No. 16-15/2015-O&M
Ministry of Communications & IT
Deptt. of Telecommunications
20, Ashoka Road, Sanchar Bhavan, New Delhi

Dated 29.05.2015

OFFICE MEMORANDUM

Subject : Minutes of the meeting held on 18.05.2015 regarding Implementation of Recommendations of 2nd ARC in DoT.

The undersigned is directed to circulate Minutes of 18th monthly meeting held under the chairmanship of Secretary (Telecom) with the concerned Wing Heads on 18.05.2015 (Monday) at 11.00 A.M. in the Committee Room, 2nd Floor, Sanchar Bhawan regarding implementation of recommendations of 2nd ARC in DoT, for information and compliance.

2.   A questionnaire/checklist for providing general inputs for the monthly ARC meeting(s) are also enclosed for furnishing the information concerning their respective wings which should be filled up and sent to the undersigned by **5th of every month beginning June, 2015.** A soft copy of the Questionnaire/checklist is also being placed in Knowledge Management System of e-office for your convenience.

Encl: As above.

(VIMAL)
Under Secretary (C&A)
Tele. 23036073

Distribution :

Concerned Divisional Heads (By Name)

Copy for kind information to –

1. JS(ARC), D/o AR&PG.
2. PPS to Secretary (T), DoT
3. PPS to Secretary, D/o AR&PG
4. Sr. PPS to Member(S)/Member(T)/Member(F)./Administrator, USOF,DoT
5. PPS to SS(T)
6. PPS to DDG (C&A)

Copy also to: Director (IT-2) for uploading to 'Knowledge Management Section' of e-office under the segment earmarked for DDG (C&A)

<u>MINUTES OF THE MEETING HELD ON 18.05.2015 (MONDAY) IN COMMITTEE ROOM, 2nd FLOOR, SANCHAR BHAWAN AT 11.00 AM REGARDING IMPLEMENTATION OF THE RECOMMENDATION OF 2nd ARC IN DOT.</u>

18th monthly meeting was chaired by Secretary (T) on 18.05.2015 regarding implementation of the accepted recommendations of 2nd ARC in DoT.

2.   List of participants is at Annexure-I.

3.   At the outset, the action taken status in respect of the concerned divisions was deliberated upon w.r.t. the identified deliverables.

4.   ATRs were reviewed in the meeting with reference to the decision taken in the 16th Monthly Meeting held on 22.01.2015 and the following action points emerged:-

(1) <u>MONITORING COMPLAINTS</u>

Points (a), (b) & (c) - Inputs of DDG(PG) were noted. Secretary(T) directed that priority must be given to Grievances received with PMO/VIP reference and complaints should not remain pending for more than 3 months. DDG(PG) pointed out that most of the grievances are related to various TSPs . Some of them are referred to TRAI. DDG(PG) also informed that a committee under his chairmanship has been set up to resolve the matters. Secretary(T) directed DDG(PG) to put up the committee's report at the earliest

[Action : DDG(PG)]

Point (d) – Inputs of DDG(Accts) were noted. Secretary(T) noted the large number of pending cases and sought reasons for it. DDG(Accts) informed that BSNL/MTNL/VSNL pensioners who are of around 85-90 years are not traceable and efforts are being made to recreate their file/records. DDG(Actts) also assured to complete 300-350 case by next month. Secretary directed that all the pending cases should be cleared expeditiously.

[Action : DDG(Actts)]

(2) <u>PROMOTING E-GOVERNANCE</u>

Points (a), (b), (c) & (d) – Inputs of DDG(IT-II) were noted. Regarding updation of DOT website, DDG((IT-II) informed that requisite quarterly certificate in respect of various wings are still awaited. Secretary(T) directed to issue warning to the concerned

(6) SIMPLIFYING TRANSACTIONS

Point (a), (b) & (c) – Secretary(T) directed all the Divisional heads to review the stakeholders forms, institutional mechanism for periodical review, the process of self-certification and the channel of submission. Secretary desired that the file relating to the revised proposed channel of submission should be processed expeditiously and submitted to him by the O&M Division.

[Action : SS(T)]

(7) ORGANISING INFORMATION & RECORD KEEPING

Point no. (a) & (b) –DDG(IT-II) informed that that digitization of files is yet to be taken up in the Department. Secretary(T) directed all Divisional Heads to initiate the work relating to e-file for at least the new files which are easy to manage. DDG(IT-II) will organize training on digitization and e-file processing for the officers of DoT in the Sanchar Bhawan premises.

[Action : DDG(IT-II)]

(8) GUARANTEEING REACH

Point (a) & (b) –DDG(C&A) informed that the matter of media plan has been taken up with the DAVP under the IEC components with USOF. Further, all the concerned wings of DoT have been requested to identify the best practices with them for compilation of a handbook.

[Action : USOF/DDG(C&A)]

(9) BUSINESS PROCESS RE-ENGINEERING

Point (a), (b) & (c) - Inputs Given by DDG(IT-II) were noted and all the Divisional Heads were requested to continuously strive to take action on the listed issues and report updated position in the ARC meetings.

(10) E-OFFICE IMPLEMENTATION

Inputs provided by DDG(IT-II) were noted. Secretary(T) directed to hold a separate meeting for review of updation of Personal Information Management System in the e-office implementation in the Department.

[Action : DDG(IT-II)]

The meeting ended with vote of thanks to the chair.

Divisional heads in this regard. Secretary(T) also suggested to devise a system so that whenever information is updated on DOT website, it automatically gets notified to the interested users through facebook or twitter. DDG(IT-II) assured to explore the possibilities.

[Action : DDG(IT-II)]

(3) CAPACITY BUILDING & AWARENESS GENERATION

Point (a), (b) & (c) – Inputs of JS(A) were noted. Secretary(T) stressed upon the need for training and re-training of officers to keep updated. Secretary(T) also directed that RTI training to all CPIOs should be organized in the Deptt. of Telecom, Sanchar Bhawan premises itself instead of sending them to the far off Training Centres. JS(A) assured to explore the same and organize the training modules accordingly.

[Action : JS(A)]

(4) CITIZEN'S INITIATIVE

Point (a)- Inputs of DDG(PG) were noted. DDG(PG) informed that Cabinet Secretariat has directed that achievements should be shown against the parameters listed in the Citizen Charter and the material is being collected and compiled by him. Further, Citizen Charter needs to be revised in bilingual form on the DoT's website. DDG(C&A) informed that due to shortage of Hindi Translators in the OL Wing of DoT, there is need to outsource the Hindi Translation work for translation of DoT's website through a panel of retired Govt./PSUs Hindi officials/experts.

[Action : DDG(PG) & DDG(IT-II)]

(5) SOCIAL AUDIT

Point no.(a) (b) & (c) - Inputs of USOF were noted. It was informed by the Asst. Admn.(USOF(F)) that the issues raised therein are likely to be finalized within two weeks. Further follow up action will be taken accordingly.

[Action : DDG(PM&C), USOF]

MEETING HELD ON 18.05.2015 (MONDAY) IN COMMITTEE ROOM, 2nd FLOOR, SANCHAR BHAWAN AT 11.00 AM REGARDING IMPLEMENTATION OF THE RECOMMENDATION OF 2nd ARC IN DOT.

List of Participants:-

S.No.	Name & Designation (Ms./ Sh.)
1	Rakesh Garg, Secretary (T) – In chair
2	R.J.S. Kushwaha, WA
3	Prahlad Singh Adv(F)
4	Shashi Ranjan Kumar, JS(A)
5	S.C. Sharma, DDG(C&A)
6	D. Manna, DDG(PG)
7	R.J.S. Kushwaha, WA
8	G.P. Srivastava, DDG(DS)
9	P.K. Mittal, DDG(AS-I)
10	Simmi Nakra, DDG(Actts)
11	Saurabh Tiwari, DDG(E&F)
12	D.K. Khanna, DDG(CT) USOF
13	A. Salwan, DDG(PM&C), USOF
14	Saurabh Gupta, DDG(Trg.)
15	R. M. Chaturvedi,
16	D.P. Singh, DS(C)
17	Anju Lata, Assistant Administrator, USOF(F)

QUESTIONNAIRE/CHECK LIST FOR ARC MEETING

S.No.	Recommendations made by Administrative Reforms Commission	Deliverable	Present Position alongwith date (Yes/No)
2.	(Para 6.7.27) Implementation – Recommendation No. 16 11th Report (Promoting e-Governance-The SMART Way Forward)	a) When was the official website last updated? b) How frequently the contents on the website are reviewed and by whom? c) All forms for stakeholders can be downloaded or not? d) Is your website linked to social media like Facebook, Twitter?	
6.	36. (6.3.5) Simplying Transactions 4th Report (Ethics in Governance)	a) When was the last review done of stakeholders' form and institutional mechanism for periodic review? b) Process of self certification of documents. c) In general, at how many levels is file dealt with.	
7.	10. Organizing Information and Recording Keeping (Para 5.4.11)-Recommendation No. 27 1st Report (Right to Information: Master Key to Good Governance)	a) Has the Ministry laid down road map for digitization and the status thereof? b) Has the process for indexing, categorization, weeding out etc. of records put in place?	
9.	(6.4.16) Business Process Re-engineering Recommendations No. 5,6,7,8	a) Mechanism set up for detailed analysis of processes with focus on rationality, simplicity and citizen centricity. b) No. of areas in which process re-engineering initiated and completed. c) Has self certification made applicable for forms. A circular has been issued in this regard on 10.05.2013?	
10.	(Para 6.7.2.7) Implementation – Recommendation No. 16 11th Report – Promoting e-Governance - The SMART Way Forward	a) Has the website made physically disabled friendly? b) Status of e-office implementation?	
10.	(Para 6.7.2.7) Implementation – Recommendation No. 16 11th Report – Promoting e-Governance - The SMART Way Forward		

S. No.	Name of Module	Status
		Status as on date

1.	a) e-diarisation	Commissioned		
	b) e-file	In progress .		
2.	Knowledge Management System	Commissioned		
3.	E-Leave Management Module	Commissioned .		
4.	e-Tour Management Module	commissioned		
5.	Personal Information Management System (PIMS)	Work is in progress.		
6.	e-Appointment Module	Commissioned		
7.	e-Pay Slip Module	Commissioned		
8.	e-Income Tax Module	Commissioned		
9.	e-FTS	Commissioned		

Note : This Questionnaire/check list has to be mandatorily filled up by all DDGs and to forwarded to US (C&A) by 5th of every month beginning June, 2015

Signature of the DDG
Wing:
Dated :