para 4.5.)

16. The Committee observes that there is an inordinate and unjustified delay in the notification of Recruitment Rules approved by UPSC. The Committee notes that as many as 371 Recruitment Rules approved by UPSC are still pending notification by the concerned Ministries/Departments. The Committee recommends DoPT to impress upon the concerned Ministries/Departments to inform reasons for delay in the notification of Recruitment Rules and also urge them to notify the Recruitment Rules without any further delay. (Para 4.7.)
17. The Committee recommends UPSC to furnish a status note on the procedure of declaration of vacancies with respect to Civil Services Examination. UPSC may also apprise the Committee whether vacancies determined at the stage of preliminary examination remain constant throughout the recruitment cycle or vary at a later stage. UPSC may also brief the Committee as to how it maintains the constant ratio of candidates belonging to various categories throughout the recruitment cycle, in case, the number of vacancies varies at the Preliminary and other stages. (Para 4.9.)
18. The Committee, in its 100th and 104th Reports, recommended that an expert Committee must be constituted to assess the impact of the drastic changes brought about by the Commission in the scheme of examination since 2010 on administration and candidates. UPSC has time and again informed the Committee that Baswan Committee has been constituted for the purpose. The Committee is well aware that Baswan Committee was constituted to make recommendations on the eligibility, Syllabus, Scheme and Pattern of Examination. What the Committee has been emphatic about in its recommendations is 'Administrative Impact Assessment', i.e. an assessment of the impact of administrative decisions. UPSC changed the pattern of Civil Services Examination from time to time on the basis of recommendations made by various Expert Committees. However, no study has been commissioned to assess how such changes impacted the aspirants, nature of recruitment and administration at large. In light of the above, the Committee emphatically reiterates its recommendation and hopes that the Ministry will accomplish the task at the earliest. (Para 4.10.)
19. The Committee observes that there is an inordinate delay in the constitution of Departmental Promotion Committees (DPC). UPSC may examine the DPC process right from the stage of receipt of DPC proposals to their disposal, identify the factors hindering timely promotions and furnish a status note to the Committee. Further, the Committee recommends UPSC to suggest the reforms that need to be undertaken in order to make promotions time bound in the status note. (Para 4.11.)

20. The Committee observes that promotions are currently reckoned from the date of approval by the competent authority and not from the date of occurrence of vacancy. The Committee feels that delay in holding DPCs result in deprivation of timely promotion to the deserving candidates without any fault of theirs. The Committee, accordingly, recommends DoPT and UPSC to submit their views on this. (Para 4.12.)

Staff Selection Commission

21. The Committee is of the view that there is a proportionate relationship between the integrity of examination process and litigation. The more fair, transparent and objective the examination process, the less the litigation. The Committee recommends SSC to spare no efforts to ensure the integrity of examination process at all costs. Now that SSC has made a shift to Computer Based Examination, it may get an independent audit of hardware and software done periodically to ensure that the systems are robust, tamper proof and immune to cyber attacks. (Para 4.18.)

Public Enterprises Selection Board

22. The Committee is unable to understand as to how PESB is functioning without Chairperson and a Member. The Committee also notes that the percentage of female candidates recommended by PESB to top managerial posts in PSUs is abysmally low. The Committee recommends PESB to carry out an in-depth study and examine whether this gender gap is due to scarcity of competent women aspirants or due to glass ceiling effect. The Committee is of the considered opinion that there is a need to build an equitable work place for women and PESB must make an endeavour in this regard. (Para 4.21.)
23. The Committee recommends PESB to furnish the details of PSUs coming under its purview where top managerial posts are lying vacant. PESB may also indicate against each vacancy, whether the vacancy is due to lapse on the part of concerned PSU in informing PESB about likely vacancies or due to delay on the part of PESB in advertising vacancies and holding Selection Committee meetings. PESB may furnish a Status note on this in three month's time. (Para 4.22.)

National Recruitment Agency

24. The Committee feels that the establishment of National Recruitment Agency will be a milestone in recruitment for Government jobs. This will certainly be helpful in reducing lengthy recruitment cycle and provide respite to unemployed youth, recruiting institutions & Government by saving money and effort. However, the Government should also ensure that multiple recruitment agencies are not becoming a burden on the candidates as well as on the system. The Committee feels that long-term relevance of such reforms will depend on the commitment of

Government to raise the level of public employment and expand services to the public. The Committee also notes that less than 20 percent public employment comes under the purview of the Central Government (predominantly in Railways & Defence), with the rest falling within the purview of States. The Committee feels that similar reform is needed at State level as well.

(Para 4.27.)

CHAPTER – V TRAINING INSTITUTIONS

Lal Bahadur Shastri National Academy of Administration

25. The Committee is of the view that Civil Services Training should be all encompassing and should focus on behavioural aspects and interpersonal relations as well. The Committee is of the considered view that the benefits of policies and programmes will percolate down to the intended beneficiaries only when the administrators working at the grassroots level are service oriented. Therefore, the Committee recommends LBSNAA to recalibrate its training programmes and instill a new service-oriented professionalism in civil servants so that they reach out to the citizens they serve.

(Para 5.4.)

Institute of Secretariat Training and Management

26. The Committee notes that there are a large number of vacancies in ISTM. The Committee has been apprised that vacancies of faculty have arisen due to recent promotions and consequent repatriations of faculty to their respective Ministries/ Cadres and also due to non-availability of suitable candidates as per Recruitment Rules. The Committee is of the view that ISTM should have a permanent faculty besides guest faculty and officers coming on deputation, in order to sustain the institution in the long run.

(Para 5.9.)

Indian Institute of Public Administration

27. The Committee has been informed that inspite of apparent 'lack of funds', IIPA has been trying hard to innovate and make it a Centre of Excellence. The Committee recommends DoPT to provide adequate funds to IIPA to meet its infrastructural and training needs so that it emerges as a Centre of Excellence in the field of Public administration.
28. The Committee notes that APPPA training programme is benefiting middle level civil servants immensely. The Committee, therefore, recommends that the frequency of the programme may be considerably increased. The Committee also finds that Officers joining the Ministries of Central Government in the rank of Joint Secretaries and above under Central Staffing Scheme come from different services and lack exposure to the working of the Ministries. The Committee,

(Para 5.14.)

therefore recommends IIPA to provide short term training to such officials so as to acquaint them with the functioning of the Ministries. (Para 5.15)

CHAPTER – VI

INTEGRITY, VIGILANCE, TRANSPARENCY AND SERVICE MATTERS

Central Bureau of Investigation

29. The Committee believes that the performance of CBI is invariably linked to the strength and quality of its personnel. An organization is only as good as its people and an understaffed organization is usually overburdened. The Committee is of the view that CBI is in grave need of Cadre restructuring and therefore, recommends the Government to undertake Cadre restructuring of CBI at the earliest. The Government may also explore the feasibility of inducting Officers up to the rank of DSP as well as specialists into CBI through direct recruitment besides deputation. The Committee is of the considered view that it is important to align the human resource architecture of CBI to enhance its core competencies and improve its performance. (Para 6.5.)
30. The Committee is concerned to note that CTV-CBI, International Centre of Excellence in Forensic science and International Centre of Excellence in investigation have not materialized yet. The Committee requests CBI to prepare a road map elaborating on how long it would take for these three ambitious projects to come into existence and furnish the same to the Committee. The Committee is of the considered view that these three projects will strengthen the core competencies of CBI and greatly enhance its investigation capabilities and therefore, can brook no further delay. (Para 6.9.)
31. The Committee agrees with the view of CBI that withdrawal of General Consent by States impedes investigation. The Committee, therefore, recommends the Government to assess if there is a need to amend the existing Laws or bring out a new law altogether in order to clearly define the mandate of CBI and vest more powers in it. (Para 6.13.)

Central Administrative Tribunal

32. The Committee is of the opinion that pendency of cases in CAT is strongly linked to its strength as well as number of Benches. The Committee recommends the Government to fill up vacancies in CAT at the earliest. In order to mitigate the huge arrears of pending cases that have been affecting the efficiency of CAT and to ensure the right of citizens to timely delivery of Justice, the Committee recommends that the directions of the Hon'ble Supreme Court regarding setting up of Permanent Benches or Circuit Benches of CAT at the seat of every High Court should be implemented at the earliest. (Para 6.18.)

33. The Committee observes that CAT was established to expedite the redressal of service related grievances. However, it is observed that a large number of Writ Petitions are being filed against the orders of CAT in High Courts every year. The Committee feels that this is defeating the very purpose of the Administrative Tribunals Act. The Committee recommends CAT to analyse as to why the aggrieved are approaching High Courts and furnish a status note to the Committee in three months time. (Para 6.19.)

Central Vigilance Commission

34. The Committee is in agreement with the views of the CVC and opines that the vigilance set-up in the Ministries / Departments of the Central Government needs to be augmented with manpower so as to expedite vigilance activities / cases at all stages. The Committee further recommends CVC to explore the feasibility of holding the authorities concerned answerable for inaction or delayed action. (Para 6.24.)
35. The Committee notes that CVOs are performing the functions of surveillance, vigilance and investigation as well. As such, CVC cannot afford to keep posts of as many as 63 CVOs vacant. Therefore, the Committee recommends CVC to fill up the vacant posts at the earliest. The Committee would like to be apprised of the Commission's endeavours in this direction and the outcome thereof. The Committee also recommends the Ministry to explore the feasibility of filling up existing vacancies and vacancies that are likely to arise in future, in the posts of CVOs by inducting eligible officials having expertise in vigilance matters from other organs of governance of the Union Government. (Para 6.26.)

Lokpal

36. Lokpal has informed the Committee that it has received requests for reconsideration of its orders but the same were not considered as the Lokpal does not have statutory powers to review an order passed by it. Further, Lokpal has also apprised the Committee that it has requested the Department of Personnel & Training for taking necessary action to amend the Act at an appropriate stage for including the power to review the orders passed by it. The Committee recommends DoPT to explore the feasibility of amending the Lokpal and Lokayuktas Act so as to confer on Lokpal the Power to reconsider and review its orders. The Committee recommends DoPT to apprise its views on the proposed amendment in a three months time. (Para 6.30.)

Central Information Commission

37. Transparency is the corner stone of Good governance. Right to information Act has played an instrumental role in bringing about transparency. The Committee is of the view that rural masses- the people most vulnerable to corrupt practices are the ones who know the least about their rights under RTI Act. The Committee

recommends CIC to spread awareness about the Act in rural areas through All India Radio, folk plays and other means and perhaps involve Civil society and NGOs to achieve the said objective. The Committee further recommends CIC to simplify the mode of payment of RTI fees further. (Para 6.35.)

38. The Committee recommends CIC to evaluate the effectiveness of RTI Act and to assess the challenges being faced by competent authorities in its implementation. The Committee recommends CIC to examine if the provisions of RTI Act are being misused to collect information for research purposes or to settle personal scores. (Para 6.36.)

39. The Committee is concerned to note that there are a large number of vacancies in the Posts of Information Commissioners in State Information Commissions. The Committee desires CIC to furnish a status note detailing the strength of all State Information commissions in a three months time. (Para 6.37.)

CHAPTER – VII ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

CPGRAMS (Centralized Public Grievance Redress and Monitoring System)

40. The Committee appreciates the Department for institutionalizing an appellate mechanism in CPGRAMS. The Committee is of the view that the success of any initiative depends upon the extent of its reachability to the targeted population groups. The Committee notes that CPGRAMS portal is currently operational in Hindi and English. Since CPGRAMS also receives and directs grievances against State Governments and UTs, the Committee is of the opinion that CPGRAMS portal should be operationalized in all Scheduled languages. The Committee also emphasizes that the Department should publicise the portal through all possible means including the print and electronic media so that the benefits of the grievance redressal mechanism percolate down to those at the bottom of the pyramid. The Committee also recommends the Department to develop an Interactive Voice Response System for registration of grievances for the benefit of people who inhabit remote areas and have no proper access to the internet. (Para 7.9.)

41. As regards the redressal of grievances by States/UTs, the Committee notes with concern that the percentage of grievance disposal is not satisfactory. The Committee recommends the Department to develop a 'Grievance Redressal Index' on the lines of Good Governance Index to rank Organizations of GOI and States/UTs on parameters that are output and outcome-oriented. The Committee believes that such Index will present Organization-wise and State-wise comparative picture and provide valuable insights about strong areas and weak areas which in turn would help in improving their performance. (Para 7.11.)

42. The Committee is concerned to note that 50,000-1 lakh grievances have been received against 8 Ministries/Departments; 1lakh to 2 lakh grievances against 4 Ministries/Departments; more than 2 lakh grievances against 2 Ministries/Departments during the period between 2018-2020. The Committee recommends the Department to instruct the Ministries/Departments of Central Government to constitute social audit panels to identify core grievance prone areas and streamline their systems accordingly. The Committee also recommends DARPG to progressively bring down the maximum time limit for grievance redressal from 60 to 45 days. (Para 7.13.)
43. The Committee acknowledges the continuous efforts being made by the Department to improve the grievance redressal machinery. The Committee believes that integration of State Portals with CPGRAMS under 'One Nation-One Portal' will obviate the need to log into multiple portals for lodging complaints. The Department may gradually integrate District level portals with CPGRAMS so that CPGRAMS will serve as a single window interface for lodging grievances. (Para 7.15.)
44. The Committee is of the view the purpose of any grievance redressal machinery is to promote good governance as well as to serve public interest. The Committee feels that poor and the marginalized should be able to reap the benefits of CPGRAMS. For this to happen, there should be a mechanism in place to take note of grievances involving larger public interest featuring in newspapers. The Committee is happy to note that the Department has already taken an initiative in this regard. The Committee recommends the Department to impress upon Ministries/Departments of the Central Government to set up such mechanism at the earliest and monitor the action taken by them. (Para 7.17.)
45. The Committee has been apprised that there are 5,538 Grievances pending against Ministries/ Departments for more than one year. The Committee recommends the Directors of Public Grievances of the concerned Ministries/Departments to hold *Jan Sunvais* and dispose of the grievances pending for more than one year at the earliest. Similarly, top 20 grievance receiving Ministries/Departments may dedicate a day every month for hearing the grievances of citizens. (Para 7.20.)

Sevottam

46. The Committee takes note of the fact that there has not been much demand for Sevottam from ATIs in the past few years. The Committee also notes that the Department is reviewing the Scheme and has roped in IIPA for a third party evaluation. The Committee recommends the Department to revamp the scheme in the light of feedback/suggestions received from States and implement the revamped Scheme in all States/UTs. (Para 7.25.)

e-Office

47. e-Office was rolled out with the objective of promoting e-Governance. E-filing is safer, faster and more convenient than physical filing. However, it is observed that physical filing is still preferred to e-Filing. The Committee observes that difficulties encountered while using e-Office are driving Officials towards physical filing system. Therefore, the Committee recommends the Department to address the operational issues being encountered by users while using e-Office at the earliest. (Para 7.28.)
48. The Committee recommends the Department to evaluate the performance of e-Office in coordination with the Ministry of Electronics and Information Technology and take appropriate measures to make the functioning of e-Office hassle free and user friendly. The Committee also recommends that a Committee comprising officers of the middle level may be constituted to review the performance of e-Office periodically. (Para 7.29.)

CHAPTER –VIII PENSION AND PENSIONERS' WELFARE

CPENGRAMS (Centralized Pension Grievance Redressal and Monitoring System)

49. The Committee is appreciative of the efforts being made by the Department to redress Pensioners' Grievances. However, going by the philosophy of the Kaizen principle, the Committee feels that things can always get better, even if they seem to work well in a particular moment. Change is constant as long as it is a change for the better. The Committee is of the view that the maximum time limit for redressal of grievances may be brought down from 60 to 45 days. The upper time limit for redressal of grievances pertaining to super senior citizens and family pensioners may be considerably reduced to 30 days. (Para 8.10.)
50. The Committee notes that 15 grievances pertaining to family pensioners and 37 grievances pertaining to super senior citizens are pending for over one year. The Committee attaches paramount importance to the concerns of the elderly. The Committee feels that family pensioners and super senior citizens should be the priority target groups of pension welfare interventions. The Committee desires that the elderly should not be regarded as recipients of welfare dole but as the claimants of their rightful entitlements. The Committee recommends the Department to ensure the expeditious disposal of 52 long pending grievances pertaining to Family pensioners and Super Senior Citizens. (Para 8.13)
51. The Committee notes that there is a steep increase in the number of re-registered grievances over the years. This, coupled with the feedback given by the aggrieved, drives home the point that the quality of grievance redressal is not satisfactory. The Department may put an accountability mechanism in place and explore the feasibility of holding the grievance redressal authorities concerned answerable for

summarily disposing of grievances without appropriate qualitative action.

(Para 8.17.)

Pension Adalats

52. The Committee is pleased to note that Pension Adalat has emerged as an effective platform for the redressal of pension grievances. The Committee recommends the Department to make Pension Adalat a permanent feature. The Committee is of the view that such Adalats should be organized on a half-yearly basis so that the grievances which could not be resolved through CPENGRAMS during the six month period and beyond can be redressed at once. (Para 8.26)

Jeevan Pramaan

53. The Committee lauds the Department for leaving no stone unturned in ensuring the welfare of senior citizens. The Committee is pleased to note that DoPPW has roped in India Post Payments Bank and utilized the network of Postmen and Gramin Dak Sevaks for providing doorstep facility to pensioners for submission of Digital Life Certificate. The Committee desires that three facilities namely, Door step Banking Service, Video-based Customer Identification Process and Door step service through postmen/Gramin Dak Sevak should be extended to all major cities and towns across the Country. (Para 8.36.)

MINUTES

VII
SEVENTH MEETING

The Department-related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice met at 3.00 PM on Wednesday, the 17th February, 2021 in Committee Room No. '4', Parliament Annexe Extn. Building, New Delhi. The following Members and Witnesses attended the meeting:-

PRESENT

1. Shri Bhupender Yadav — *Chairman*

RAJYA SABHA

2. Shri Rajendra Gehlot
3. Shri Naresh Gujral
4. Shri K. R. Suresh Reddy
5. Shri Shiv Pratap Shukla
6. Shri Vivek K. Tankha
7. Shri P. Wilson
8. Shri Hardwar Dubey

LOK SABHA

9. Shri Pradeep Kumar Chaudhary
10. Smt. Veena Devi
11. Shri Raghurama Krishna Raju Kanumuru
12. Shri Malook Nagar
13. Shri Upendra Singh Rawat

SECRETARIAT

Shri Pradeep Chaturvedi, Joint Secretary
Shri Vinay Shankar Singh, Director
Shri Amit Kumar, Deputy Secretary
Shri Goutam Kumar, Deputy Secretary
Shri Anurag Ranjan, Under Secretary

WITNESSES

(i) Department of Personnel and Training (DoPT);

1. Shri Deepak Khandekar, Secretary;
2. Shri Srinivas Katikithala, AS & EO;
3. Shri Lok Ranjan, Additional Secretary;
4. Shri Rajit Punhani, AS & FA;
5. Smt. Rashmi Chowdhary, Additional Secretary;
6. Shri Asheesh Sharma, Joint Secretary;
7. Shri Rahul Singh, Joint Secretary;
8. Shri S D Sharma, Joint Secretary; and
9. Shri Satyajit Mishra, Joint Secretary.

(ii) Union Public Service Commission (UPSC);

1. Smt. Vasudha Mishra, Secretary;
2. Shri Rajkumar Gathwal, Additional Secretary;
3. Shri R. K. Sinha, Additional Secretary;
4. Shri Dhananjay Kumar, Additional Secretary;

5. Shri Pushendra Rajput, Additional Secretary;
6. Shri R. K. Tiwari, Joint Secretary;
7. Shri Puneet Yadav, Joint Secretary;
8. Shri Himanshu Kumar, Joint Secretary;
9. Shri Raj Kumar, Joint Secretary; and
10. Shri A.K. Mishra, F&BO;

(iii) Staff Selection Commission (SSC)

1. Ms. Sujata Chaturvedi, Chairman;
2. Shri Ashok Kumar, Member;
3. Shri Rajiv Srivastava, Member; and
4. Shri Deen Bandhu Singh, JS-cum-COE.

(iv) Public Enterprises Selection Board (PESB)

Smt. Kimboun Kipgen, Secretary.

2. At the outset, the Chairman welcomed the Members of the Committee and the officials of the Department of Personnel & Training and organizations attached to it to the meeting convened to examine their Demands for Grants (2021-22). He then asked the Secretary, DoPT to give a brief overview of the functioning and budgetary allocations made to the Department and thereafter heads of the respective institutions/organisations to highlight the focus area for the financial year (2021-22), besides making outcome appraisal of the financial year (2020-21). He also asked them to highlight salient features of new schemes/programmes and to apprise this Committee that the allocations made would be sufficient to achieve their targets during the ensuing fiscal year.

3. The Secretary, DoPT in his opening remarks gave a brief overview of the Department, its structure, its attached offices and also informed about recent activities of the Department. A presentation was made *inter-alia* highlighting the issues related to the Budgetary allocations, recent initiatives taken by the Department and also details of budget utilization.

3.1 While elaborating on some of these issues, the Secretary and his officers shared insights about two new Administrative Tribunals that have been recently constituted, one at Jammu and another at Srinagar. The Committee was also apprised about the newly approved National Programme for Civil Services Capacity Building (NPCSCB). The Committee was also apprised about how the Department rose to the occasion to continue its work and ensured the safety and welfare of the employees during ongoing Covid Pandemic. The Department of Personnel & Training also introduced Integrated Government Online Training (iGOT) platform for Covid management, to train Covid warriors such as doctors, nurses, technicians etc.

3.2 After the presentation, Members asked clarifications *viz.* vacancy position in various organisation/institutions under the ambit of the DoPT; backlog of vacancies pertaining to SCs, STs and OBCs in the Civil Services; cadre review; cadre structuring; non-filing of immovable property returns by civil servants; shortage of IAS officers; Impact assessment of the training imparted to Civil Servants; status of the National Recruitment Agencies; etc. Secretary, DoPT replied to some of the queries of the Members and assured the Committee to furnish detailed note/replies to queries which were not answered during the meeting within three working days.

(Witnesses then withdrew)

4. The Chairman thereafter welcomed the Secretary, Union Public Service Commission (UPSC), Chairman, Staff Selection Commission (SSC) and Secretary, Public Enterprises Selection Board (PESB).

4.1 The Secretary, UPSC, made a presentation before the Committee giving the brief description about the Commission, highlighting the work done by the Commission in the previous year and the budgetary demands for the FY (2021-22). Thereafter, Chairman, SSC and Secretary, PESB also made their presentations before the Committee and informed about their mandate, functions, budgetary allocation and recent initiatives taken by them.

4.2 After the presentations, some queries were raised by the Members viz. substantial vacancy position in the UPSC; status of disciplinary cases against civil servants pending with UPSC; Departmental Promotion Committee (DPC) and time bound promotion of officers of various services; etc. Some members raised the issue of increasing litigations against the SSC, causing delay in recruitment process and finalisation of results; misery caused to aspirants due to frequent postponement of examination; impact of establishing NRA on functioning of SSC; etc. Members also enquired about the percentage of women candidates recommended by PESB for appointment; backlog of vacancies; etc. Replies to some of the queries were given by the respective officers. The Chairman of the Committee asked them to furnish the detailed note/replies in writing within three working days.

4.3 Thereafter, Secretary, DoPT, briefly explained the Committee about certain facts pertaining to backlog of vacancies, recommendations made by the 5th Pay Commission with respect to one third reduction of posts at all levels in all the departments. The Chairman, while summing up suggested for Administrative Impact Assessment for the improvement of the Administration and bureaucracy in the country.

(Witnesses then withdrew)

5. Verbatim record of meeting of the Committee was kept.

6. The meeting adjourned at 5.50 P.M.

VIII
EIGHTH MEETING

The Department-related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice met at 3.00 PM on Thursday, the 18th February, 2021 in Committee Room No. '4', Parliament Annexe Extn. Building, New Delhi. The following Members and Witnesses attended the meeting:-

PRESENT

1. Shri Bhupender Yadav — *Chairman*

RAJYA SABHA

2. Shri Rajendra Gehlot
3. Shri Naresh Gujral
4. Shri K. R. Suresh Reddy
5. Shri Shiv Pratap Shukla
6. Shri Vivek K. Tankha
7. Shri P. Wilson
8. Shri Hardwar Dubey

LOK SABHA

9. Shri Pradeep Kumar Chaudhary
10. Smt. Veena Devi
11. Shri Raghurama Krishna Raju Kanumuru
12. Shri Malook Nagar
13. Shri Upendra Singh Rawat
14. Smt. Sandhya Ray

SECRETARIAT

Shri Pradeep Chaturvedi, Joint Secretary
Shri Vinay Shankar Singh, Director
Shri Amit Kumar, Deputy Secretary
Shri Goutam Kumar, Deputy Secretary
Shri Anurag Ranjan, Under Secretary

WITNESSES

(i) Department of Personnel and Training (DoPT)

1. Shri Deepak Khandekar, Secretary
2. Shri Lok Ranjan, Additional Secretary
3. Shri Rajit Punhani, AS&FA (H)
4. Shrimati Rashmi Chowdhary, Additional Secretary

(ii) Central Bureau of Investigation (CBI)

1. Shri Praveen Sinha, Director
2. Shri Ajay Bhatnagar, Additional Director
3. Shri Rakesh Aggarwal, Joint Director
4. Shri Amit Kumar, Joint Director
5. Shri Manoj Sashidhar, Joint Director

- (iii) **Central Vigilance Commission (CVC)**
 - 1. Shri Otem Dai, Secretary
 - 2. Shri P. Daniel, Additional Secretary
- (iv) **Central Administrative Tribunal (CAT)**
 - 1. Shri Vineet Sharma, FA&CAO
 - 2. Shri Sulabh Rashtogi, Joint Registrar
- (v) **Lokpal**
 - 1. Shri B.K. Aggarwal, Secretary
 - 2. Shri Dilip Kumar, Joint Secretary
- (vi) **Central Information Commission (CIC)**
 - 1. Shrimati Satbir Bedi, Secretary
 - 2. Shrimati Meena Balimane Sharma, Additional Secretary
 - 3. Shri Rahul Rastogi, Joint Secretary
- (vii) **Lal Bahadur Shastri National Academy of Administration (LBSNAA)**
Dr. Sanjeev Chopra, Director
- (viii) **Institute of Secretariat Training and Management (ISTM)**
Shri Sanjay Kumar Sharma, Additional Director
- (ix) **Indian Institute of Public Administration**
Shri Surendra Nath Tripathi, Director General

2. At the outset, the Chairman welcomed the Members of the Committee and the officials of the Department of Personnel & Training (DoPT), Central Bureau of Investigation (CBI), Central Vigilance Commission (CVC), Central Administrative Tribunal (CAT), Lokpal and Central Information Commission (CIC) to the meeting convened to examine their Demands for Grants (2021-22). He then asked the representatives of the organisations present in the meeting to give brief overview of the functioning and budgetary allocations made to their respective organisations and highlight the focus area for the financial year (2021-22), and make outcome appraisal of the financial year (2020-21). He also asked them whether allocations would be sufficient to achieve their target during the upcoming fiscal year.

3. The Director, CBI in his opening remarks gave a brief overview of the Bureau along with its structure & functioning and also informed about recent activities of the Department. He *inter-alia* highlighted the issues related to the Budgetary allocation to the Department.

4. After the presentation, the Members made some queries *viz.* inordinate delays in investigation; vacancy position in CBI; carrying forward of cases during the last three years; discrepancies in the statistics submitted by CBI in regard to cases; etc. The queries were responded to by the Director, CBI and he assured that he will submit the accurate statistics to the Committee within their working days.

5. Thereafter, Secretary, Central Vigilance Commission (CVC), Secretary, Central Administrative Tribunal (CAT), Secretary, Lokpal and Secretary, Central Information Commission (CIC) also made their presentations one-by one.

6. After the completion of the presentations, the Chairman and the Members of the Committee raised issues/queries pertaining to the organisations. CVC was asked about the categorization of cases disposed; existing Vigilance Mechanism; pending cases with them; vacancy position; delay in the disposing of cases etc. The Members enquired about the pendency of cases with CAT, particularly cases pertaining to the reservation in promotions of

Government servants; and vacancy positions in Tribunals. Members also enquired about vacancy position in the Lokpal; overlapping of jurisdictions among Lokpal, CVC and CBI. The Members then asked representative of CIC to clarify the causes of delays in RTI replies; vacancy position of information officers etc.

7. The officers representing their organisations responded to some queries of the Members and assured to furnish the detailed note/replies in writing to those queries which were not responded to during the meeting, within three working days.

(Witnesses then withdrew)

8. The Chairman welcomed the Director, Lal Bahadur Shastri National Academy of Administration (LBSNAA), Additional Director, Institute of Secretariat Training and Management (ISTM) and Director General, Indian Institute of Public Administration (IIPA). He then asked the training institutions to give brief overview of their functioning and their budgetary allocations.

9. Thereafter, the Director (LBSNAA), Additional Director (ISTM) and Director General (IIPA) made their presentations and apprised the Committee about the mandate, functions, budgetary allocations and recent initiatives taken by them.

10. After the presentations, some issues/queries were raised by the Members viz. vacancy position in the LBSNAA; Language barriers for new civil servants; curriculum of LBSNAA; lack of co-ordination between civil servants and public representatives; etc., which were responded to by the Director, LBSNAA. In his response, he explained in detail about the training modules; initiatives and measures taken by LBSNAA to ensure that the best possible training is imparted to the civil servants. The Director General, IIPA was asked about the types of training programmes imparted by them; total strength and vacancy position in IIPA; etc., to which Director General, IIPA responded. The vacancy position in ISTM was also the concern of the Members.

11. Thereafter, Secretary, DoPT briefly explained about certain facts pertaining to the issues that were raised and discussed during the course of the meeting.

12. The Chairman, while concluding asked the Secretary, DoPT and representatives of organisations to submit their written replies to those queries which were not responded to during the meeting within three days.

(Witnesses then withdrew)

13. Verbatim record of meeting of the Committee was kept.

14. The meeting adjourned at 6.05 P.M.

IX
NINTH MEETING

The Department-related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice met at 11.00 AM on Friday, 19th February, 2021 in Room No. '4', Block-'A', First Floor, Parliament House Annexe Extension Building, New Delhi.

PRESENT

1. Shri Bhupender Yadav - *Chairman*

RAJYA SABHA

2. Shri Rajendra Gehlot
3. Shri Naresh Gujral
4. Shri Deepender Singh Hooda
5. Shri K.R. Suresh Reddy
6. Shri Shiv Pratap Shukla
7. Shri Vivek K. Tankha
8. Shri P. Wilson
9. Shri Hardwar Dubey

LOK SABHA

10. Shri Pradeep Kumar Chaudhary
11. Shrimati Veena Devi
12. Shri Jasbir Singh Gill
13. Shri Raghuram Krishna Raju Kanumuru
14. Shri Malook Nagar
15. Shri Upendra Singh Rawat
16. Smt. Sandhya Ray

SECRETARIAT

Shri Pradeep Chaturvedi, Joint Secretary
Shri Vinay Shankar Singh, Director
Shri Amit Kumar, Deputy Secretary
Shri Goutam Kumar, Deputy Secretary
Shri Anurag Ranjan, Under Secretary

WITNESSES

(i) Department of Administrative Reforms & Public Grievances

1. Dr. Kshatrapati Shivaji, Secretary;
2. Shri Rajit Punhani, Additional Secretary & F.A.
3. Shri Srinivas Vorugati, Additional Secretary;
4. Ms. Jaya Dubey, Joint Secretary; and
5. Shri NBS Rajput, Joint Secretary.

(ii) Department of Pension & Pensioners' Welfare

1. Dr. Kshatrapati Shivaji, Secretary; and
2. Shri Sanjiv Narain Mathur, Joint Secretary

(iii) * * *

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2. At the outset, the Chairman welcomed the Members of the Committee and apprised them about the agenda of the day *i.e.* to examine the Demands for Grants (2021-22) of the Departments/Bodies falling within the ambit of the Ministry of Personnel, Public Grievances and Pensions.

3. The Chairman welcomed the Secretary, Department of Administrative Reforms & Public Grievances and Department of Pension and Pensioners' Welfare and asked him to apprise the Committee about the main focus areas of both the Departments for the Financial Year 2021-22 and also about the utilization of funds and achievements, financial and other constraints, if any, being faced by the Departments including shortage of human resources.

4. The Secretary, Department of Administrative Reforms & Public Grievances and Department of Pension and Pensioners' Welfare apprised the Committee of the allocations made to both the Departments for the financial year 2021-22. In response to a pointed query made by Chairman of the Committee, the Secretary stated that the Revised Estimate on digitalization is Rs. 23.78 crore and as on 18th February, the expenditure incurred is Rs. 11.44 crore. He submitted that the reason for low expenditure was the non-celebration of PM's Awards for Excellence in Public Administration.

5. The Chairman and Members took note of the points made by the witnesses and raised some queries and sought clarifications on issues such as expenditure on digitalization, hardware or software etc. during ongoing financial year

(The Committee then took break for tea)

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20. Verbatim record of the meeting was kept.
21. The meeting adjourned at 4.30 PM.

X
TENTH MEETING

The Department-related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice met at 10.15 AM on the 15th March, 2021 in Committee Room No. 63, First Floor, Parliament House, New Delhi.

PRESENT

1. Shri Bhupender Yadav — *Chairman*

RAJYA SABHA

2. Shri Rajendra Gehlot
3. Shri K.R.Suresh Reddy
4. Shri Shiv Pratap Shukla
5. Shri P.Wilson
6. Shri Hardwar Dubey

LOK SABHA

7. Shrimati Veena Devi
8. Shri Jasbir Singh Gill
9. Shri Raghurama Krishna Raju Kanumuru
10. Shri Suresh Pujari
11. Shri Omprakash Bhupalsinh alias Pawan Rajenimbalkar

SECRETARIAT

Shri Pradeep Chaturvedi, Joint Secretary
Shri Vinay Shankar Singh, Director
Shri Amit Kumar, Deputy Secretary
Shri Goutam Kumar, Deputy Secretary
Shri Anurag Ranjan, Under Secretary

2. * * *

3. The Chairman then welcomed the Members of the Committee and apprised them about the agenda of day i.e. consideration and adoption of draft 106th and 107th Reports of the Committee on Demands for Grants (2021-22) of the Ministry of Personnel, Public Grievances and Pensions and the Ministry of Law and Justice, respectively.

4. The Committee considered the draft Reports and adopted the same with minor modifications. The Committee then authorized its Chairman to carry out typographical errors, if any.

5. * * *

6. The sitting was adjourned at 10.40 AM.