

No.40/9/2006-4Politial
HARYANA GOVERNMENT
CHIEF SECRETARY'S OFFICE
POLITIAL AND PARLIAMENTARY AFFAIRS DEPARTMENT

Dated Chandigarh the 5th Feb. 2019

To

1. All the Administrative Secretaries to Government, Haryana.
2. All Heads of Departments in Haryana.
3. Commissioner Ambala/Hisar/Gurugram/Rohtak/Faridabad/Karnal Divisions.
4. The Registrar, Punjab & Haryana High Court.
5. All Deputy Commissioners and Sub Divisional Officers (Civil) in Haryana.
6. The Registrars of all Universities in Haryana.

Subject:- Action to be taken on the recommendations of Haryana Lokayukta Annual Report 2017-2018 i.e. (01.04.2017 to 31.03.2018).

Sir/Madam,

I am directed to invite reference to this department's letter of even number dated 13.11.2017 vide which it was requested to take necessary action on the points raised by the Hon'ble Lokayukta in his annual report for the year 2016-17. Now, the Hon'ble Lokayukta, Haryana in his Annual Report for the year 2017-18 (01.04.2017 to 31.03.2018) has made the following recommendations on various issues on the basis of grievances received against public servants:-

Sr.No.	Observations of Lokayukta and Action to be taken by the authorities concerned.
1.	The Section 17(2) of the Haryana Lokayukta Act, 2002 envisages that the competent authority is required to examine the reports and intimate this office within 3 months about the action taken on such reports. It has been observed that, in most of the complaints that action taken reports are not being sent by the departments concerned i.e. within stipulated period as required under the Act. The Chief Secretary to Govt. Haryana has issued circular dated 13.11.2017 to all the Heads of Departments, Divisional Commissioners, Deputy Commissioners and Registrars of all the Universities in Haryana for complying with the provisions of Section 17(2) of the Act. It is again requested that above schedule may be adhered to meticulously.
2.	<p>Transparent and Corruption free administration</p> <p>Hon'ble Lokayukta had recommended for providing a transparent and corruption free administration to the public. The common man has been given the right to approach the Lokayukta by way of filing complaints and projecting grievances against denial of any right or mal-administration or inaction on the part of any public servant. Recommendations are made to the Competent Authority for action against the public servant, if so warranted, from the facts and circumstances of the case. Section 16 of the Haryana Lokayukta Act, 2002, provides for punishment to a person who wilfully or maliciously makes any false complaint under the Act. This is to ensure that no public servant is maligned or involved in a false complaint.</p> <p>It has further been recommended to lay emphasis for a long term plan to eradicate corruption from the administration and public life. In this regard it is necessary to make drastic changes in the education system of school going children by including high moral-value-based syllabus with emphasis on character building. No doubt, this process would take a long time say a decade or so to achieve this noble and pious goal, but it would ultimately go a long way in eradication of the corruption and mal-practices/mal-governance, which are prevalent in day-to-day administration/public life.</p>
3.	<p>Timely redressal of complaints received from public.</p> <p>During the course of enquiry and investigation held by the institution of Lokayukta, it has been specifically observed that as and when any complaint is forwarded to the head of the Govt./department for enquiry or reply thereon giving the time of 45 days, the action thereon</p>

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	is not taken within stipulated time even in spite of serious allegations and grievances in the complaints initially raised by the common man before the high ups are taken in routine and very casual manner by the offices/officials. If such complaints are properly heard and appreciated with sensitivity at their level, the same can be redressed there and then at their own end. This kind of attitude of good governance, it adopted, would go a long save the time and money of the public at large as well as of institution of Lokayukta.
4.	<p>Maintenance of record</p> <p>It has also been observed by the Institution of Lokayukta that most of cases relating to Panchayats Department, the record of panchayats were found missing, as the same is kept under the custody of Sarpanches. Thus the Block Development and Panchayat Officer of the concerned Block should be made custodian of the Panchayat's record in order to streamline the system. It has also been observed that public servants of the Municipal Committee/Municipal Councils and Municipal Corporations under the Urban Local Bodies Department as well as Town & Country Planning Department have not been cooperating in number of cases. It has been suggested that a very stern action should be taken against the delinquent public servants so that it serves as a deterrent against such attitude on their part in future.</p>
5.	<p>Zero tolerance to corruption</p> <p>It has further been observed by the Institution of Lokayukta that in the Police Department when complaint is made to the concerned Police Station, fair inquiry is not being made by the Police Department. Such lapses on the part of police should be viewed seriously and stern action should be taken against such police officials which would go long way in improving the image of the State Police. It has also observed that the in cities, which are adjoining to the National Capital Territory of New Delhi like Gurugram and Faridabad, the development is in a very haphazard manner. So, for smooth development in these cities and for taking effective steps for removal of encroachments, the local authorities functioning there should be give adequate staff and effective steps be taken for initiating civil as well as criminal action against the encroaches. Encroachment issue is very serious issue, which is not being properly dealt. Prompt action is not being taken against the public servants including the Sarpanches before completion of their tenure. In order to achieve total transparency and fairness in the administration it is necessary that the public servants found guilty of corruption or maladministration should be awarded strictest possible punishment under the law. For this purpose it is necessary that the Government agencies change their mind set and attitude by adopting zero tolerance to corruption, inefficiency and maladministration.</p>

I am further directed to request you that whenever a reference/observation is received from the Hon'ble Lokayukta for conducting enquiry or wherever necessary action is required to be taken the same should be taken promptly as per Government instructions in this regard. The receipt of reference/observation from the Hon'ble Lokayukta should always be acknowledged and if due to some administrative or any other unavoidable reasons, it is not possible to take action or to submit requisite information within the stipulated period, then the Hon'ble Lokayukta may be informed well in time.

These instructions may please be brought to the notice of all your concerned officers and those of all Boards/Corporations/Institutions under your administrative control for strict compliance.

Yours faithfully,

Dhawa

Under Secretary Political
For Chief Secretary to Government Haryana