



GOVERNMENT OF KERALA



Abstract

Personnel & Administrative Reforms Department – 4th Administrative Reforms Commission - 9th Report - Accountability and Public Grievance Redress Mechanism in Government - Recommendations approved - Orders issued.

PERSONNEL & ADMINISTRATIVE REFORMS (AR12) DEPARTMENT

G.O.(Ms)No.9/2022/P&ARD

Dated, Thiruvananthapuram, 25-05-2022

Read 1) GO(Rt) No.248/2019/P&ARD dated 11.6.2019.

2) Minutes of the Secretary Level Committee meeting chaired by the Chief Secretary dated 18.6.2021.

ORDER

The Secretary level Committee chaired by the Chief Secretary which was constituted as per Government Order read as 1st paper examined and discussed the 9th report of 4th Administrative Reforms Commission captioned "Accountability and Public Grievance Redress Mechanism in Government". Government have examined the matter in detail and are pleased to issue orders as detailed in the Annexure based on the recommendations of the Commission.

All the departments concerned shall take necessary steps for implementation of the said order.

(By order of the Governor)
K R JYOTHI LAL
PRINCIPAL SECRETARY

To:

All Additional Chief Secretaries/Principal Secretaries/Secretaries.
Chief Principal Secretary to the Chief Minister.
All Departments.
Principal Accountant General (A&E/Audit), Kerala, Thiruvananthapuram.
Special Secretary to Chief Secretary.
I & PRD (Web and new media).
General Administration (SC) Department.
Stock File/Office copy.

Forwarded By order
Section Officer

Annexure

Item No.	ARC Recommendations	Government Decision
1	<p>First meeting of Audit Monitoring Committee needs to be convened in April to prepare Annual Audit Programme for statutory audit of C&AG, State Audit and Performance Audit. The programme needs to include details of departments/offices to be audited, proposed dates for audits etc., to avoid multiple audits in auditee offices. Annual Audit Programme prepared at State level needs to be communicated to all Secretaries to Government and Head of Departments immediately after finalisation of the same. This will give auditee offices required time for preparation without affecting day to day work. Government may, in consultation with AG (Audit), suggest that institutions may not be subjected to more than one audit in a year, unless there are valid reasons.</p>	<p><u>Sl. No. 1 to 6.</u></p> <p>Scope of Audit should be redefined and expanded to performance monitoring and improvement. Audit objections should focus on constructive suggestions/recommendations. There is no need for attendance monitoring by audit which can be implemented through punching system. An audit plan has to be devised. Pre-audit meetings are important and heads of department should attend such meetings. Scientific system by electronic means should be implemented in department accounts so that audit is concurrent to a large extent. An order should be issued in this regard after consultation with the Accountant General to ensure that they are implemented in a time bound manner.</p>
2	<p>In the case of Local Governments Technical Guidance and Supervision (TGS) is successfully implemented and duplication of audit by AG and State Audit Department may be avoided through audit planning, except in the case of test audit envisaged under TGS.</p>	<p>Action : Finance & Local Self Government Department</p>
3	<p>Auditors also need to be accountable and remarks of Accountant General obtained before taking up subsequent inspection/Audit by an external agency if the institution is already audited by the AG or under the Technical supervision of AG.</p>	
4	<p>AG selects Grama Panchayats for audit once in five years. But all the Panchayats are subjected to annual audit by the State Audit Department which functions under the Technical Guidance and Supervision of Accountant General. AG may consider whether the Panchayats audited under TGS are again to be subjected to AG audit.</p>	

5	Since the State Audit Department (SAD) is under the TGS scheme of CAG it needs to be considered whether detailed check of the records already audited by SAD is to be repeated by AG, unless it is essential to comply with provisions of TGS.	
6	Clearance of Audit observations needs to be included as an item in the performance appraisal of offices at all levels. It shall also be included in their Last Pay Certificates. Liability fixed shall be recorded in the service book. When an employee is transferred, personal liability and audit objections (if any) shall also be sent along with the LPC. Handing over notes needs to be insisted when officers are shifted/transferred, and pendency of audit matters shall be visibly reflected in them.	
7	ARC request Legislative Committees to consider clearance of all paras in an Audit Report within a year and finalise their reports before the close of the year. Replies to Legislative Committees needs to be substantiated with supporting documents. Meetings of Audit Committees at all levels need to be strengthened and they shall not remain merely as an item in the Calendar of Returns.	<p><u>Sl. No. 7, 8, 9, 10</u></p> <p>Audit should be made online where electronic system is implemented.</p> <p>Action : Local Self Government Department</p>
8	Conventional method of submission of reports and replies needs to be replaced by technology aided methods for communication, evidence taking, and giving on the spot recommendations.	
9	Action on committee recommendations needs to be time-bound and followed up strictly by Committee Secretariats for ensuring accountability of government organisations.	
10	Heads of Departments needs to be informed of conduct of audits in their departments to enhance its effectiveness. Imparting training to officials on the process of auditing is essential to ensure robustness of audit as an accountability	

	mechanism.	
11	<p>Government needs to clarify that Performance Audit needs to be carried out as an internal self -correctional audit by the institution/department functionaries/ authorities. Performance Audit authority needs to be a friend and guide to the local governments and remain accessible for guidance and assistance. It needs to be conducted as peer assessment and audit reports shall be presented before the overseeing officer/authority to determine and enforce correctional measures. Officials need to be provided reasonable time for correction and improvement based on direction and guidance from supervisory officers. At the next level, the concerned official may be warned of the consequences if there is no improvement in performance and corrections are not made within the given timeframe. The official shall be penalised/disciplinary action taken against her only as a last resort. If the mistake is repeated by the same official it shall be marked in her Performance Appraisal Report and reflected in the proceedings of Departmental Promotion Committee.</p>	<p>In the context of the formation of the Local Self Government Service and the budget announcement the Performance Audit is to be discontinued. The need of an Internal Vigilance System for Local Self Government Department like other Government departments shall be examined.</p> <p>Action : Local Self Government Department</p>
12	<p>Government needs to consider whether multiple agencies need to conduct audit/inspection of LSGIs. If Performance Audit is strengthened as an internal corrective mechanism there needs to be only one external audit. Financial Inspection need not be done routinely, and conducted only for a specific incident not covered by external and internal audits. ARC recommends that inspection of LSGIs by Stores Purchase Department to be discontinued and their inspections covered by performance audit.</p>	<p>Audit should be made online where electronic system is implemented.</p> <p>Action : Local Self Government Department</p>
13	<p>ARC recommends that the application software 'Sankhya' developed by IKM is deployed to all LSGIs and its full potential utilised.</p>	<p>Appropriate software shall be used where available.</p> <p>Action : Local Self Government Department</p>

14	Government may consider publishing all Audit Reports- AG Audit and State Audit, in the departmental websites and relevant portions of the report of an office on the notice boards. Social Audit is a grass root level accountability mechanism and is conducted for various schemes/institutions. Findings of the Performance Audit, Local Fund Audit and CAG Audit shall be presented during Social Audit.	Audit shall be conducted in a time bound manner (within 1 year). In departments where electronic system is in force, the audit may be done online and auditors may be given access to electronic monitoring of databases. Action : Finance & Local Self Government Department
15	The State Audit mechanism shall not remain as an instrumentality of Local Self Government Department or Finance Department. It needs to be an independent, autonomous quasi-judicial entity with adequate decision making and enforcement powers. Government may revive the proposal for creating a 'State Audit Commission', with independent status, in place of State Audit Department and Performance Audit. A Senior Deputy Accountant General may be appointed as 'State Audit Commission'. State Audit Report needs to be directly submitted to the Legislature. The Commission shall be provided with executive powers and appellate jurisdiction maintained only through court of records.	The existing audit system should be professionalised and strengthened by introducing online and concurrent audit. Action : Finance & Local Self Government Department
16	Steps need to be taken to create awareness among the departments on the purpose of auditing. This is essential for audit to achieve intended results. Auditors need to be given required training in the audit process.	Steps shall be taken by all departments for implementation of the recommendation. Action : All Departments
17	The Internal Audit (IA) wing and Internal Vigilance Wing requires the service of experienced officers. Systematic selection procedure for these wings needs to be ensured. The post of Vigilance Officer needs to be a Selection Post. This will take care of many constraints faced by the department. Selection procedure for IAW & Internal Vigilance Wing shall be based on test cum seniority. Test shall be designed to ensure that qualified and competent people are selected. At present,	Sl.No.17 to 19 All Departments shall implement the selection procedure as recommended. A competent officer should be selected and posted as Vigilance Officer. Action : All Departments

	personnel who are not considered for posting elsewhere is often posted to internal audit/vigilance team without giving them any training or orientation. A separate cadre of audit/vigilance staff with sufficient training on the subject needs to be created.	
18	Internal Audit needs to be given required independence to ensure that the reports are not affected by any conflict of interest. Personnel posted to the wing needs to be given required training. IA is a concurrent function and this spirit needs to be reflected in its functioning.	
19	Findings of Internal Audit and Internal Vigilance, and action taken on them needs to be highlighted in Annual Reports of the departments.	
20	Manuals and department specific standard operating procedures for internal audit and vigilance needs to be prepared. Internal audit cells shall be activated in all departments by giving proper training to the personnel posted to them. Action shall be taken against departments that do not have effective internal audit and vigilance wing.	Sl.No. 20 to 23 Electronic Audit system and technology should be used which makes the audit timely and effective. Modern technology aided mechanism shall be introduced to ensure error – free audit. e-audit system shall be brought in force.
21	A Standing Committee on Audit may be set up for monitoring internal audit process and for ensuring compliance of findings of Internal Audit.	Action : Local Self Government Department & Finance
22	ARC recommends to devise a system whereby every project is given a project code and funds released based on the code to ensure that money is not repeatedly spent for same schemes/ projects from multiple sources/levels.	
23	An effective system of monitoring of internal audit process that indicates progress of internal audit, issuing of Internal Audit Reports, receipt of replies and clearance of paragraphs needs to be developed. This will help the HoDs in ensuring that Internal Audit is conducted as	

	per schedule and audit reports are complied with.	
24	ARC recommends to government to form audit teams at regional/ district level, wherever required by deploying persons from existing employees. Government needs to have a relook at TA ceiling fixed for the Internal Audit wing.	The existing system of audit shall continue until the introduction of e-audit system. Finance Department shall examine whether the existing TA ceiling is hampering the process of internal audit/vigilance. Action : Finance Department
25	Follow-up on actions against employees of the department who create liability/debt through internal maladministration needs to be enforced. Cases where criminal misconduct under Section 13 of the Prevention of Corruption Act are proved needs to be forwarded to Vigilance. Based on the findings in Audit, action shall be initiated to recover loss from the concerned officer.	All Departments shall ensure strict compliance of the recommendation. Action : All Departments
26	District Purchase Committees which are currently non-functional needs to be strengthened. Reporting by departments on status of purchases needs to be ensured. This shall be initiated by developing a suitable online system for reporting. ARC recommends revamping of the wing and make it capable of carrying out the responsibilities entrusted to it.	Store Purchase Department shall take further action on the recommendation of the Commission. Purchase shall be made through 'GEM' and deviation from this system be identified and corrected. Action : Stores Purchase Department & Finance Department
27	Facility for online registration of complaints needs to be made available in all grievance redress institutions. Commissions and other grievance redress mechanisms in the state needs to develop online portals for this purpose. ARC recommends that government needs to consider grievance redress through quasi-judicial institutions as a priority and provide sufficient resources, including human resources with required skills for the purpose.	Sl. No. 27 to 29 All Departments shall take necessary action to bring the recommendations to the notice of the respective Commissions. Action : All Departments
28	Grievance redress mechanisms need to assess the nature of grievances received by	

	<p>them, analyse it and recommend measures to address reasons for grievances by the government. This is essential to prevent recurrence of grievances. They need to recommend mechanisms for continuous improvement of the system. Government needs to encourage/prompt redress mechanisms to provide feedback periodically for taking up systemic reforms.</p>	
29	<p>The employees recruited needs to be imparted required training before posting to the Commissions. The staff may be liable for transfer between the Commissions. Special rules may be framed in this regard at the earliest.</p>	
30	<p>ARC recommends to undertake wide publicity through state, regional and local media as well as through digital media to create awareness regarding grievance redress mechanisms among people, particularly among vulnerable and marginalised groups of people including women, persons with disability, scheduled castes, scheduled tribes and people living in remote areas of the state. Periodic advertisements in media, publishing and distribution of bulletins, pamphlets on the organisations, and publishing relevant information on the website of the organisations etc., needs to be done.</p>	<p>Sl. No. 30 to 32 Information & Public Relation Department in association with all departments shall take necessary action to implement the recommendations, emphasizing on the duties and responsibilities, along with the Rights.</p>
31	<p>Every office needs to display its organisational structure at a prominent place, indicating names of officers and their functions.</p>	
32	<p>Efforts need to be taken to create awareness among the school and college students. A panel of experts may be created to take awareness classes in schools and colleges. Civil rights shall be made part of school curriculum. Seminars need to be conducted for senior functionaries of the Education department. Services of advocates, willing officials may be considered for voluntary services for the</p>	

	purpose:	
33	State wide campaign for propagation of the relevance of quasi-judicial public grievance redress organisations needs to be initiated. Seminars, awareness camps etc., also need to be held. Government training institutions like IMG, KILA, ILDM etc., shall include modules on Grievance Redress Organisations in every course conducted by these institutions. LSCIs need to play a prominent role in awareness creation.	<p>Sl. No. 33 & 34</p> <p>All departments shall devise Grievance Redress Mechanisms and ensure that grievances are not generated. It shall also be examined that existing Grievance Redress Mechanisms are functioning effectively.</p> <p>Action : All departments</p>
34	Time limits shall be fixed for approval or rejection of petitions. The Commission recommends that grievance mechanisms need to specify standards for services and time limits that are reasonably acceptable to the public. The Public Grievance Redress Commissions are committed to timely redress of grievances filed before them. It will be appropriate to prescribe time limit for each stage of redress and types of grievances.	
35	ARC recommends that officials responsible for delay in furnishing required information needs to be held accountable and suitable action taken against them. Orders issued by the Commissions/Ombudsman etc., needs to be binding if they are not in conflict with existing legal framework. Authority may be vested on the Commissions to impose penalty for noncompliance. This will facilitate better implementation/acceptance of recommendations of these organisations.	<p>General Administration Department shall issue circular ensuring strict compliance in providing time bound reply to the information called for by the Commissions.</p> <p>Action : General Administration Department</p>
36	ARC recommends that social audit needs to be carried out in the Commissions to understand their functioning and analyse areas of public interface to make necessary suggestions for changes in procedures etc., to enable public grievance redress organisations to be more people-friendly.	<p>Sl. No. 36 & 37</p> <p>The Commissions shall examine their functioning with reference to the objectives by which they are constituted.</p> <p>Action : All departments</p>

37	It is recommended that a system for periodical review of the functioning of the public grievances redress organisations needs to be evolved. It may be an internal mechanism in Government or a committee of the Legislature.	
38	Data on public grievances received by the organisations needs to be analysed at regular intervals to understand nature of cases, cause of complaints etc., and to give feedback to the departments/authorities concerned on the areas that require interventions. Based on the feedback from the Commissions, the concerned departments need to take policy/legal/structural reforms to address the issues and to ensure reduction in public grievance.	All Departments shall take necessary action to implement the recommendation. Action : All Departments
39	ARC recommends formation of a mechanism by the Government for monitoring implementation of recommendations of public grievance redress Commissions/ organisations. Amendments need to be made in the concerned Acts for inclusion of monitoring mechanism. This is essential to realise potential of the organisations and to improve their effectiveness.	The Commissions shall examine their functioning with reference to the objectives by which they are constituted and submit recommendations regarding the matter. Action : All Departments
40	Government needs to take steps to institutionalise mechanisms to undertake qualitative studies to help analyse and document contemporary changes and transitions in the social structure for initiating necessary interventions for the benefit of the target group. This will help in making the institutions more responsive to larger issues in society and contribute to socio economic development related debates in the state. ARC recommends that a reasonable allocation of funds shall be provided as grants to these organisations to take up qualitative research. Reports thus prepared, along with recommendations need to be considered as policy recommendations and needs to be followed up by concerned	All Departments shall examine the scope of allotment of funds for Qualitative Research Studies for various Commissions and shall prepare a report and based on the same initiate action. Action : All Departments

	<p>departments and action taken reported to the Commission.</p> <p>41 Majority of these organisations are functioning in rented buildings without required infrastructure facilities. Frequent change of place and office address is common. Considering the importance of these institutions, it is recommended to provide sufficient infrastructure including buildings with proper access.</p> <p>i. ARC suggests that a common office for accommodating all the organisations in one place needs to be considered by government. (Another recommendation for creating a common establishment facility for Commissions/ Ombudsmen will be in line with this recommendation).</p> <p>ii. Government may, in consultation with the Grievance Redress organisations have common designations for similar posts. If government implements the recommendation for constructing a 'Parathi Parihara Bhavan' for accommodating various GRIs in Thiruvananthapuram, a common establishment/common secretariat maybe considered for these organisations. Pooled system for CAs, attenders and other supporting staff may also be considered with common Tapal, Website, vehicle pool, messenger service, IT wing and security arrangements etc. Posts of Assistants/ clerks and other positions may be continued as of now with each Grievance Redress Institutions.</p>	<p>Public Works Department shall examine the matter and submit a comprehensive proposal covering all aspects as the recommendation needs serious consideration.</p> <p>Action : Public Works Department</p>
42	<p>It is important for these organisations to have employees who have required qualification and aptitude to facilitate their functioning. ARC recommends that government may take steps to ensure that at least one-third of the employees in Grievance Redress organisations are permanent staff. Creating separate cadre of permanent employees for each Commission/quasi-judicial body is not advisable, as times go on permanent</p>	<p>Personnel & Administrative Reforms Department shall conduct a study on the matter.</p> <p>Action : Personnel & Administrative Reforms (AR6) Department</p>

	<p>staff may become obsolescent due to absence of transfers and lack of promotional avenues. An alternate may be creating a separate cadre of officials for all the grievance redress organisations, through common recruitment and provision for transfer between the institutions. This specially recruited and qualified staff will assist in increasing effectiveness and efficiency of grievance redress mechanisms to deal with grievances of the public. Government needs to study the issue of staffing of these organisations urgently and address their issues concerning human resources.</p>	
43	<p>It also needs to be ensured that employees posted to the organisations are selected on the basis of aptitude, commitment and qualification for handling public grievance redress function of the Commissions.</p>	<p>All Departments shall ensure implementation of the recommendation. Action : All Departments</p>
44	<p>Separate or common Websites needs to be developed for the commissions/ombudsman. This can be a common web portal with links to each organisation or separate for each. Provisions for registering complaints, tracking complaints, facility for online payment of fees and provision for downloading relevant documents/judgments needs to be provided on the website. It is preferable to exempt Tribunals from charging fees. Government may consider exempting payments from service charges. Possibility of developing mobile applications also needs to be explored.</p>	<p>Electronics & Information Technology Department in consultation with Public Works Department shall examine the matter in line with the decision on Sl. No. 41 Action : Electronics & Information Technology Department & Public Works Department</p>
45	<p>The Commissions/Ombudsman needs to conduct sittings in all the districts in alternate months to ensure access to all people. Venues like conference hall of District collector, District Panchayat and District Revenue Tower may be utilised for the purpose. Files pertaining to each district may be kept at the district offices to avoid delay in transfer of files. The Staff at</p>	<p>All Departments shall ensure implementation of the recommendation subject to availability of space. Action : All Departments</p>

	the State office may be redeployed to District offices.	
46	Cases in which the State Government is a respondent, there is reluctance on the part of concerned officials to attend the hearing and cases gets postponed indefinitely. However, if the complainant could not report for hearing due to unavoidable reasons cases are dismissed without further notice. This practice needs to be curtailed. Nonappearance by government officials shall attract penal action and adjournments may not be given.	Every department should strictly monitor the respective cases to avoid delay. Action : All Departments
47	Guidelines, with clarity need to be issued fixing criteria for appointment of members in various public grievance redress organisations. This is essential to ensure proper functioning of these organisations and robustness of the mechanisms.	All Departments shall examine the need to amend the rules if required, related to respective Commissions. Action : All Departments
48	a. Grievance Redress by government departments <ul style="list-style-type: none"> • ARC recommends that government needs to review existing grievance redress mechanisms and take steps to improve their efficiency. Steps need to be taken to create awareness among the people regarding systems established for redress of public grievances. • Categorisation of grievances/petitions based on subjects needs to be done with the assistance of information technology tools. This is essential for identifying reasons for grievances and their redress by amending rules / regulations / procedures and through policy initiatives, if necessary. • Apart from remedy through regular grievance redress systems, government needs to consider holding Adalaths on specific issues at the district/taluk/village levels once in six months or as required. 	Internal Grievance Redress mechanism should be made by every department. CM Portal should be monitored properly to redress grievances. Generic electronic system should be monitored by Head of Departments of each department. Secretaries concerned should review the grievance details. Action : All departments

	<p>District Collectors may be entrusted with the responsibility to identify issues where grievances are high and take steps for immediate redress.</p>	
	<p>b. Kerala State Human Rights Commission</p> <ul style="list-style-type: none"> • The post of IG in the inspection wing of the Commission is vacant for many years. • Relevance of investigating wing in the Commission needs to be reassessed/ relooked. 	<p>The recommendation shall be examined by the Kerala State Human Rights Commission.</p> <p>Action: Law Department</p>
	<p>c. State Information Commission, Kerala</p> <ul style="list-style-type: none"> • The Information Commission needs to establish a website in Malayalam by linking all the government departments/ institutions and PIOs. Facility for online submission of applications and payment of fees shall be provided and government may consider exempting the fee from service tax. All applications received may be published on the website as a public document to avoid black mailing and repeat submissions. To ensure the responsibilities of the public authority as specified in section 4, all information about an organisation shall be published on the website. Adalaths may be organised to clear pending applications. • At present, there is no time frame for disposal of second appeal as per section 19 of the Act and for settling of complaints as per section 18. Time frame needs to be fixed for these and a citizen charter prepared for the Commission. • It may be ensured that funds allocated by the State for awareness creation about RTI Act among the people is spent in all the districts. • RTI register needs to be maintained 	<p>The recommendation shall be examined by the State Information Commission.</p> <p>Action: General Administration Department</p>

in all the public offices and the registers shall be duly filled by indicating date of receipt of application and dispatch of reply. Possibility of sending reply including files through email may be explored. While rejecting applications, relevant clause for rejection under section 8 is not mentioned by the PIOs. Suitable training needs to be imparted to the PIOs. Penalty imposed against erring PIOs shall be recovered without delay.

- There are repeated cases of denial of certified copies, plans and court documents by many PIOs. Such cases may be examined, and the State shall take a decision in this regard.

d. Kerala Right to Service Act, 2012

- In spite of the fact that various grievance redress mechanisms including different commissions are functioning in the country, the number of grievances filed at various commissions are increasing day by day. This indicates that to minimise/eliminate grievances and ensure that prompt services are provided to the citizens effective steps need to be taken to study the nature and cause of grievances. Initiatives like citizen's charter, RTS etc., aims at achieving this. A relook about the functioning of these mechanisms and evolution of a more effective system that suits the requirements of the people is essential.
- All necessary steps as stipulated in the Act are already taken by government for implementation of the Act. Services of almost all departments have been notified under this Act. But unfortunately,

A Committee shall be constituted comprising Additional Chief Secretary (Personnel & Administrative Reforms Department), Principal Secretary (General Administration Department) and Secretary (Law) to study the effective implementation of Right to Service Act 2012.

Action: Personnel & Administrative Reforms Department

the public and civil servants are unaware of the presence of the Act. Main reason for this state of affairs is considered to be the absence of an independent supervisory authority as in the case of State Information Commission.

- There is an urgent need to amend the Act to make it more effective. The amendment in the Act can be combination of measures to overcome implementation failures. It needs to aim to improve public service implementation in the long-term. Government may constitute a committee to study existing legislations on 'Right to Services Act' and constitution of 'Right to Services Commission' and effect necessary amendments to make the Act capable of ensuring time bound services to the people. This will be an effective step towards better governance and people centered service delivery.
- Awareness Creation on Right to Service Act and Right to service Commission is essential. To create broader awareness on the RTS Act a topic on RTS may be introduced in the school syllabus and questions on RTS may compulsorily be included examination for recruitments by Public Service Commission.

e. Kerala State Women Commission

- For providing free legal advice to the needy in-person/over the phone and for providing Free Legal Aid for BPL cardholders free Legal Aid cell needs to be constituted in all the districts consisting of a panel of three women advocates (with 5 years Bar practice and socially committed to the cause of women).

The recommendations shall be examined by the Women's Commission.

Action: Women & Child Welfare Department

<ul style="list-style-type: none"> • There is alarming increase in internet related crimes against women. The Commission needs to be enabled to access services of experts in cyber security. • Mahila Jagratha Samithi at the local level needs to be strengthened. The Commission can play an important role in creating awareness at the local level. 	
<p>f. Police Complaints Authority</p> <ul style="list-style-type: none"> • ARC recommends to government to amend the Police Act 2011 and ensure clarity in its provisions. At present the Act has many provisions which are vague and lacks clarity. The Act shall include specific time frame for getting sanction from Government to prosecute police officers. • The Authority may be given the power to instruct DGP to withdraw cases charged without factual basis. The authority shall be given the power to conduct enquiry on custodial death. 	<p>Home department shall examine the recommendation.</p> <p>Action : Home Department</p>
<p>g. Kerala Electricity Ombudsman</p> <ul style="list-style-type: none"> • Delegation of financial authority to settle disputed claims in KSEBI. need to be enhanced. KSEBI needs to consider delegating authority to the Assistant Executive Engineers of KSEBI. to decide if the amount under dispute is under Rs.1 lakh, and above that by senior officers. • Appointments in CGRF need to be through a transparent process as in Consumer Forums. Special attention needs to be given to post technical officers with adequate experience in electricity distribution activities in the Consumer Grievance Redressal Forum (CGRF). Officials in electricity distribution activities need to be 	<p>Kerala State Electricity Board Limited shall consider and take appropriate action on the recommendation.</p> <p>Action : Power Department</p>

given training at regular intervals.

- KSEBL has to review subject of dispute of each petition and give suitable direction to the field officers to redress grievances of the consumers and thereby avoid repetitive filing of petitions of similar nature by consumers. At the same time, KSEBL can approach KSERC for modifications of any regulations to assist in implementation.
- All officials of the licensee need to be given intensive training on laws/regulations on electricity supply periodically as they are the first level to redress grievance of the consumers.
- Consumers are the major stakeholders in supply of electricity. Sensitising consumers on laws and regulations on electricity distribution is urgently needed. Provisions of the Electricity Act 2003, Kerala Electricity Supply Code 2014, etc. needs to be disseminated among the public through mass advertising campaigns on their rights and entitlements along with their duties and responsibilities.
- Currently the Electricity Ombudsman is functioning only as an appeal authority for Consumer Grievance Redressal Forum (CGRF). The Kerala State Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman Regulations, 2005) section 22 needs to be amended to enable ombudsman to directly receive complaint.
- The prescribed fee of Rs. 10,000/- for filing appeal directly before Kerala State Electricity Regulatory

	<p>Commission needs to be suitably reduced.</p> <ul style="list-style-type: none"> All services provided by KSEBL needs to be brought under Rights to Service Act. 	
	<p>h. Ombudsman for Local Self Government Institutions</p> <ul style="list-style-type: none"> Website to be designed and provision for online tracking needs to be included. In addition to the present system of receiving appeal based on notices, orders and actions, the LSG Ombudsman may admit appeals on the basis of information received. Government may consider dispensing with fee for filing appeal. All services provided by LSGIs shall be brought under Right to Service Act, time frame for settling appeal needs to be reduced and the ombudsman may be empowered to impose penalty. 	<p>Local Self Government Department shall examine the recommendation.</p> <p>Action : Local Self Government Department</p>
	<p>1. Tribunal for Local Self Government Institutions</p> <ul style="list-style-type: none"> Charge of LSGI Tribunal is held by additional district judge. in Thiruvananthapuram. Government needs to consider the possibility of giving charge to additional Judge in each district instead of special judge at Thiruvananthapuram. This will be more advantageous to public. 	<p>Local Self Government Department shall take necessary action for implementation of the recommendation.</p> <p>Action : Local Self Government Department</p>



കേരള സർക്കാർ

മന്ത്രിസഭായോഗത്തിന്റെ നടപടിക്കുറിപ്പുകൾ

തീയതി : 18-05-2022

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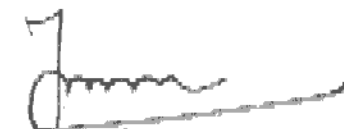
- (33) വിഷയം : ഉദ്യോഗസ്ഥ ഭരണ പരിഷ്കാര വകുപ്പ് - നാലാം ഭരണപരിഷ്കാര കമ്മീഷന്റെ ഡയറക്ടർ റിപ്പോർട്ട് - ശിപാർശകൾ - അംഗീകരിക്കുന്നത്.
- (34) തീരുമാനം : കൂടിയിലെ നിർദ്ദേശം അംഗീകരിച്ചു.

(ഒപ്പ്)

പിണറായി വിജയൻ

മുഖ്യമന്ത്രി

(സെക്രട്ടേറിയം)


 സോൾ. വി പി രാമകൃഷ്ണൻ
 ചീഫ് സെക്രട്ടറി

അവരിലേണൽ ചീഫ് സെക്രട്ടറി, ഉദ്യോഗസ്ഥ ഭരണ പരിഷ്കാര വകുപ്പ്

കേരള സർക്കാർ
(ശ്രീ. പിണറായി വിജയൻ മന്ത്രിസഭ)
മന്ത്രിസഭായോഗത്തിനുള്ള കറിപ്പ്

(29)

1	ഫയൽ നമ്പർ	: (നം.എ.ആർ)12-1/24/2021/ഉ.പ.പ.സ
2	വകുപ്പ്	: ഉദ്യോഗസ്ഥവൃദ്ധന പരിഷ്കരണം (എ ആർ 12) വകുപ്പ്
3	വിഷയം	: ഉ.പ.പ.വ. നാലാം ഭരണപരിഷ്കാര അഡീഷണൽ സെക്രട്ടറി വിറ്റഴിപ്പ് - ശുഭ ചർച്ചകൾ - അംഗീകരിക്കുന്നത് - സംബന്ധിച്ച്.
4	മന്ത്രിസഭായോഗത്തിൽ സമർപ്പിക്കാനുള്ള മുഖ്യമന്ത്രിയുടെ ഉത്തരവ് തീയതി	: 12.2.2022
5	(i) ഇത് സാമ്പത്തിക ബാധ്യതയുള്ളതാണോ? (ii) സാമ്പത്തിക ബാധ്യതയുള്ളതാണെങ്കിൽ ധനകാര്യ വകുപ്പുമായി ആലോചിച്ചിട്ടുണ്ടോ; തുടർച്ചയിൽ അവരോട് അഭിപ്രായം മന്ത്രിസഭായോഗത്തിനുള്ള കറിപ്പിൽ ഉൾക്കൊള്ളിച്ചിട്ടുണ്ടോ?	: അല്ല
6	മറ്റേതെങ്കിലും വകുപ്പുമായി ആലോചിച്ചിട്ടുണ്ടോ; തുടർച്ചയിൽ അവരോട് അഭിപ്രായം മന്ത്രിസഭായോഗത്തിനുള്ള കറിപ്പിൽ ഉൾക്കൊള്ളിച്ചിട്ടുണ്ടോ;	: അല്ല അല്ല
7	കറിപ്പ് സമർപ്പിച്ച അഡീഷണൽ സെക്രട്ടറിയുടെ പേര്	: ശ്രീ. വി.എസ്. ഗോപാൽ
8	കറിപ്പ് അംഗീകരിച്ച അഡീഷണൽ ചീഫ് സെക്രട്ടറിയുടെ പേര്	: ശ്രീ. വി.എസ്. ഗോപാൽ
9	മന്ത്രിസഭയ്ക്കുള്ള കരട് കറിപ്പ് അഡീഷണൽ ചീഫ് സെക്രട്ടറി അംഗീകരിച്ച തീയതി	: 4.5.2022
10	കറിപ്പ് അംഗീകരിച്ച ചീഫ് സെക്രട്ടറിയുടെ പേര്	: ശ്രീ. വി.പി. ജോയ്
11	മന്ത്രിസഭയ്ക്കുള്ള കരട് കറിപ്പ് ചീഫ് സെക്രട്ടറി അംഗീകരിച്ച തീയതി	: 6.5.2022
12	കറിപ്പ് അംഗീകരിച്ച മന്ത്രിയുടെ പേര്	: ശ്രീ. പിണറായി വിജയൻ
13	മന്ത്രിസഭയ്ക്കുള്ള കരട് കറിപ്പ് മന്ത്രി അംഗീകരിച്ച തീയതി	: 7.5.2022
14	കറിപ്പിന്റെ പകർപ്പുകൾ സമർപ്പിച്ച തീയതി	: 15.5.2022
15	മന്ത്രിസഭായോഗം തീരുമാനമെടുത്ത തീയതി	: 18.5.2022
16	തിരുത്തലോ പുനഃപരിശോധിച്ച സർക്കാർ ഉത്തരവ്/കത്തിന്റെ നമ്പരും തീയതിയും	: G.O(MS) NO-9/2022/PWARD, Dated 25.5.2022

മന്ത്രിസഭായോഗത്തിനുള്ള കുറിപ്പ്

(30)

നാലാം ഭരണപരിഷ്കാര കമ്മീഷന്റെ റിപ്പോർട്ടുകൾ പരിശോധിക്കാൻ രൂപീകൃതമായ ചീഫ് സെക്രട്ടറി അധ്യക്ഷനായ സെക്രട്ടറിമാർ സമിതി 18.6.2021 ന് തോഗം ചേർന്ന് "Accountability and Public Grievance Redress Mechanism in Government" എന്ന് തലക്കെട്ടിലുള്ള കമ്മീഷന്റെ ഒന്നാമത് റിപ്പോർട്ട് പർച്ച ചെയ്യുകയും മിനിറ്റ്സ് ബഹു. മുഖ്യമന്ത്രിയുടെ അംഗീകാരത്തിനായി ചരമണം ചെയ്യുകയുമുണ്ടായി. ഈ വിഷയം ഭരണപരിഷ്കാര മന്ത്രിസഭയുടെ പരിഗണനയ്ക്ക് സമർപ്പിക്കുവാൻ ബഹു. മുഖ്യമന്ത്രി ഉത്തരവാതിലുണ്ട്.

തീരുമാനിക്കേണ്ട കാര്യം

(31)

അനുബന്ധമായി ചേർത്തിട്ടുള്ള നാലാം ഭരണപരിഷ്കാര കമ്മീഷന്റെ ശിപാർശകൾ അംഗീകരിക്കാമോ?

(32)

Annexure

Item No.	ARC Recommendations	Recommendations of the Committee	Orders of Hon'ble Chief Minister
1	<p>First meeting of Audit Monitoring Committee needs to be convened in April to prepare Annual Audit Programme for statutory audit of C&AG, State Audit and Performance Audit. The programme needs to include details of departments/offices to be audited, proposed dates for audits etc., to avoid multiple audits in auditee offices. Annual Audit Programme prepared at State level needs to be communicated to all Secretaries to Government and Head of Departments immediately after finalisation of the same. This will give auditee offices required time for preparation without affecting day to day work. Government may, in consultation with AG (Audit), suggest that institutions may not be subjected to more than one audit in a year, unless there are valid reasons.</p>	<p>Recommended. Scope of Audit should be redefined and expanded to performance monitoring and improvement. Audit objections should focus on constructive suggestions / recommendations. There is no need for attendance monitoring by audit which can be implemented through punching system. An audit plan has to be devised. Preaudit meetings are important and heads of department should attend such meetings. Scientific system by electronic means should be implemented in department accounts so that audit is concurrent to a large extent.</p>	<p>ക്രമനമ്പർ 1-6 അംഗീകരിച്ചു. എ.ജി. യുമായി കൂടിയപ്പോൾ റദ്ദാക്കിയതുകൊണ്ട് ഇക്കാര്യത്തിൽ ഉത്തരവ് പുറപ്പെടുവിച്ച് അതിനു സമാന്തരമായി നടപടികൾ സ്വീകരിക്കണമെന്നു തീരുമാനിച്ചു.</p> <p>Action : Finance & LSGD</p>
2	<p>In the case of Local Governments Technical Guidance and Supervision (TGS) is successfully implemented and duplication of audit by AG and State Audit Department may be avoided through audit planning, except in the case of test audit envisaged under TGS.</p>	<p>attend such meetings. Scientific system by electronic means should be implemented in department accounts so that audit is concurrent to a large extent.</p>	
3	<p>Auditors also need to be accountable and remarks of Accountant General obtained before taking up subsequent inspection/Audit by an external</p>	<p>Action : Finance & LSGD</p>	

	agency if the institution is already audited by the AG or under the Technical supervision of AG.	
4	AG selects Grama Panchayats for audit once in five years. But all the Panchayats are subjected to annual audit by the State Audit Department which functions under the Technical Guidance and Supervision of Accountant General. AG may consider whether the Panchayats audited under TGS are again to be subjected to AG audit.	
5	Since the State Audit Department (SAD) is under the TGS scheme of CAG it needs to be considered whether detailed check of the records already audited by SAD is to be repeated by AG, unless it is essential to comply with provisions of TGS.	
6	Clearance of Audit observations needs to be included as an item in the performance appraisal of offices at all levels. It shall also be included in their Last Pay Certificates. Liability fixed shall be recorded in the service book. When an employee is transferred, personal liability and audit objections (if any) shall also be sent along with the LPC. Handing over notes needs to be insisted when officers are shifted/transferred, and pendency of audit matters shall be visibly reflected in them.	
7	ARC request Legislative Committees to consider clearance of all paras in an Audit Report	ക്രമനമ്പർ 7-12 അംഗീകരിച്ചു.

	<p>within a year and finalise their reports before the close of the year. Replies to Legislative Committees needs to be substantiated with supporting documents. Meetings of Audit Committees at all levels need to be strengthened and they shall not remain merely as an item in the Calendar of Returns.</p>		<p>രാഷ്ട്രസംസ്ഥാനതല സർവ്വീസ് (ഇംപിരട്ടി) സാഹചര്യത്തിലും പെർഫോമൻസ് ആഡിറ്റ് നിർമ്മാണത്തെ ബജറ്റ് പ്രഖ്യാപനം വന്നതിനാലും ക്രമനമ്പർ 11 ലെ ശിപാർശ</p>
8	<p>Conventional method of submission of reports and replies needs to be replaced by technology aided methods for communication, evidence taking, and giving on the spot recommendations.</p>		<p>പ്രസക്തമല്ല. മറ്റ് സർക്കാർ വകുപ്പുകൾ തങ്ങളുപയോഗിച്ചിട്ടുള്ള ഇന്റേണൽ വിഡിയോസ് തദ്ദേശസ്വയംഭരണ സർവ്വീസിന് ആവശ്യമാണോ എന്ന</p>
9	<p>Action on committee recommendations needs to be time-bound and followed up strictly by Committee Secretariats for ensuring accountability of government organisations.</p>		<p>കാര്യം പരിശോധിക്കുക. Action : LSGD</p>
10	<p>Heads of Departments needs to be informed of conduct of audits in their departments to enhance its effectiveness. Imparting training to officials on the process of auditing is essential to ensure robustness of audit as an accountability mechanism.</p>		
11	<p>Government needs to clarify that Performance Audit needs to be carried out as an internal self-correctional audit by the institution/department functionaries/ authorities. Performance Audit authority needs to be a friend and guide to the local governments and remain</p>		

	<p>accessible for guidance and assistance. It needs to be conducted as peer assessment and audit reports shall be presented before the overseeing officer/authority to determine and enforce correctional measures. Officials need to be provided reasonable time for correction and improvement based on direction and guidance from supervisory officers. At the next level, the concerned official maybe warned of the consequences if there is no improvement in performance and corrections are not made within the given timeframe. The official shall be penalised/disciplinary action taken against her only as a last resort. If the mistake is repeated by the same official it shall be marked in her Performance Appraisal Report and reflected in the proceedings of Departmental Promotion Committee.</p>		
12	<p>Government needs to consider whether multiple agencies need to conduct audit/inspection of LSGIs. If Performance Audit is strengthened as an internal corrective mechanism there needs to be only one external audit. Financial Inspection need not be done routinely, and conducted only for a specific incident not covered by external and internal audits. ARC recommends that inspection of LSGIs by Stores Purchase Department to be discontinued and their inspections covered by performance audit.</p>	<p>This recommendation is appropriate. If we have software for monitoring activities like stock keeping, inspection may be done online. Store Purchase audit should be made online where electronic system is implemented.</p> <p>Action : GAD</p>	

13	ARC recommends that the application software 'Sankhya' developed by IKM is deployed to all LSGIs and its full potential utilised.	Appropriate software to be used where available	<p>ക്രമ നം.13 to 24</p> <p>അംഗീകരിച്ചു.</p>
14	Government may consider publishing all Audit Reports- AG Audit and State Audit, in the departmental websites and relevant portions of the report of an office on the notice boards. Social Audit is a grass root level accountability mechanism and is conducted for various schemes/ institutions. Findings of the Performance Audit, Local Fund Audit and CAG Audit shall be presented during Social Audit.	<p>The suggestion to publish audit reports may be deferred. Audit should be conducted in a timely fashion (within 1 year). In departments where electronic system is in force, the audit may be done online and auditors may be given access to electronic monitoring of databases.</p> <p>Action : Finance & LSGD</p>	
15	The State Audit mechanism shall not remain as an instrumentality of Local Self Government Department or Finance Department. It needs to be an independent, autonomous quasi-judicial entity with adequate decision making and enforcement powers. Government may revive the proposal for creating a 'State Audit Commission', with independent status, in place of State Audit Department and Performance Audit. A Senior Deputy Accountant General may be appointed as 'State Audit Commission'. State Audit Report	Not recommended. Instead, there is need to professionalize and strengthen existing audit systems by introducing online and concurrent audit.	

	needs to be directly submitted to the Legislature. The Commission shall be provided with executive powers and appellate jurisdiction maintained only through court of records.	
16	ARC recommends that government needs to adopt the method of ensuring accountability by linking accountability with duties and responsibilities of government employees.(Refer ARC's 4th Report on Personnel Reforms (Chapter 5 Para 5.14(i)).	Guidelines regarding PAR of Gazetted Officers (non technical) has since been issued.
17	Steps need to be taken to create awareness among the departments on the purpose of auditing. This is essential for audit to achieve intended results. Auditors need to be given required training in the audit process.	May be accepted Action : All Departments
18	The Internal Audit (IA) wing and Internal Vigilance Wing requires the service of experienced officers. Systematic selection procedure for these wings needs to be ensured. The post of Vigilance Officer needs to be a Selection Post. This will take care of many constraints faced by the department. Selection procedure for IAW & Internal Vigilance Wing shall be based on test cum seniority. Test shall be designed to ensure that qualified and competent people are selected. At present, personnel who are not considered for posting elsewhere is often posted to internal audit/vigilance team	Sl.No.18 to 20 Recommended. Selection procedure may be implemented. A competent officer should be selected and posted as Vigilance Officer. Action : All Departments

	<p>without giving them any training or orientation. A separate cadre of audit/vigilance staff with sufficient training on the subject needs to be created.</p>		
19	<p>Internal Audit needs to be given required independence to ensure that the reports are not affected by any conflict of interest. Personnel posted to the wing needs to be given required training. IA is a concurrent function and this spirit needs to be reflected in its functioning.</p>		
20	<p>Findings of Internal Audit and Internal Vigilance, and action taken on them needs to be highlighted in Annual Reports of the departments.</p>		
21	<p>Manuals and department specific standard operating procedures for internal audit and vigilance needs to be prepared. Internal audit cells shall be activated in all departments by giving proper training to the personnel posted to them. Action shall be taken against departments that do not have effective internal audit and vigilance wing.</p>	<p>Sl.No. 21 to 24 Recommended. Electronic Audit system and technology should be used, which makes the audit timely and effective. Modern technology aided mechanism be introduced to</p>	
22	<p>A Standing Committee on Audit may be set up for monitoring internal audit process and for ensuring compliance of findings of Internal Audit.</p>	<p>ensure error - free audit. e-audit system to be brought in force.</p>	
23	<p>ARC recommends to devise a system whereby every project is given a project code and funds released based on the code to ensure that money is not repeatedly spent for same</p>	<p>Action : LSGD & Finance</p>	

	schemes/ projects from multiple sources/levels.		
24	An effective system of monitoring of internal audit process that indicates progress of internal audit, issuing of Internal Audit Reports, receipt of replies and clearance of paragraphs needs to be developed. This will help the HoDs in ensuring that Internal Audit is conducted as per schedule and audit reports are complied with.		
25	ARC recommends to government to form audit teams at regional/district level, wherever required by deploying persons from existing employees. Government needs to have a relook at TA ceiling fixed for the Internal Audit wing.	Not recommended. E-audit system should be introduced. Travel should be minimized.	ഇ-ഓഡിറ്റ് സംവിധാനം നടപ്പാക്കുന്നതുവരെ ഓഡിറ്റ് ചീഫുകൾക്ക് താഴെ ചെലവുണ്ടാകണം. ടി.എ. സീലിംഗ്, ഇന്റേണൽ ഓഡിറ്റിംഗോ ഇൻറേണൽ വിജിലൻസിനോ തടസ്സമാകുന്നില്ലെന്ന് അറിയാതെ പരിശോധിച്ച് കിടന്നാൽ സമർപ്പിക്കുക. Action : Finance Department
26	Follow-up on actions against employees of the department who create liability/debt through internal maladministration needs to be enforced. Cases where criminal misconduct under Section 13 of the Prevention of Corruption Act are proved needs to be forwarded to Vigilance. Based on the findings in Audit, action shall be initiated to recover loss from the concerned officer.	May be accepted. Action : All Departments	അംഗീകരിച്ചു. Action : All Departments

27	Finance Inspection (Technical) Wing has Civil, Mechanical and Electrical engineers. Services of Electronics and IT engineers are also required by the department. The Commission finds it a genuine requirement and recommends to government to fill this gap.	Finance Inspection should be result oriented. The inspection should focus on large scale irregularities and best practices. Mechanical Engineers may not be required and those posts may be converted to Electronics & IT Engineers. Action : Finance	സെക്രട്ടറിയുടെ കമ്മിറ്റിയുടെ നിർദ്ദേശ പ്രകാരം 29 ന്റെ നടപടികൾ കൈമാറ്റം പരിശോധിക്കുക. Action : P&ARD and Finance Department
28	District Purchase Committees which are currently non-functional needs to be strengthened. Reporting by departments on status of purchases needs to be ensured. This shall be initiated by developing a suitable online system for reporting. ARC recommends revamping of the wing and make it capable of carrying out the responsibilities entrusted to it.	District Purchase Committees may be revamped. Purchase can be made through 'GEM'. Deviation from this system may be identified and corrected by Finance Inspection Wing. Action : Finance	പരിഷ്കരണം എല്ലാ വർഷം ഏറ്റവും പരിഷ്കരണം നടപ്പിലാക്കി പരിശോധിക്കുക. കമ്മീഷൻ ശുപാർശകളനുസരിച്ച് ഇടർന്നുനിൽക്കുന്ന സാമ്പത്തിക വകുപ്പിന് നിർദ്ദേശം നൽകുക. GEM ഉപയോഗിക്കാനുള്ള നിർദ്ദേശം അംഗീകരിച്ചു. Action : Stores Purchase Department & Finance Department
29	Government may consider the following suggestion of ARC. Inspection wings that are attached to various departments/sections/wings of government-CTE, Finance Inspection Wing from the Finance Department, Administrative Vigilance Cell from P&ARD and Inspection wing of the Stores Purchase	Not recommended. Physical inspections may be reduced. All inspections to be made by electronic means as far as possible especially as the departments also increase their	ശുപാർശകളിൽ പരാമർശിച്ചിട്ടുള്ള പരിശോധനാ സംവിധാനങ്ങൾ സെക്രട്ടറിയുടെ വകുപ്പുകളുമായി ബന്ധപ്പെട്ട് പ്രവർത്തിക്കുന്നതാണ്. ഇലക്ട്രോണിക്സ്

	<p>Department, needs to be detached from these departments to form an independent mechanism for effective functioning of the inspection mechanisms. This will allow obtaining a holistic view of the issues to be addressed irrespective of issue being financial, technical or administrative. Other important benefit of a separate mechanism is that it can free LSGIs from too many audits and inspections by multiple agencies. The team under this mechanism shall inspect the case/issue and assess the cause and suggest corrective mechanisms. ARC recommends that government needs to institute a study, preferably by an external agency for setting up a unified mechanism for inspections.</p>	<p>use of electronic systems. The systems should have error checks inbuilt into them. Manual auditing should focus more on the checks and balances and procedures and whether good practices are followed by the organization.</p>	<p>സംരക്ഷണങ്ങൾ ഉപയോഗിച്ചുള്ള പരിശോധനകൾക്കും അന്വേഷണങ്ങൾക്കും പരിമിതിയുണ്ട്. കഴിയുന്നത്ര അങ്ങനെയൊക്കെയൊക്കെയും നേരിട്ടുള്ള പരിശോധന പൂർണ്ണമായും ഒഴിവാക്കാൻ കഴിയില്ല. ആയതിനാൽ കർമ്മീഷൻ ശുപാർശ "സെക്രട്ടേറിയറ്റ് പരിഷ്കരണം" എന്ന വിഷയത്തിൽ ഉൾപ്പെടുത്തി പരിശോധിക്കുക. Action : P&ARD and Finance Department</p>
<p>30</p>	<p>Facility for online registration of complaints needs to be made available in all grievance redress institutions. Commissions and other grievance redress mechanisms in the state needs to develop online portals for this purpose. ARC recommends that government needs to consider grievance redress through quasi-judicial institutions as a priority and provide sufficient resources, including human resources with required skills for the purpose.</p>		<p>ക്രമനമ്പർ 30-32 ബന്ധപ്പെട്ട കമ്മീഷനുകളുടെ ശ്രദ്ധയിൽപ്പെടുത്താൻ നടപടി സ്വീകരിക്കുക. Action : All Departments</p>
<p>31</p>	<p>Grievance redress mechanisms need to assess the nature of grievances received by them, analyse it and recommend measures to address reasons for</p>	<p>Grievances can be avoided by improving system. Redressal of grievances should</p>	

	<p>grievances by the government. This is essential to prevent recurrence of grievances. They need to recommend mechanisms for continuous improvement of the system. Government needs to encourage/prompt redress mechanisms to provide feedback periodically for taking up systemic reforms.</p>	<p>be the primary responsibility of the organization. Online systems can reduce grievances. The focus should be more on strengthening the organization than on creating external agencies.</p>	
<p>32</p>	<p>The employees recruited needs to be imparted required training before posting to the Commissions. The staff maybe liable for transfer between the Commissions. Special rules may be framed in this regard at the earliest.</p>		
<p>33</p>	<p>ARC recommends to undertake wide publicity through state, regional and local media as well as through digital media to create awareness regarding grievance redress mechanisms among people, particularly among vulnerable and marginalised groups of people including women, persons with disability, scheduled castes, scheduled tribes and people living in remote areas of the state. Periodic advertisements in media, publishing and distribution of bulletins, pamphlets on the organisations, and publishing relevant information on the website of the organisations etc., needs to be done.</p>	<p>Sl.No.33 to 35 may be accepted. Along with rights, the duties and responsibilities should also be emphasized. Action : I&PRD in association with all departments</p>	<p>ശ്രമ നം.33 - 35 അംഗീകരിച്ചു. Action : I&PRD in association with all departments</p>
<p>34</p>	<p>Every office needs to display its organisational structure at a prominent place, indicating</p>		

35	<p>names of officers and their functions.</p> <p>Efforts need to be taken to create awareness among the school and college students. A panel of experts may be created to take awareness classes in schools and colleges. Civil rights shall be made part of school curriculum. Seminars need to be conducted for senior functionaries of the Education department. Services of advocates, willing officials may be considered for voluntary services for the purpose.</p>		
36	<p>State wide campaign for propagation of the relevance of quasi-judicial public grievance redress organisations needs to be initiated. Seminars, awareness camps etc., also need to be held. Government training institutions like IMG, KILA, ILDM etc., shall include modules on Grievance Redress Organisations in every course conducted by these institutions. LSGIs need to play a prominent role in awareness creation.</p>	<p>Respective departments may devise Grievance Redressal mechanisms and ensure that grievances are not generated. Existing Grievance Redressal Mechanism may function effectively.</p>	<p>ക്രമ നം.36 - 37 അംഗീകരിച്ചു. Action : All departments</p>
37	<p>Time limits shall be fixed for approval or rejection of petitions. The Commission recommends that grievance mechanisms need to specify standards for services and time limits that are reasonably acceptable to the public. The Public Grievance Redress Commissions are committed to timely redress of grievances filed before them. It</p>	<p>Recommended. Action : All Departments</p>	

	<p>will be appropriate to prescribe time limit for each stage of redress and types of grievances.</p>		
<p>38</p>	<p>ARC recommends that officials responsible for delay in furnishing required information needs to be held accountable and suitable action taken against them. Orders issued by the Commissions/Ombudsman etc., needs to binding if they are not in conflict with existing legal framework. Authority may be vested on the Commissions to impose penalty for noncompliance. This will facilitate better implementation/acceptance of recommendations of these organisations.</p>	<p>The organizations may be made responsible and be managed effectively to achieve their vision and mission.</p>	<p>പരാതി പരിഹാര സംവിധാനങ്ങളായ കമ്മീഷനുകളിൽ നിന്നും മറ്റും ആവശ്യപ്പെടുന്ന കാര്യങ്ങൾക്ക് മറുപടി താമസംഗിത നൽകുന്നത് സംബന്ധിച്ച ശിപാർശയാണിത്. ഇക്കാര്യം ചൂണ്ടിക്കാട്ടി സർക്കുലർ പുറപ്പെടുവിക്കാൻ നടപടി സ്വീകരിക്കുക. Action : GAD</p>
<p>39</p>	<p>ARC recommends that social audit needs to be carried out in the Commissions to understand their functioning and analyse areas of public interface to make necessary suggestions for changes in procedures etc., to enable public grievance redress organisations to be more people-friendly.</p>	<p>May be accepted in principle. Action : All departments</p>	<p>ക്രമനമ്പർ 39 & 40 പരാതി പരിഹാര സംവിധാനമായി പ്രവർത്തിച്ചുവരുന്ന കമ്മീഷനുകളെയും മറ്റും ഉദ്ദേശിച്ചുള്ള ശിപാർശയാണിത്. അത്തരം കമ്മീഷനുകളുടെ പ്രവർത്തനം അവയുടെ രൂപീകരണ ലക്ഷ്യങ്ങൾക്ക് അനുസരിച്ചാണോ എന്ന് വിശദീകരിക്കേണ്ടതുണ്ട്. അതിനായുള്ള സംവിധാനം എങ്ങനെ മേന്മയാക്കണം ശിപാർശ സമർപ്പിക്കാൻ കമ്മീഷനുകളോട് ആവശ്യപ്പെടുക. Action : All Departments</p>
<p>40</p>	<p>It is recommended that a system for periodical review of the functioning of the public grievances redress organisations needs to be evolved. It may be an internal mechanism in Government or a committee of the Legislature.</p>	<p>Recommended. Every department should have an internal grievance redressal mechanism. Action : All departments</p>	<p>പരാതി പരിഹാര സംവിധാനമായി പ്രവർത്തിച്ചുവരുന്ന കമ്മീഷനുകളെയും മറ്റും ഉദ്ദേശിച്ചുള്ള ശിപാർശയാണിത്. അത്തരം കമ്മീഷനുകളുടെ പ്രവർത്തനം അവയുടെ രൂപീകരണ ലക്ഷ്യങ്ങൾക്ക് അനുസരിച്ചാണോ എന്ന് വിശദീകരിക്കേണ്ടതുണ്ട്. അതിനായുള്ള സംവിധാനം എങ്ങനെ മേന്മയാക്കണം ശിപാർശ സമർപ്പിക്കാൻ കമ്മീഷനുകളോട് ആവശ്യപ്പെടുക. Action : All Departments</p>

<p>41</p>	<p>Data on public grievances received by the organisations needs to be analysed at regular intervals to understand nature of cases, cause of complaints etc., and to give feedback to the departments/authorities concerned on the areas that require interventions. Based on the feedback from the Commissions, the concerned departments need to take policy/legal/structural reforms to address the issues and to ensure reduction in public grievance.</p>	<p>May be accepted. Action : All Departments</p>	<p>അംഗീകരിച്ച Action : All Departments</p>
<p>42</p>	<p>ARC recommends formation of a mechanism by the Government for monitoring implementation of recommendations of public grievance redress Commissions/organisations. Amendments need to be made in the concerned Acts for inclusion of monitoring mechanism. This is essential to realise potential of the organisations and to improve their effectiveness.</p>	<p>Respective departments may strengthen their own public grievance redressal mechanism.</p>	<p>പരാതി പരിഹാര സംവിധാനമായി പ്രവർത്തിച്ചുവരുന്ന കമ്മീഷനുകളെയും മറ്റും ഉദ്ദേശിച്ചുള്ള ശുപാർശയാണിത്. അത്തരം കമ്മീഷനുകളുടെ പ്രവർത്തനം അവയുടെ രൂപീകരണ ലക്ഷ്യങ്ങൾക്ക് അനുസരിച്ചാണോ എന്ന് വിലയിരുത്തേണ്ടതുണ്ട്. അതിനുള്ള സംവിധാനം എന്നൊരവേണമെന്ന ശുപാർശ സമർപ്പിക്കാൻ കമ്മീഷനുകളോട് ആവശ്യപ്പെടുക. Action : All Departments</p>
<p>43</p>	<p>Government needs to take steps to institutionalise mechanisms to undertake qualitative studies to help analyse and document contemporary changes and transitions in the</p>	<p>Existing institutions in various sectors may undertake qualitative policy research.</p>	<p>കമ്മീഷനുകളെയും മറ്റും ഉദ്ദേശിച്ചുള്ള ശുപാർശയാണിത്. ഗവേഷണ പഠനങ്ങൾ ഇത്തരം</p>

	<p>social structure for initiating necessary interventions for the benefit of the target group. This will help in making the institutions more responsive to larger issues in society and contribute to socio economic development related debates in the state. ARC recommends that a reasonable allocation of funds shall be provided as grants to these organisations to take up qualitative research. Reports thus prepared, along with recommendations need to be considered as policy recommendations and needs to be followed up by concerned departments and action taken reported to the Commission.</p>		<p>കുടിവെള്ളം ഉറപ്പാക്കി നിലനിർത്തിക്കൊടുക്കുക. കൃഷിയിലും മത്സ്യത്തൊഴിലിലും സഹായം നൽകുക. നിലവിലുള്ള കെട്ടിടങ്ങൾ പരിശോധിച്ച് മെച്ചപ്പെടുത്തുക. പുതിയ കെട്ടിടങ്ങൾ പണി തുടങ്ങിക്കൊടുക്കുക. നിലവിലുള്ള കെട്ടിടങ്ങൾ പരിപാലനം നൽകുക.</p> <p>Action : All Departments</p>
<p>44</p>	<p>Majority of these organisations are functioning in rented buildings without required infrastructure facilities. Frequent change of place and office address is common. Considering the importance of these institutions, it is recommended to provide sufficient infrastructure including buildings with proper access.</p> <p>i. ARC suggests that a common office for accommodating all the organisations in one place needs to be considered by government. (Another recommendation for creating a common establishment facility for Commissions/ Ombudsmen will be in line with this recommendation).</p> <p>ii. Government may, in consultation with the Grievance Redress organisations have</p>	<p>Finance Department may examine the matter.</p> <p>May be deferred as it involves huge financial</p>	<p>പരിഗണനാർഹമായ കെട്ടിടങ്ങൾ നൽകുന്നതിൽ സർക്കാർ ശ്രദ്ധിക്കണം. ഇവയുടെ പ്രവർത്തനം മെച്ചപ്പെടുത്താനും പുതിയ കെട്ടിടങ്ങൾ പണി തുടങ്ങിക്കൊടുക്കാനും നിലവിലുള്ള കെട്ടിടങ്ങൾ പരിപാലനം നൽകാനും സർക്കാർ ശ്രദ്ധിക്കണം.</p> <p>Action: PWD</p>

	<p>common designations for similar posts. If government implements the recommendation for constructing a 'Parathi Parihara Bhavan' for accommodating various GRIs in Thiruvananthapuram, a common establishment/common secretariat maybe considered for these organisations. Pooled system for CAs, attenders and other supporting staff may also be considered with common Tapal, Website, vehicle pool, messenger service, IT wing and security arrangements etc. Posts of Assistants/ clerks and other positions may be continued as of now with each Grievance Redress Institutions.</p>	<p>commitment.</p>	
<p>45</p>	<p>It is important for these organisations to have employees who have required qualification and aptitude to facilitate their functioning. ARC recommends that government may take steps to ensure that at least one-third of the employees in Grievance Redress organisations are permanent staff. Creating separate cadre of permanent employees for each Commission/quasi-judicial body is not advisable, as times go on permanent staff may become obsolescent due to absence of transfers and lack of promotional avenues. An alternate may be creating a separate cadre of officials for all the grievance redress organisations, through common recruitment and provision for</p>	<p>P&ARD may conduct a study on the matter.</p>	<p>അംഗീകരിച്ച Action : P&AR(AR6) Department</p>

	transfer between the institutions. This specially recruited and qualified staff will assist in increasing effectiveness and efficiency of grievance redress mechanisms to deal with grievances of the public. Government needs to study the issue of staffing of these organisations urgently and address their issues concerning human resources.		
46	It also needs to be ensured that employees posted to the organisations are selected on the basis of aptitude, commitment and qualification for handling public grievance redress function of the Commissions.	Recommended. Action ; All Departments	അംഗീകരിച്ച Action : All Departments
47	Separate or common Websites needs to be developed for the commissions/ombudsman. This can be a common web portal with links to each organisation or separate for each. Provisions for registering complaints, tracking complaints, facility for online payment of fees and provision for downloading relevant documents/judgments needs to be provided on the website. It is preferable to exempt Tribunals from charging fees. Government may consider exempting payments from service charges. Possibility of developing mobile applications also needs to be explored.	Existing online portals may be made more functional.	ക്രമനമ്പർ 44 ഡെ ഉത്തരവ് നവ്വേദനകൾക്കും പരിശോധനകൾക്കും Action : E&IT Department in consultation with PWD
48	The Commissions/Ombudsman needs to conduct sittings in all the districts in alternate months to ensure access to all people.	Subject to availability of space, sitting may be arranged.	അംഗീകരിച്ച Action : All Departments

	<p>Venues like conference hall of District collector, District Panchayat and District Revenue Tower may be utilised for the purpose. Files pertaining to each district may be kept at the district offices to avoid delay in transfer of files. The Staff at the State office may be redeployed to District offices.</p>	<p>Action : All Departments</p>	
<p>49</p>	<p>Cases in which the State Government is a respondent, there is reluctance on the part of concerned officials to attend the hearing and cases gets postponed indefinitely. However, if the complainant could not report for hearing due to unavoidable reasons cases are dismissed without further notice. This practice needs to be curtailed. Nonappearance by government officials shall attract penal action and adjournments may not be given.</p>	<p>Each individual department should monitor the respective cases to avoid delay.</p>	<p>അംഗീകരിച്ച Action : All Departments</p>
<p>50</p>	<p>Guidelines, with clarity need to be issued fixing criteria for appointment of members in various public grievance redress organisations. This is essential to ensure proper functioning of these organisations and robustness of the mechanisms.</p>	<p>May be accepted Action : P&ARD</p>	<p>ഇത്തരം തിരഞ്ഞെടുപ്പുകൾ സ്റ്റാറ്റ്യൂട്ടറി സന്നിധനങ്ങൾ ആയതിനാൽ ബന്ധപ്പെട്ട ചട്ടങ്ങളിലാണ് തിരഞ്ഞെടുപ്പ് നടത്തിയിരിക്കുന്നത്. ബന്ധപ്പെട്ട വകുപ്പുകൾ ഇക്കാര്യം പരിശോധിച്ച് സമര്പ്പിക്കാൻ ആവശ്യപ്പെടുക. Action: All Departments</p>
<p>51</p>	<p>a. Grievance Redress by government departments • ARC recommends that</p>	<p>Internal Grievance Redressal mechanism should</p>	<p>അംഗീകരിച്ച. Action: All Departments</p>

	<p>government needs to review existing grievance redress mechanisms and take steps to improve their efficiency. Steps need to be taken to create awareness among the people regarding systems established for redress of public grievances.</p> <ul style="list-style-type: none"> • Categorisation of grievances/petitions based on subjects needs to be done with the assistance of Information technology tools. This is essential for identifying reasons for grievances and their redress by amending rules / regulations / procedures and through policy initiatives, if necessary. • Apart from remedy through regular grievance redress systems, government needs to consider holding Adalaths on specific issues at the district/taluk/village levels once in six months or as required. District Collectors may be entrusted with the responsibility to identify issues where grievances are high and take steps for immediate redress. 	<p>be made by every department. CM Portal should be monitored properly to redress grievances. Generic electronic system should be monitored by HoDs of each department. Secretary should review the Grievance details.</p> <p>Action : All departments</p>	
	<p>b. Kerala State Human Rights Commission</p> <ul style="list-style-type: none"> • The post of IG in the inspection wing of the Commission is vacant for many years. 	<p>The recommendations related to Commissions may be examined by the respective Commissions.</p>	<p>അംഗീകരിച്ചു. Action: Law Department</p>

<ul style="list-style-type: none"> • Relevance of investigating wing in the Commission needs to be reassessed/ relooked. 		
<p>e. State Information Commission, Kerala</p> <ul style="list-style-type: none"> • The Information Commission needs to establish a website in Malayalam by linking all the government departments/ institutions and PIOs. Facility for online submission of applications and payment of fees shall be provided and government may consider exempting the fee from service tax. All applications received may be published on the website as a public document to avoid black mailing and repeat submissions. To ensure the responsibilities of the public authority as specified in section 4, all information about an organisation shall be published on the website. Adalaths may be organised to clear pending applications. • At present, there is no time frame for disposal of second appeal as per section 19 of the Act and for settling of complaints as per section 18. Time frame needs to be fixed for these and a citizen charter prepared for the 	<p>The recommendations related to Commissions may be examined by the respective Commissions.</p>	<p>അംഗീകരിച്ചു. Action: GAD</p>

	<p>Commission.</p> <ul style="list-style-type: none"> • It may be ensured that funds allocated by the State for awareness creation about RTI Act among the people is spent in all the districts. • RTI register needs to be maintained in all the public offices and the registers shall be duly filled by indicating date of receipt of application and dispatch of reply. Possibility of sending reply including files through email may be explored. While rejecting applications, relevant clause for rejection under section 8 is not mentioned by the PIOs. Suitable training needs to be imparted to the PIOs. Penalty imposed against erring PIOs shall be recovered without delay. • There are repeated cases of denial of certified copies, plans and court documents by many PIOs. Such cases may be examined, and the State shall take a decision in this regard. 		
	<p>d. Kerala Right to Service Act,2012</p> <ul style="list-style-type: none"> • In spite of the fact that various grievance redress mechanisms including different commissions are functioning in the country, the number of grievances 	<p>Absence of electronic service delivery is the major issue which needs to be addressed. This may be remedied.</p>	<p>സേവനസൗകര്യം നിയമം ഫലപ്രദമായി നടപ്പിലാക്കുന്നതിനുള്ള ശിപാർശയിൽ കടുത്ത പാഠനം ആവശ്യമാണ്. ഇതിനായി നിയമ സെക്രട്ടറി, ഉദ്യോഗസ്ഥ</p>

<p>filed at various commissions are increasing day by day. This indicates that to minimise/eliminate grievances and ensure that prompt services are provided to the citizens effective steps need to be taken to study the nature and cause of grievances. Initiatives like citizen's charter, RTS etc., aims at achieving this. A relook about the functioning of these mechanisms and evolution of a more effective system that suits the requirements of the people is essential.</p> <ul style="list-style-type: none"> • All necessary steps as stipulated in the Act are already taken by government for implementation of the Act. Services of almost all departments have been notified under this Act. But unfortunately, the public and civil servants are unaware of the presence of the Act. Main reason for this state of affairs is considered to be the absence of an independent supervisory authority as in the case of State Information Commission. • There is an urgent need to amend the Act to make it more effective. The amendment in the 	<p>ഭരണപരിഷ്കരണ സെക്രട്ടറി, നെതൂഭരണ വകുപ്പ് സെക്രട്ടറി എന്നിവർ അടങ്ങുന്ന ഒരു കമ്മിറ്റിയെ ചുമതലപ്പെടുത്തുക. Action: P&ARD</p>
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	<p>Act can be combination of measures to overcome implementation failures. It needs to aim to improve public service implementation in the long-term. Government may constitute a committee to study existing legislations on 'Right to Services Act' and constitution of 'Right to Services Commission' and effect necessary amendments to make the Act capable of ensuring time bound services to the people. This will be an effective step towards better governance and people centered service delivery.</p> <ul style="list-style-type: none"> • Awareness Creation on Right to Service Act and Right to service Commission is essential. To create broader awareness on the RTS Act a topic on RTS may be introduced in the school syllabus and questions on RTS may compulsorily be included examination for recruitments by Public Service Commission. 		
	<p>e.Kerala State Women Commission</p> <ul style="list-style-type: none"> • For providing free legal advice to the needy in-person/over the phone and for providing Free Legal Aid for BPL cardholders 	<p>May be examined by the Women's Commission.</p>	<p>അംഗീകരിച്ചു. Action: Women & Child Welfare Department</p>

	<p>free Legal Aid cell needs to be constituted in all the districts consisting of a panel of three women advocates (with 5 years Bar practice and socially committed to the cause of women).</p> <ul style="list-style-type: none"> • There is alarming increase in internet related crimes against women. The Commission needs to be enabled to access services of experts in cyber security. • Mahila Jagratha Samithi at the local level needs to be strengthened. The Commission can play an important role in creating awareness at the local level. 		
	<p>f. Police Complaints Authority</p> <ul style="list-style-type: none"> • ARC recommends to government to amend the Police Act 2011 and ensure clarity in its provisions. At present the Act has many provisions which are vague and lacks clarity. The Act shall include specific time frame for getting sanction from Government to prosecute police officers. • The Authority may be given the power to instruct DGP to withdraw cases charged without factual basis. The authority shall be given the power to conduct enquiry on custodial death. 	<p>Home department may examine this recommendation.</p>	<p>അനുബന്ധം Action : Home Department</p>

- g. Kerala Electricity Ombudsman KSEBL to consider and take appropriate action.
- Delegation of financial authority to settle disputed claims in KSEBI, need to be enhanced. KSEBL needs to consider delegating authority to the Assistant Executive Engineers of KSEBL to decide if the amount under dispute is under Rs.1 lakh, and above that by senior officers.
 - Appointments in CGRF need to be through a transparent process as in Consumer Forums. Special attention needs to be given to post technical officers with adequate experience in electricity distribution activities in the Consumer Grievance Redressal Forum (CGRF). Officials in electricity distribution activities need to be given training at regular intervals.
 - KSEBL has to review subject of dispute of each petition and give suitable direction to the field officers to redress grievances of the consumers and thereby avoid repetitive filing of petitions of similar nature by consumers. At the same time, KSEBL can approach KSERC for modifications of any regulations to assist in implementation.

അംഗീകരിച്ച
**Action : Power
 Department**

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| | <ul style="list-style-type: none">• All officials of the licensee need to be given intensive training on laws/regulations on electricity supply periodically as they are the first level to redress grievance of the consumers.• Consumers are the major stakeholders in supply of electricity. Sensitising consumers on laws and regulations on electricity distribution is urgently needed. Provisions of the Electricity Act 2003, Kerala Electricity Supply Code 2014, etc. needs to be disseminated among the public through mass advertising campaigns on their rights and entitlements along with their duties and responsibilities.• Currently the Electricity Ombudsman is functioning only as an appeal authority for Consumer Grievance Redressal Forum (CGRF). The Kerala State Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman Regulations, 2005) section 22 needs to be amended to enable ombudsman to directly receive complaint.• The prescribed fee of Rs. 10,000/- for filing appeal | |
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	<p>directly before Kerala State Electricity Regulatory Commission needs to be suitably reduced.</p> <ul style="list-style-type: none"> • All services provided by KSEBI. needs to be brought under Rights to Service Act. 		
	<p>h. Ombudsman for Local Self Government Institutions</p> <ul style="list-style-type: none"> • Website to be designed and provision for online tracking needs to be included. • In addition to the present system of receiving appeal based on notices, orders and actions, the LSG Ombudsman may admit appeals on the basis of information received. • Government may consider dispensing with fee for filing appeal • All services provided by LSGIs shall be brought under Right to Service Act, time frame for settling appeal needs to be reduced and the ombudsman may be empowered to impose penalty. 	<p>LSGD Department may examine this.</p>	<p>അംഗീകരിച്ചു. Action : LSGD</p>
	<p>i. Tribunal for Local Self Government Institutions</p> <ul style="list-style-type: none"> • Charge of LSGI Tribunal is held by additional district judge in Thiruvananthapuram. 	<p>May be accepted.</p>	<p>അംഗീകരിച്ചു. Action : LSGD</p>

	<p>Government needs to consider the possibility of giving charge to additional Judge in each district instead of special judge at Thiruvananthapuram. This will be more advantageous to public.</p>		
	<p>j. Vigilance Tribunals</p> <ul style="list-style-type: none"> As per the Prevention of Corruption Act, 1988 cases are tried by the Special Judges appointed by Government. In Kerala, there are six EC&SJs and their Head Quarters are at present at Thiruvananthapuram, Kottayam, Muvattupuzha, Thrissur, Kozhikode and Thalasserry. These EC & SJs are also appointed as Vigilance Tribunals with a specified area of jurisdiction and are appointed in this position in the exercise of powers conferred by Rule 3 of KCS (VT)Rules, 1960. While issuing orders of appointment as EC & SJs, separate notifications are issued designating them as Vigilance Tribunal specifying the area of jurisdiction. This practice is being followed as these Special Judges are also Enquiry Commissioners. But the paradox is that cases are not referred by 	<p>Vigilance Department may examine in the light of the recommendation on the 3rd report also.</p>	<p>ഭരണ പരിഷ്കാര കമ്മീഷന്റെ മൂന്നാമത് റിപ്പോർട്ടുമായി യുഗ ശിപാർശയ്ക്ക് ബന്ധമുള്ളതായി കാണാനില്ല. എന്നാൽ ഒന്നാമത് റിപ്പോർട്ടിൽ ഇതുമായി ബന്ധപ്പെട്ട ശിപാർശയുണ്ട്. പരിശോധിച്ച് സമർപ്പിക്കുക. Action : Vigilance Department</p>

government to Enquiry Commissioner for enquiry, exercising the powers. EC&SJs are judicial officers and they can enquire into allegations involving major punishments efficiently and can recommend to government action to be taken. EC&SJs in the state are active with the trial and disposal of several prosecution cases. In 2018-19 number of cases at the beginning of the year with EC&SJ, Thiruvananthapuram was 204, 21 cases were filed in 2018-19 and 46 disposed. The 179 pending cases include cases from 2007 to 18.

- Considering the above government may consider dispensing with the services of Vigilance Tribunals and designate Enquiry Commissioner & Special Judges (EC&SJ) as Vigilance Tribunals and establish 2 more courts of EC&SJs. Cases pending with the tribunals and their personnel may be transferred to them. EC&SJs may be able to conduct administrative adjudication under Prevention of Corruption Act 1988 and enquiries under KCS (VT) Rules

<p>more effectively.</p> <ul style="list-style-type: none"> • On dissolution of the Vigilance Tribunals, the officials may be considered for appointment/ deployment in similar positions under Government such as Industrial Tribunals, etc. It may be noted in this connection that government have not declared probation, confirmation, etc. of persons appointed as Vigilance Tribunals. • Government needs to ensure that cases in respect of Gazetted Officers attracting major penalty, and other important matters are referred to EC&SJs (on dissolution of offices of V.T) for enquiry. This will enable the Secretaries to Government/HODs to focus their attention on developmental activities of the department. • Time taken for giving prosecution sanction by government to initiate action against public servants may be limited to 30 days. If sanction is not received within 30 days it may be treated as sanctioned. 		
<p>k. Kerala Administrative Tribunal (KAT)</p> <ul style="list-style-type: none"> • More institutions need to be brought under the 	<p>May be accepted.</p>	<p>പരിഗണിക്കേണ്ടതല്ല</p>

purview of KAT to achieve the objectives for its formation. Service matters of PSUs, Boards and similar institutions may be brought under the purview of KAT. This will help in speedy redress of the grievances of employees of these organizations, and Courts including H'ble High Court will be able to reduce pendency of cases. As a first step, statutory corporations in the state - KSRTC, KSEB, KWA etc., may be notified under Section 15 (2) of Administrative Tribunals Act 1985 for speedy adjudication of service matters of these organisations.

- Support of government and NIC needs to be ensured to enable KAT in increased use of ICT for benefit of its stakeholders. KAT needs to have systems in place for eliminating delay in taking decisions on all appeals. Appeals related to PSC needs to be given priority.
- Government may consider if facilities can be made available for conducting sitting of the Tribunal in all the districts.