

No. 1/1/97-RU

From

The Commissioner & Secretary to Government, Haryana,  
Administrative Reforms Department.

To

1. All Heads of Departments in the State.
2. All Commissioners of Divisions.
3. All Deputy Commissioners and Sub Divisional Officers (Civil) in the State.
4. Registrar, Punjab and Haryana High Court.

Dated Chandigarh, the 6-3-1997

**Subject—Measures for re-designing the forms and making transparent customer service available-regardings.**

Sir/Madam,

I am directed to refer to the subject cited above and to state that Dr. P.S.A. Sundarm, Additional Secretary (AR&T) Department of Administrative Reforms and Public Grievances, Government of India, New Delhi, vide his D.O. No. 30012/2/96-O & M dated 31-12-96, has intimated that in the context of more responsive administration and customer orientation at the cutting edge level for various services, various measures have been evolved by them and circulated to the Ministries/Departments. The details of these measures has been given in the above said D.O. letter dated 31-12-97. A copy of this D.O. is enclosed herewith for your information and necessary action regarding possible introduction/adoption of these measures in the State.

2. The offices/agencies and other organisations working under your department may also be provided with a copy of this D.O. letter and instructed to take early follow-up action with information to the public. This Department may please be informed about the action taken in this regard.

Yours faithfully,

Sd/-

(K. L. Sharma)

Research Officer,

for Commissioner & Secretary to Government,  
Haryana, Admn. Reforms Department.

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ADDITIONAL SECRETARY (AR&T)  
 DEPARTMENT OF ADMINISTRATIVE  
 REFORMS & PUBLIC GRIEVANCES  
 GOVERNMENT OF INDIA  
 SARDAR PATEL BHAWAN, SANSAD MARG,  
 NEW DELHI-110001

D.O. No. 30012/2/96-O&M

Dated 31-12-96

Dear Sir,

This Department has been persuing review of forms prescribed by the Ministries/Departments for their simplification or reduction by setting up forms Control Committees, if necessary. In this connection, a provision has also been made in the Manual of Office Procedure vide para 154. We however, feel that much more needs to be done in this regard by the Ministries/Departments.

In the context of more responsive administration and customer orientation at the cutting edge level for various services, the matter was considered in a meeting in the Cabinet Secretariat. Accordingly, it is requested that the following measures may be considered urgently by the Ministries/Departments in consultation with the agencies concerned as well as consumer organisations for re-designing the forms and making transparent customer service available :-

1. The Customer often have no knowledge regarding whom to approach and their rights and duties in regard to any service availed from a Government Department. For this purpose, it is necessary to provide the basic information as regards the following aspects in the form itself.
  - (a) Whom to approach in the event of delay, sub-standard service or customer harassment.
  - (b) Time period prescribed for filing complaint.
  - (c) Documents required to be submitted for getting the complaint processed.
  - (d) Compensation/relief admissible in the event of service failure of customer harassment.
2. A provision for counter-foil/acknowledgement should be made in the form itself so that the customer is able to establish that he had filed an application before the concerned authority on due date and by due time. The forms prescribed for making an application, should contain adequate space to accommodate the extent of information to be filed in so as to avoid the need for attaching sheets etc. which are liable to go astray.
3. It should be stipulated in the form itself that only the documents mentioned in the prescribed application are required and no further document needs to be submitted. Further when a form is submitted, it should be examined on the spot and customer advised regarding deficiencies which he is required to be fulfilled so that the request can be processed at an early date.
4. The Customer should be given a greater choice in regard to submission of documents. For example, if Ration Card is essential for applying for a telephone connection, then this choice can be extended by stipulating that apart from Ration Card, a photocopy of first page of passport, election identity card or property tax payment certificate or other similar documents would also be admissible. The choice as made available should be clearly indicated in the form itself so that there is no scope on the part of dealing Assistants to harass the public.
5. In respect of services, for which a long queue exists, for example, for gas or telephone connection, the Head of the department should write a letter every year, (say on every 1st January or 1st April) indicating the position regarding waitlisted applications so that the customer is aware where he stands vis-a-vis other customers.

6. The service departments should widen the ambit and scope of using the latest information technology for redressal of Public Grievances and providing information. The railways have recently enabled customers in all Metro cities to check up their wait-listed status directly from the Computer network. The departments needs to study the unit cost and benefit of introduction of such technology for giving greater access to information to the customers so that visits to Government offices are avoided.
7. The departments need to examine their working hours in relation to customer needs in respects of services provided. For example, MTNL does not accept telephone bills on Saturdays whereas a fairly large percentage of urban population in Delhi is at home on Saturdays and would find it convenient to deposit their bills on Saturdays. Similarly, Post Offices and banks in residential areas can provide working hours different from the urban commercial centres.

A wide publicity may be given through media and other avenues to the new forms designed and other measures taken for information of the public. The agencies/attached offices and public sector units under your ministry/department may also be provided with a copy of this letter, and instructed to take early follow-up action with information to the public. This department may please be informed about the action taken in this regard.

Regards,

Yours Sincerely,

Sd/-  
(P.S.A. SUNDARAM)