

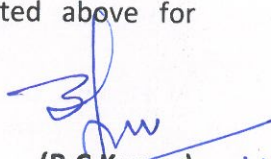
**No. 8-11/2017-18-Fin.
Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, New Delhi
(Finance Branch)**

Dated: /05/2018

Sub:- "Action Points emerging from interactions of senior officers of different Ministries with Hon'ble Prime Minister of India."

The undersigned is directed to enclose a copy of O.M No.16-30/2018-O&M Dated the 12th April, 2018 from Consultant (Coord.), Department of Telecommunications on the subject cited above for information/ necessary action please.

Encl. As above.


(R.C. Kumar)
ADG (Finance) 7/6

To,

All Pr.CsCA/CsCA/Jt.CCA/DG (NICF)
Under secretary (SEA) for uploading on DoT website

No. 16-30/2018-O&M
Government of India
Ministry of Communications
Department of Telecommunications

Sanchar Bhawan,
20 Ashoka Road, New Delhi- 110001
The 12th April, 2018


OFFICE MEMORANDUM

Subject: Action Points emerging from interactions of senior officers of different Ministries with Hon'ble Prime Minister of India

It may kindly be informed that the Hon'ble Prime Minister of India had interactions with officers at the level of AS/JS and Director/DS. A number of ideas were put forward during these interactions. Enclosed is a list of points starting with observations of the Hon'ble Prime Minister of India followed by suggestions/recommendation by officers present during these interactions. Some of the points are general and some of the points are specific in nature. An attempt has been made to indicate the Divisions who would be concerned with the Action Points. Even then other Divisions not specifically earmarked may also have specific suggestions on any of the points. All the Wings are requested to examine the points and offer their reactions and comments against the points they feel they are concerned with directly or may have recommendations or suggestions on others. If any Wing has already initiated or introduced a particular change those may also be brought to the notice of this Division so that the same may be incorporated in the consolidated statement that is being prepared.

2. It is specially requested that the senior wing heads as overall in-charge of different Wings may guide the respective officers so that a suitable Plan of Action may be drawn up following the interactive session with the Prime Minister of India and taking advantage of interactions by introducing certain innovations or bringing in changed worked patterns in DoT for bringing in effectiveness.

3. It is requested that the feedback may be made available to this Division 27.04.2018 positively.


(Ranjan Kumar)
Consultant (Coord.)
Tele: 23036225
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To

Sr. DDGs/JS(A)/JS(T)/All DDGs

Copy for information: Member(F)/Member(S)/Member(T)/Pr. Economic Adviser

Copy also for information: PSO to Secy (T)/PPS to Spl. Secy

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Action Points emerging from interactions of senior officers of different Ministries with Hon'ble Prime Minister of India

OBSERVATIONS MADE BY HON'BLE PRIME MINISTER

- Speed of decision making is critical-officers should constantly endeavor to reduce delays in processes(All Ministries)- **JS/DDGs**
- Comments on Cabinet Notes and issues which need Inter-Ministerial consultation, should be attended to on priority (All Ministries)- **JS/DDGs**
- Need to reach out to everyone in the team- break the habit of working in silos. Knowledge sharing is necessary and helps better decision making- **JS/DDGs**
- Need to have a positive attitude towards work – behind every file are people. Whatever you do or not do, impacts the entire country. Need to be aware of this always.- **JS/DDGs**
- Innovations need not be big always- small changes can bring in big impact - **JS/DDG(C&A)**
- Learning never ends- there is always something to learn from everyone with whom we work.- **All Wings**
- Successful experiments in governance should be documented and developed into a framework for replication across the country. Institutions of repute may be engaged in this regard- **All CCAs**
- An award to incentive innovation among officers – **All CCAs in DoT**
- Simplification of Rules needs immediate attention- annual revalidation of all Government circulars and orders is a must – **All CCAs in DoT and DDG(C&A)**
- In-house capabilities be developed in Ministries/Departments, to reduce dependence on consultants/external vendors.- **All CCAs in DoT**

OTHER ACTION POINTS :

- Pilot projects be introduced to foster innovations – **Skill Development and Licensing Wings**
- Cabinet Note to indicate content as well as medium of information dissemination about the proposal – **All Wings**
- Hard copies of Government orders / guidelines should be an exception. E-mode in the preferred mode- **All Wings**
- Government websites should be made interactive- **DDG(IT) & Media Cell**
- Need to move from Process based administration to Performance based administration. Each officer to be given clear task with freedom and responsibility – **JS(A)/DDGs**
- Innovation needs system flexibility. 1% budget of each department may be considered to be allocated for innovation – **JS(T)/DDG, Skill Development**
- Central Secretariat has lost field focus. Officers may be mandated to spend atleast 5-6 days in a month in the field. Have singularity of purpose.- **JS/DDGs**
- Introduction of Electronic Health card to make diagnostics simpler and cheaper. This would reduce cash transactions and bring in efficiency in health services

- especially to the poor. Predictive analysis of data needs to be undertaken to monitor and regulate major health issues (like disease outbreaks)- **DDG(A/cs)**
- PSUs have surplus land at their disposal. A Landbank of PSUs may be set up which can in turn be used to set up industries in areas which need them.] T F
- **Admn.(USOF)JS(A)/DDG(SU)**
 - Officers do not take decisions for fear of failure. It is time we talk about Attempts/Failures also and not just successes.- **JS/DDGs**
 - There is need for communication between senior and juniors. Need for a department vision and not just project plans. Need to align all employees of the organization to the vision of the organization. - **JS/DDGs**
 - The current system of OMs and orders needs to be revamped. Instead of multiple orders on the same subject, each department should undertake an annual validation of all OMs on the same subject. While doing so, all earlier orders on the subject should be subsumed and only one OM should remain current. Consolidation of circulars as has been done in MNREGA should be done. -**DDG(C&A)**
 - Government as a whole, should focus on process simplification. Process reforms to be part of APARs of officers. **JS(A)& DDG(C&A)**
 - MoRTH web portal- all 6.2 lakh villages online- the entire acquisition process and steps online – seamless flow of proposals from States to Centre and e-gazetting. This needs to be linked to PFMs- so that payments are made just in time and there is no parking of funds. - **DDG(A/cs)**
 - Mobile apps in vernacular may be developed for field staff, to help implementation of schemes.- **DDG in the O/o DG(T) and DDG(E&T)**
 - Need to match job requirement with skill sets of employees.- **DDG(SD)**
 - Need to ensure quality of people who enter into Government, they should have a spirit of public service. Government recruitment advertisements may need to be more motivating/attractive like those of defence forces.- **All CCAs in DoT**
 - 15/20 villages in LWE districts may be indentified for cluster development model for delivery of service.- **Admn. (USOF)**
 - All Government correspondence in Orissa online- this has reduced corruption.- **For information of all and in particular IT Division of DoT**
 - Before making new Acts, we should assess the relevance of old enactments and dispense with them. - **JS/DDGs**

FOR INFORMATION :

- Despite high mobile phone penetration, only 21 crore people in the country have access to high speed data, which makes it difficult to use the various apps developed for services. USSD system is a possible solution- this can work on any phone - **Primarily Ministry of Electronics & IT**

- CPGRAMS needs to be linked with the State Government to follow up grievances - (**Primarily Department of Administrative Reforms & Public Grievances**).
- Swachhta should be a part of education in order to bring about behavioral change in the country - (**Primarily Ministry of HRD**), **C&A** and **GA Division of DoT**