

## **Final Report**

### **PTF Funded India Project: Anti-corruption Diagnostic and Improvement Programme**

This final report is supplemented by a seven volume detailed report relating to the programmes carried out in ten departments of the Government of Delhi and two departments of the Indian Central Government. For the detailed report, please contact TI India (TIN).

2. With PTF support, TIN undertook a vigorous advocacy program with the Government of the National Capital Territory of Delhi (Delhi Government), in favour of Citizens Charters as an instrument for reducing corruption in public administration. To this end, TIN organized a workshop of about one hundred senior officers of various departments of the Delhi Government. The highest executives of the Delhi Administration (viz. the Chief Secretary and Secretary Administrative Reforms) also participated. This workshop was considered a success and placed TIN and the Delhi Administration on a cooperative footing for the welfare of the common citizen. The Delhi Government selected a few departments where people's representatives dealing with the departments were to be given a voice and a continuing role, coordinated by TIN, in the task of periodical review, public awareness and officers' training for better implementation of Citizens Charters and the redressal of public grievances in the event of gross violation of Citizens Charters' commitments.

3. The Government of India, Administrative Reforms Ministry, prompted in part by this initiative, published full page advertisements in leading national daily newspapers appointing Nodal Officers for their 79 departments including nationalised Banks, with the following statement.

“A Citizen’s Charter embodies what a citizen may expect from an Organisation. For its essence it marks a commitment in quantitative and qualitative terms for delivery of goods and services, as the case may be, of an Organisation. The Department of Administrative Reforms and Public Grievances in the Ministry of Personnel, Public Grievances and Pensions, Government of India, in its efforts to provide more responsive and citizen-friendly services to the public, coordinates the efforts to formulate and operationalise Citizen’s Charters in Government. 79 Central Ministries/Departments/Organisations have brought out their Citizen’s Charters. With a view to ensuring effective implementation of Citizen’s Charter, Nodal Officers have been nominated in the concerned Central Government Ministries/Departments/Organisations.”

4. The Broadcasting Corporation of India (known as Prasar-Bharti) broadcast occasional programmes on All India Radio prepared by office bearers of TIN. The first such broadcast was made on 23<sup>rd</sup> March 2003; further broadcasts have followed.

5. Likewise the Doordarshan (Television) National Channel invited TI India senior representative for telecasting interview in connection with Citizens Charters and the need for government to respond to public needs sympathetically and efficiently. The first

such telecast was made on 28<sup>th</sup> March 2003; further telecasts have followed.

6. A leading television channel known as Star News interviewed TI executive who had worked for implementation of Citizens Charters by Central Government Department (Delhi Development Authority) for bringing down the level of corruption and the same was televised by the news channel.

7. The topmost educational body, the University Grants Commission, prompted by TIN wrote to all Central Government Universities in the country on introducing Citizens' Charters as a subject at various levels. Likewise the Course Re-Structuring Committee of Delhi University (a large and prestigious university) recommended Citizens Charters as a subject of study for improving the administration.

8. The National Informatics Centre (controlling all the websites of the Govt. of India) has agreed to give maximum publicity to the Citizens Charters on its various websites.

9. TIN has developed a Training Module on (i) Formulation, Implementation, Monitoring and Revision of Citizens Charters, and (ii) Complaint Handling System & Grievance Redressal Mechanism to impart training to Trainers of the various Staff Training Colleges in India.

10. Thus the Union Government and Delhi Government as also quasi-government departments and public sector organisations have effectively responded to TIN's advocacy efforts aimed at

promoting corruption-free and citizen-friendly good governance through the medium of Citizens Charters.

11. TIN is now continuing with this work, including the establishment of a Help Line for redressal of public grievances, with its own modest financial resources supplemented now by government grants for specific assignments entrusted to TIN.

March 2003