

Conclusion of Complaints in Time Bound Manner

2993. DR. JANARDHAN WAGHMARE: Will the PRIME MINISTER be pleased to state:

(a) whether Chief Information Commissioner, CIC in its recent order has directed CVC to have the logical conclusion of each complaint within time bound programme;

(b) if so, the details of final and logical conclusion of all such complaints which had been lodged by CVC in the years 2009, 2010 and 2011 and also the details of specific complaint nos. which had been lodged against the public authorities concerned *i.e.* MCD, DDA, Excise Deptt. of Delhi Government and Archeological Survey of India during the aforesaid period whose concerned Chief Vigilance Officers deliberately didn't submit their report to CVC uptill now; and

(c) if so, the latest action concluded in each case?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY): (a) As per information furnished by the Central Vigilance Commission (CVC), the CIC while disposing an appeal of Shri S.S. Chawla vide file No. CIC/SM/A/ 2011/000827 and CIC/SM/C/2011/001377 dated 23.03.2012 observed that "the lack of any time limit for disposal of complaints, whether endorsed with the direction to investigate or to take further necessary action results in the complaints taken very lightly by the CVO concerned without often reaching any decisive action. Since the number of complaints received in the CVC is quite high, it is always possible that even some serious complaints may be getting forwarded to the CVO concerned not for investigation but for further necessary action, in which case, in the absence of any time limit, such complaints would remain pending indefinitely. Obviously, this would generate a lot of cynicism in the minds of complainants. We would expect the CPIO to bring this to the notice of the CVC for taking fresh look at the complaint handling policy and to evolve clear timelines, wherever possible, for disposing of complaints at all levels."

As per the directions of the CIC, the matter was brought to the notice to the CVC. The CVC observed that the time limit of 3 months for investigation by CVOs either on complaints referred by the CVC or received directly and taken up for investigation by the CVC or received directly and taken up for investigation by CVO is clearly laid down in the CVC's circular No. 000/VGL/018 dated 23.05.2000. In so far as complaints sent for necessary action, the CVOs are expected to decide issues whether to file or. take up investigation within one month of receipt of complaints (*i.e.* when received from CVC also). If such complaints are taken up for investigation,

the time limit for 3 months for completion of investigation would invariably apply. However, CVC has decided to slightly modify its complaints handling policy in such a manner which would make it more clear and to incorporate time limits for processing/investigation by departments in matters of complaints sent for necessary action by the CVC.

(b) and (c) Year-wise details of complaints sent by the CVC for investigation and report, number of report received, action advised by the CVC for the last 3 years pertaining to MCD, DDA, Excise Deptt. of Delhi Government and Archeological Survey of India is given in the statement-I (*See below*)

The number of complaints in which investigation reports have not been received as on 31.3.2012 on complaints referred by the CVC for reports is also indicated in the statement-II.

Statement-I

Year-wise details of complaints sent for investigation and report, number of report received an action advised by the Commission for the last 3 years is as under:

Action taken advised by the Commission etc								
Year	Name of the Department/ Organization	Number of complaints sent for Investigation and Report	No. of reports received	Major penalty proceed- ings	Minor penalty proceed- ings	Admin- istrative Action	Closure	Prosecution
2009	Govt. of NCT of Delhi	60	27	00	00	00	24	00
	DDA	64	32	05	01	00	20	02
	MCD	85	58	07	04	02	25	00
	Archaeological survey of India	00	00	00	00	00	00	00
2010	Govt. of NCT of Delhi	62	25	00	00	00	19	00
	DDA	58	43	00	00	00	35	00
	MCD	130	90	06	01	00	49	00
	Archaeological survey of India	01	01	00	00	00	01	00
2011	Govt. of NCT of Delhi	104	10	00	00	00	02	00
	DDA	11	19	00	00	00	05	00
	MCD	117	37	00	00	02	11	00
	Archaeological survey of India	00	00	00	00	00	00	00

Statement-II

Number of Complaints in which investigation reports are not received as on 31.03.2012 on complaints referred by Commission for reports:

Year	Name of the Department/Organization	Number of Report not received/awaited as on 31.03.2012.
2009	Govt. of NCT of Delhi	24
	DDA	5
	MCD	7
	Archaeological survey of India	0
2010	Govt. of NCT of Delhi	17
	DDA	6
	MCD	17
	Archaeological survey of India	0
2011	Govt. of NCT of Delhi	30
	DDA	11
	MCD	31
	Archaeological survey of India	0

Survey on Indian Bureaucracy

†2994. SHRI DHARMEDRA PRADHAN: Will the PRIME MINISTER be pleased to state:

- (a) whether it is a fact that according to a survey, Indian bureaucracy is the most corrupt and inefficient bureaucracy in Asia;
- (b) if so, the details thereof and Government's reaction in this regard;
- (c) the details of steps being taken by Government in this regard;
- (d) whether Government has formulated any plan to make the bureaucracy of the country efficient; and
- (e) if so, the details thereof?

† Original notice of the question was received in Hindi