

From

The Commissioner & Secretary to Govt., Haryana,
Administrative Reforms Deptt.

To

- (i) All Heads of Departments in the State.
- (ii) Commissioners of Divisions, all Deputy Commissioners and Sub Divisional Officers (Civil) in the State.
- (iii) The Registrar,
Punjab and Haryana High Court and all
District and Session Judges in Haryana State.

Dated Chandigarh, the 29-1-1999.

Subject :—Rationalisation and Simplification of Forms.

Sir/Madam;

I am directed to refer to this Department letter No. 1/2/91-RU, dated 27-6-91, vide which you were requested to constitute Departmental Committees to rationalise and simplify the Departmental forms with the help of Research Unit of the Administrative Reforms Department. The basic idea behind this exercise was to :—

- (i) eliminate obsolete and redundant forms;

- (ii) improve the lay-out design, etc. of forms (with a view to increasing clarity, achieving greater ease in the entry and use of data, avoiding wastage of paper etc.); and
- (iii) combine two or more forms into single form.

Now, with the evolution of a new concept of 'Effective and Responsive Administration' it has become all the more essential that the forms, being used in government administration, should be made more transparent to users, so that better enforcement of accountability is ensured. Keeping these facts in view, the Department of Administrative Reforms and Public Grievances, Govt. of India had also framed the following guidelines and circulated the same to the Ministries/Departments for their guidance :-

- (i) A provision for counterfol/acknowledgement should be made in the form itself so that customer is able to establish that he had filed an application before the concerned authority on due date.
- (ii) The forms prescribed for making an application should contain adequate space to accommodate the extent of information to be filled in, so that there will be no need of attaching extra sheets which are liable to go astray.
- (iii) It should be stipulated in the form itself that the documents mentioned in the application form are only required.
- (iv) The form should be examined on the spot and customer is given advice regarding deficiencies then and there.
- (v) The customer should be given brief choices if possible in regard to submission of documents. These choices should be clearly indicated in the form itself so that there is no scope on the part of dealing hand to harass the public.
- (vi) In respect of service for which a long queue exists the customer should be informed every year where he stands vis-a-vis other customers. The Organisation should use latest information technology for providing any information or for redressal of public grievances.
- (vii) The Organisations need to examine their working days and working hours in relation to customer needs.

Therefore, in view of the changing circumstances, you are requested to review your departmental forms on the basis of above said guidelines immediately and intimate the action taken, in this regard, to the Administrative Reforms Department by 30th April, 1999, positively.

An early action in the matter shall be highly appreciated.

Yours faithfully,

Sd/-

(S. R. Gaur)

Joint Secretary Administrative Reforms,
for Commissioner & Secretary to Govt., Haryana,
Administrative Reforms Deptt.

A copy is forwarded to all Financial Commissioners/Commissioners & Administrative Secretaries to Govt. Haryana, for information and necessary action.

Sd/-

Joint Secretary Administrative Reforms,
for Commissioner & Secretary to Govt., Haryana,
Administrative Reforms Deptt.

To

All Financial Commissioners/Commissioners and Administrative Secretaries to Govt., Haryana.

U.O. No. 1/2/99-RU

Dated Chandigarh, the 29-1-1999