



# Recommendations of the Haryana Governance Reforms Authority

## Fifth Status Report

Drug Mukat Haryana: A Plan of Action, Health-Recommendations for Drug Control, Social Security Services: Family Support- i) Status of Person for Drug De-addiction, ii) Girl Child, iii) Maintenance of Welfare of Parents and Senior Citizens. Transport Department, Cycle Rickshaw, Vendors and Hawkers, Recommendations for Ease of Doing Business, Police Services Engaged Governance through Community Policing, Performance Indicators For Parivartan Scheme and Performance Algorithm, Revenue Services, Grievance Redressal Tasks Group - Recommendations, Annexure- I Status of Online Services of Selected Departments, Annexure-II Digitisation in Delivery of Services in Revenue Department.



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# 1. DRUG MUKAT HARYANA: A PLAN OF ACTION

The drug problem is basically a social problem, which needs to be tackled by the state and the society. Drug trade and drug abuse have their own dynamics. Drug trade has **international dimensions, regional context and local sites**. Heroin is smuggled from across borders as a part of the Golden Crescent Triangle. In other words, it originates from Afghanistan to its final destinations in the USA, Europe and Canada. It has its regional context as drugs like opium, poppy husk, ‘charas’ and ‘ganja’ etc. are traded within the States. And for the misuse of prescription drugs such as tablets, syrups, injections the same are supplied by some chemists and other peddlers.

Being a complex problem, it requires a comprehensive and in-depth study to capture the extent of addiction to the psychoactive substances. The United Nations’ guide on Alcohol and Drug Addiction stressed the need to capture various stages of substance abuse. For instance, the first stage is experimentation in which the person does not actively seek out drugs, second is social or recreation in which the person takes drugs on events. The third stage is where a person becomes habitual. The fourth stage in drug abuse is in which a person continues to use the drugs in spite of the negative

Stages of Substance Abuse/Addiction	
Stages	Process
Stage I - Experimentation	A person who is experimenting with drugs doesn’t actively seek out the drugs.
Stage II - Social or Recreational	A person continues to take drugs because of the social environment that is created around drug use. This may range from an event to event.
Stage III - Habituation	There is a definite pattern of use and the drug has a strong influence over the user. Physical and psychological dependence has developed whereby the drug is needed to function normally.
Stage IV- Drug Abuse	The stage of actual drug abuse is reached when a person continues to use the drug in spite of the negative consequences it has on a person’s well being, health, relationships, social life, finances and legal status.
Stage V - Drug Addiction	This stage occurs when a person has lost control of himself to the drug. Now the drug itself has become the most important thing in that person’s life. An addicted person will spend most of his time getting, using or thinking about the drug. Addiction and the tendency to addiction cross all social and economic barriers. The step between abuse and addiction has to do with one’s compulsion for the dose of drug.
Source: Stages of Substance Abuse: A consumer’s guide to Alcohol & Drug Addiction Treatment	

consequences on the person's life. The fifth stage is drug addiction in which a person loses control of himself to the drugs. To club all these stages for formulating intervention strategies is fraught with danger.

There is also excessive reliance on enforcement-oriented interventions. A cursory glance at the supply-side multipronged enforcement-oriented initiatives has shown that as a number of FIRs registered, arrests made and seizures have multiplied manifold, but problem has become more grave. Focus of the enforcement agencies has been to target drug cartels, drug peddlers and even drug addicts.

### **Seizures of Synthetic Drugs**

Another focus of the enforcement is to check the inflow of synthetic drugs. The major recoveries of methamphetamine (ICE) and other precursor elements like ephedrine and pseudoephedrine, which are used for manufacturing ICE. These precursor elements form the raw materials for the manufacture of medicines by pharmaceutical firms, but are illegally diverted for manufacture of synthetic drugs.

### **Registration of Cases**

The enforcement initiatives also led to the registration of number of cases under the NDPS Act. This has also led to distortion in governance leading to harassment of common citizens.

It is recognised that these initiatives alone may not bring the desired results as seizures of drugs lead to scarcity, increased prices of drugs and bribes and also have "balloon effect." As reported in 'The Economist' (May 24<sup>th</sup>, 2014), 'the squashing down on illicit activity in one place causes it to pop up somewhere else.' It further adds that the 'balloon effect' also operates amongst consumers as consumption of synthetic drugs like Methamphetan, Ketamine and Mephedrone are multiplied. In fact, in the US, the seizures of these drugs have already led to the addition of 348 new psychoactive substances. **No doubt, there is a need to check illegal supply of drugs, but the prohibitionist drugs policies may prove to be counterproductive if not backed by preventive and curative initiatives.**

In view of these varied sources of drug supply, a composite and well-coordinated plan needs to be launched.

<b>Drug Abuse is a Historical Problems</b>
<b>1. International trade route</b> <ul style="list-style-type: none"><li>• Heroin is smuggled from across borders as a part of Golden Crescent Triangle.</li></ul>
<b>2. Smuggled from other states</b> <ul style="list-style-type: none"><li>• Opium, poppy husk, charas and ganja from across states like Madhya Pradesh, Rajasthan.</li></ul>

The central and the states governments have to form a **consortium with multi-agency coordination** between the Narcotics Control Bureau, the Directorate of Revenue Intelligence, Customs and

**3. Synthetic drugs produced in adjoining states**

- Misuse of prescription drugs, such as, tablets, syrups, injections supplied by some chemists and other peddlers.

Central Excise etc. and the **state enforcement agencies to effectively intervene to reduce the supply of drugs** at three levels i.e. international drug trade, break the cycle of interstate trade from the source to the consumers by crop eradication and control, and misuse of prescription drugs. **And, for the demand side, the prevention and curative institutional framework and activities to be planned.**

**Institutional Framework for Policy and Coordination**

**Haryana State Drug Control Authority**

State level Drug Control Authority to be constituted at the **state level headed by the Chief Minister** consisting of experts with specialisation in medicinal and socio-psychological fields. This Authority shall formulate policies, put in place coordination and monitoring mechanisms and initiate evidence-based research on substance abuse. The main objectives of the Authority would be:

**Terms of Reference**

- To engage the community, NGOs, educational institutions, trade and industrial organisations to spread awareness regarding the ills of drug abuse.
- To oversee the functioning of the Narcotics Control Bureau and redress peoples complaints.
- To monitor the implementation of the drug de-addiction, rehabilitation and re-integration programmes.
- To monitor the working of drug de-addiction, rehabilitation and re-integration centres run by NGOs, societies or any other agency.
- Any other activity/work relating to drug abuse, de-addiction and rehabilitation.

**District Drug De-addiction and Rehabilitation Societies (DDDRS)**

District Drug De-addiction and Rehabilitation Societies (DDDRSs) should be constituted in each district with the Deputy Commissioner as chairperson and SSP,

District Social Security Officer, Civil Surgeons, Zila Pramukh, Principals and Wardens of educational institutions and representatives of NGOs as members. The DDDRS would undertake responsibility of overseeing the health and de-addiction services, awareness campaigns and supply networks etc. In coordination with the Haryana State Drug Control Authority, DDDRS would be responsible for reviewing poor implementation of the programmes connected with the drug problem.

#### **Block Drug De-addiction and Rehabilitation Societies (BDDRB)**

Block Drug De-addiction and Rehabilitation Societies (BDDRBs) could meet once a month to plan activities at the block level and would report to the DDDRS. The chairman of the BDDRB could be the Block Development Panchayat Officer (BDPO) with members including the representatives of Panchayat Samitis and Municipal institutions, Nehru Yuva Kendra Clubs, local NGOs, social organisations, senior police officials, medical officers serving in hospitals at the block level.

#### **Village Drug De-addiction and Rehabilitation Societies (VDDRS)**

Village Drug De-addiction and Rehabilitation Societies (VDDRSs) consisting of the village sarpanch, patwari, anganwadi workers, community influencers, police post in-charge and school principal be constituted to undertake activities that would curb addiction at the village level: The VDDRS would report to the BDDRS. Their major activities may include:

- Identify the addicts of the area, as well as the suspected drug suppliers
- To provide referral services to the addicts, organise awareness camps
- Motivate families and addicts to seek treatment and rehabilitation services
- Evaluate the performance of de-addiction centres and PHCs in the village

#### **Haryana State Narcotics Control Bureau**

The Haryana State Narcotics Control Bureau to be established in order to effectively deal with the drug issue in an integrated and organic manner so as to ensure better coordination of the enforcement agencies with other government departments. The Bureau to be headed by an ADGP rank officer who is assisted by two officers in the rank of IG and four DIG rank officers to be located in zones. Apart from other duties for controlling smuggling/trafficking of drugs in Haryana, the Bureau will also focus on completely unearthing the multi-model and multi-layered network of smuggling

from across the border and other states to its various destinations by working out forward and backward linkages and shall proceed against persons involved in the networks in accordance with law. Responsible for liaison and coordination with central and state agencies tasked with controlling of demand and supply of drugs.

#### **Preventive and Curative Approach (Health, Education and Sports Department)**

On the demand side, the state and the society should work together for making drug detoxification and recovery support system accessible to the victims. A drug-free zone for the recovery and skill development rehabilitation centres to make youth productive have to be set up. A drug prevention programme with voluntary drug testing camps in schools, colleges, workplaces and factories have to be made functional. A chapter on drug abuse in educational curriculum should be introduced.

- **Health Systems: Curative Approach**

The Health Department should make drug-detoxification recovery support accessible.

These centres will be made accessible to the people in need.

- **Treatment Measures: De-addiction and Rehabilitation Centres**

- The de-addiction and rehabilitation centres shall function under the supervision of civil surgeons to provide free and quality medical treatment.

These centres could also be opened at places where there exists a density of workforce, migrant workers, labourers and student population. There is also a need to set up a coordination mechanism to oversee the functioning of the various de-addiction centres.

- Provision of required facilities to the de-addiction centres in terms of manpower, instruments, medicine and infrastructure. Setting up of help lines accompanied by active backup by mental health specialists and socio-psychologists would ensure efficiency.

- **Toll-free numbers**

- To know more about treatment facilities
- To counselling for recovering addicts.
- To join mentorship programme

- Encourage community initiatives like community-based rehabilitation centres.
- Development of proper referral systems so that the rural population knows where to avail the services for drug relief.
- Establish vocational courses in the de-addiction centres as part of the rehabilitation process.
- Effective coordination among various support providers such as panchayats, municipalities, social workers, hospitals or health centres and police etc. to restore normal functioning among the abused.
- **Approach**
  - Early detection of high risk individuals would be integral in catering to the health needs of the abusers.
  - Given the addicts' level of awareness about detoxification or rehabilitation services especially in the villages, it is necessary to initiate programmes to reach drug abusers to assist them to get treatment. These may be prompted through the existing institutions such as village panchayats and youth clubs etc. which not only provide information and create awareness, but also motivate abusers so that they avail treatment for themselves.
  - Dovetailing health related programmes - it may not be possible for the health system to initiate special clinics or health programmes for substance abusers, but it may be possible to link the existing services or services started for other programmes (such as AIDS or for tuberculosis) to be made available to substance abusers. This may be particularly relevant to crisis centres and awareness campaigns launched to check the spread of AIDS.
- **De-addiction**

Haryana Government has created infrastructure for de-addiction/detoxification of consumers of drugs.
- **Rehabilitation**

A comprehensive long term rehabilitation policy is being put on ground so that this menace is permanently eradicated.
- **Drug free zone for recovery**

On the demand side, the state and the society should work together for making **drug detoxification and recovery support system accessible to the victims. A drug-free zone for the recovery and skill development rehabilitation centres to make youth productive has to be set up.** A drug prevention programme with voluntary drug testing camps in schools, colleges, workplaces and factories has to be made functional. A chapter on drug abuse in educational curriculum to be introduced.

### **Promoting Prevention of Drug Abuse in Schools**

Schools can play an important role in preventing drug abuse as teachers often are the first to detect warning signs of possible drug problems such as poor school attendance or declining academic performance. Effective school programmes teach young people to resist drugs by developing skills for personal and social interaction, conflict resolution and assertiveness. In addition, these programmes can enhance awareness and resistance skills. Students learn to recognise social and peer influences on drug use.

Prevention efforts begin early and continue through adolescence when the pressure to drink, smoke and use drugs greatly increases. Teachers can incorporate awareness on substance abuse through home assignments, conducting painting competitions and mobilising health workers such as the anganwadi workers to address the students on the harmful effects of substance abuse etc. Some space should also be provided in the syllabus about substance abuse at the primary school level so that students may be taught the effects of drugs right at the formative stage of their life.

#### **Elements of school based drug prevention programme**

- Help students recognise internal pressures like anxiety and stress and external pressures such as peer attitudes and media that influence them to use drugs
- Develop personal, social and refusal skills to resist these pressures
- Teach that using drugs is not the norm even though there are others doing it
- Provide appropriate material, including information about the short-term effects and long-term consequences of using drugs

- Use interactive teaching techniques such as role plays, discussions, brainstorming and cooperative learning
- Involve the family and the community in awareness programmes

### **Reaching youths outside school**

An environment could be created which enables these young people to participate in activities that would help veer them away from drugs. **Recreational activities, youth clubs promoting rural sports are some of the ways in which young people can be kept occupied. Space can be allocated by the village panchayat to build a gym or sporting arena. One particular sport could be promoted among the youth of the village.** Nehru Yuva Kendra Sangathans (NYKSs) have instituted youth clubs at block levels and periodically organise sports activities such as wrestling and other rural sports in the villages with the help of young volunteers. These volunteers could also be trained as peer leaders to further disseminate information on drugs within the community.

### **Reaching High-Risk Groups**

Targeted prevention services can effectively reach people at high risk for drug problems who otherwise may be impervious to universal prevention efforts offered in schools and other community settings. These include children of substance abusers, IDUs, juvenile offenders, young labourers and slum dwellers etc. This group needs specialised awareness programmes. Family members could prove to be an effective source of awareness about the harmful effects of substance abuse.

### **Community Approach and Not Political**

Creating awareness in the community about the ill-effects of substance abuse is essential from two view points. One, substance abuse being a social problem, can be best tackled by involving the community. This ensures support of the community leaders, opinion makers, parents and teachers and also creates an environment forcing the authorities to take stringent measures for supply reduction. Two, it helps

and contributes in checking the youth and adolescents from experimenting with substances.

### **Supply Side**

#### **Haryana State Narcotic Control Bureau (HSNCB)**

##### **Terms of Reference**

- (i) Systematic identification of all persons committing offences under the NDPS Act and ensuring strict and swift legal action against them.
- (ii) To ensure that narcotic drugs and psychotropic substances are not available for consumption anywhere in the state.
- (iii) Heroin is smuggled in the country from across the border and, after transit through Punjab, finds its way to various collection and distribution centres in various parts of the country. This heroin is also smuggled to other parts of the world, especially western countries by a multi-layered smuggling network spread all over the country.
- (iv) To take action against pharmaceutical companies/owners of drug stores who indulge in unauthorised/illegal selling of manufactured drugs.

##### **Conclusion**

The solution for such a serious and widespread problem lies in “the central and state governments forming a consortium with multi-agency coordination between the Narcotics Control Bureau, the Directorate of Revenue Intelligence, Customs and Central Excise etc. and the state enforcement agencies to effectively intervene to reduce the supply of drugs at three levels— international drug trade, break the cycle of inter-state trade from source to the consumers by crop eradication and control, and misuse of prescription drugs.”

Since majority of the addicts come from relatively humble backgrounds and underprivileged sections, the role of village panchayats and municipal institutions becomes paramount in all activities including campaigns for diminution of demand and supply of the killer drugs. The departments of education, health and social welfare in association with the local self-government institutions and NGOs should organise rallies, discussions, seminars, plays and essay competitions etc. for creating

awareness and sensitisation. Similarly posters, pamphlets, hoardings and stickers should be distributed among the people in urban and rural areas.

## **Summary**

### **Theme-based Reforms: Drugs**

#### **Drugs Abuse is a Historical Problem**

##### **1. International trade route**

- Heroin is smuggled from across borders as part of the Golden Crescent Triangle.

##### **2. Smuggled from other states**

- Opium, poppy husk, 'charas' and 'ganja' from states of Haryana, Madhya Pradesh, Rajasthan.

##### **3. Synthetic drugs produced in adjoining states**

- Misuse of prescription drugs such as tablets, syrups and injections supplied by some chemists and other peddlers.

## **Action Taken**

### **Accessible drug detoxification and recovery support**

- Haryana State level Drug Control Authority to be set up chaired by the Chief Minister, Haryana
  - To formulate policy on enforcement in coordination with the Centre and other state governments.
  - To set up detoxification and recovery of drug users facilities
  - Long-term rehabilitation programme
  - To set up, Haryana State Narcotics Control Bureau for implementation of enforcement policy

**Drug prevention programme**

- Introduction of a chapter on drug abuse in the curriculum of schools, colleges and other educational institutions.
- Random voluntary drug testing camps.

**Adopt an addict programme**

- A mentorship programme is being proposed to be initiated in partnership with community, industry, trade and other social activists.

**Skill development for recovering addicts**

- Skill development centres for recovering drug addicts

## 2. HEALTH - RECOMMENDATIONS FOR DRUG CONTROL

### Introduction

This report deals with the areas concerning the health department - drug control and food safety. Rational ignorance or disinterest on the part of the public. There is no self-interest or pressure from citizens. It is not worthwhile for individuals to incur the cost of making efforts to achieve the objectives or to prevent others from appropriating public goods. Principal agent problem due to perverse incentives from (lack of) enforcement.

The two public services dealt with are of a regulatory nature. There is no direct demand and the traders will be happy to be allowed to sell drugs without licence! So far as citizens are concerned, these areas face the free rider problem, leaving it to the government and the NGOs to implement the regulations for ensuring quality drugs and quality food.

### Drug Control

Drugs Control Department of the State of Haryana discharges statutory functions involved in the enforcement of the following drugs and allied legislations:

- The Drugs and Cosmetics Act, 1940 and Rules made there under.
- The Drugs (Price Control) Order 1995.
- The Drugs and Magic Remedies (Objectionable-Advertisement) Act, 1954 and Rules there under.
- The Poisons Act, 1919 (Act 12 of 1919).
- The Tobacco & Tobacco Containing Products Act, 2004.

### Objectives and Activities

The Department has been set up for regulation of drugs under the Drug Control Act and Rules. These are very detailed and apparently do not leave many loopholes. The objectives of ensuring quality require specific activities which are also prescribed under statutes. These are:

- (a) licencing/renewal thereof for manufacturers and for wholesale and retail distributors;**

- (b) approval of drugs to be manufactured, initially or by way of addition subsequently;**
- (c) annual inspection of manufacturers' premises;**
- (d) surprise inspection of manufacturers and others;**
- (e) taking samples and follow up.**

The first two are client-specific whereas, the other activities are needed to ensure public interest objectives.

### **Context**

Discussions with the trade and the department indicated the main problems to be:

- Lack of transparency in procedures of licencing, check lists and standards of services to be provided to the clients;
- Delay in approval of additional drugs applied for by the manufacturers;
- Lack of basic data in an electronic form with the result that MIS and analysis is difficult;
- Tracking and monitoring the consumption and use of narcotic drugs.

These aspects are being examined below.

#### **(a) Licencing Procedures and Service Standards**

Licences are given:

- (i) For Sale Premises i.e. wholesale and retail sale etc.
- (ii) For Manufacturing Premises:-
  - Allopathic manufacturing units
  - Homoeopathic manufacturing units
  - Cosmetics manufacturing units etc.

The department has some guidelines for licencees.

*It is purposed, considering past experience of the licence permit raj, that there was is a need rationalize the instruction imposed by the department to have better control; rather than it to add to the licence premium and rents.*

#### **(b) Facilitation of licence-related services**

The rules for licencing are restrictive by nature and unlike citizen-centric services, it is not in the interest of the clients but of the public at large which is to be kept in view while carrying out these activities and tasks. This does not,

however, mean that the department and the officials have no responsibility for facilitating client services and streamlining of the processes. Andhra Pradesh and Kerala, for example, have provided on their websites forms for applications under the Act, checklists for convenience of the applicants and the response time (time frame within which the licence would be renewed or issued).

It may be desirable to provide for the convenience of clients/applicants, **different forms and checklists as well as standards of response to application made**, on a website of the department.

The forms then can be downloaded and applications made to the designated authority.

**The website/sub-site should provide for:**

**(a) forms/eligibility/checklist;**

**(b) procedures - who is competent, where the application is to be submitted etc.;**

**(c) the standard of services/timelines;**

**(d) complaints recording and redressal system - online/offline as feasible.**

### **(c) Approval of additional drugs**

The SDC (State Drug Controller) cannot grant permission to manufacture any new drug which is within the purview of the Drugs Controller General of India (DCGI), a list of which is available on the latter's website. If a manufacturer desires to manufacture additional items, he has to pay a fee per item as defined in the Act. Each item is granted approval by the SDC only if the manufacturer submits labels/packings of similar items manufactured by some other manufacturer, not necessarily of Haryana, which the former has to procure from the market. The SDC checks the labels/packing of the parallel drug submitted, checks if the manufacturer has a valid licence and equipment to manufacture it before permission is granted. Industry feels that this process can be streamlined and approvals given within a day or two instead of 15 days or even more as is the case at present. The manufacturer should be able to go online, pay the fee and

get the permission in a matter of minutes instead of the process being replicated and precious time wasted.

The List of items approved by the State Drugs Controller can be codified and put on the site. The new drugs approved by the DCGI can be added to the codified list when they go out of the mandatory period.

*It is recommended that:*

- (a) the department should have a ready list of formulations which are under manufacture/approved and preferably put up the list on the website;*
- (b) any manufacturer wanting approval for an approved formulation should get approval within three days;*
- (c) no information that is not required to be given under law should be asked for or it should be codified and made known to manufacturers, on the lines indicated in Andhra Pradesh model, to ensure fair treatment of all applicants.*

**(d) Drug sampling, testing and follow up**

In order to check and detect the manufacture and sale of drugs which are not of standard quality/misbranded/adulterated, the drugs inspectors are required to take samples as per set targets every month. Joint raids are also conducted under the supervision of State Drugs Controller/Assistant Drugs Controller/Senior Drugs Inspectors.

### **(e) Major Sampling Issues**

Generally, the issue of licencees from whom drug samples are to be taken is left to the discretion of field officers and no guidelines or operational parameters are worked out keeping in view the distinctive purpose, nature and objectives of the process or even of the critical problem areas which sampling should address. Moreover, there are no clear procedures for routine and for intelligence-based inspections and sampling.

It is generally agreed that unlike food items where adulterated food is more common than misbranding etc., in the case of drugs, the quantum of spurious drugs is negligible. Generally, spurious drugs tend to come into the market to substitute for expensive drugs and, thus, may be limited to expensive brands. Moreover, manufacturers owning the genuine brands are quite alert in this regard. Overcharging is reportedly not an issue now. Discussions indicate that the main issues to be kept in view for the sampling process are:

**(a) misuse of drugs covered under the NDPS Act;**

(b) sale of scheduled drugs without prescription;

(c) sale of expired drugs.

There may be certain other areas. *The guidelines to be developed should focus on these aspects rather than leave it to the absolute discretion of the staff to carry out inspections and take samples. Of course, once the guidelines are finalised in consultation with the staff and the trade as indicated later, autonomy must be given to the staff to take samples.*

**(f) Proposals for Inspection and Sampling Systems**

**(i) Intelligence-based Inspections/Sampling**

One important issue is the need to structure the processes for sampling based on intelligence/information as distinct from routine sampling. Generally, spurious drugs are short gestation items - either 'off the books' transactions or in case of traded drugs, unloaded and disposed of quickly and with short expiry dates (spurious drugs would not be allowed to mature in casks like Scotch!) and, therefore, it is very difficult to detect them through random sampling. *Spurious drug control strategy needs to be primarily driven by information and intelligence.*

Field staff needs to be given autonomy as is the case at present but even without the need for prior permission from seniors. The drill should provide that they inform the headquarters in advance regarding locality/place they intend to raid/visit for this purpose, without necessarily indicating the details of specific premises. This information can then be linked with their subsequent report. *This structure of autonomy in intelligence-based surprise inspections will probably take care of the agency problems, whether on the part of the field staff or of the seniors.*

**(ii) Routine Inspection/Sampling**

Routine sampling, if it is to be useful, needs to be on random basis and not based on personal bias or information. Considering the agency problems (clientelism, monetary incentives, favouritism), a judicious mix of autonomy and control is required to be worked out for guidance of the field staff.

There are no guidelines regarding proportion of samples from rural and urban areas or types of drugs of which samples may be taken on priority.

*Taking note of the various views, it is felt that random sampling guidelines should provide for sample selection to be based on:*

*(a) share of state and out of state manufacturers in consumption;*

*(b) the share of different category of drugs in consumption;*

*(c) share of consumption in urban and rural areas;*

*(d) control monitoring of other aspects such as misbranded (or other categories of) drugs as defined under law as may be considered important by the department. One important area is the abuse of narcotic drugs and this needs to be the main focus of the inspection of the sale licensee premises.*

*It may also be desirable to make the process of random sampling a team-based process by suitably coordinating timetable of the field staff every month/quarter. One week in a month could be earmarked for team-oriented inspections. This may lead to more objective and productive results as compared to the jurisdiction-based sampling by the officials.*

### **(iii) Annual Inspection of Manufacturers' Premises**

All manufacturing premises are required to be inspected annually. There are, however, no guidelines or protocols in the department to ensure that the focus of the inspection is not dissipated by undue attention to trivial details in preference to substantive provisions of the law. Similarly, with regard to surprise inspections, which may or not lead to samples being taken, the department has not issued any guidelines regarding the major problems and violations to be kept in view, which of course, may change from time to time.

### **(iv) Abuse of Narcotic Drugs**

A number of drugs covered under the Narcotic Drugs and Psychotropic Substances Act are grouped under Schedule H of the Drugs Act. Abuse of these pharmaceutical drugs has become common in certain parts of the country. The lack of proper procedures in the treatment of drug abuse has created a situation where the addicts buy prescription drugs over-the-counter for self-medication without proper guidance. Abuse of pharmaceutical drugs is more common than the use of substances such as heroin and cannabis products, chiefly because pharmaceutical drugs can be purchased from legitimate sources and are relatively inexpensive.

The law provides for various controls through processes of medical prescription and detailed record keeping. The Drug Control Organisation has issued instructions to the Drug Inspectors to make surprise checks/raids, especially, in order to detect the abuse of intoxicating drugs in the State. For this purpose, Joint raiding parties each consisting of three Drug Inspectors, have been formed which inspect jointly under the supervision of the team leaders. At least four joint raids are to be conducted every month. The State Drugs Controller/Assistant Drugs Controllers also lead joint raiding parties. The department also proposes to restrict issue of new licences to exclude drugs under the NDPS Act (Codeine, Proxyvon, Lamotil, Buprenorphine, etc.). This, they feel, will help control supply and availability of these drugs. Old licencees are not subject to the new policy. For reasons indicated in connection with the proposals to restrict the issue of licences, this is not likely to work.

It is generally agreed by the department and the trade that these controls are not effective due to various reasons:

- Requirements regarding medical prescription and maintenance of records are bypassed as a substantial percentage of the trade in these pharma drugs is off the record and such drugs may be supplied through informal trade channels to the ultimate consumers. In the case of some of the drugs, it is estimated that off-the-book volumes may be equal to or more than the drugs accounted for;

- Medical prescription for drugs may also not be a difficult condition to satisfy. Some professionals feel that they may only raise the costs of compliance without controlling supply in view of the demand for these drugs;
- The procedures for control as in force or proposed are based on assumptions and guesswork in regard to their effectiveness. No worthwhile data is available with the drug authorities or the Narcotics Control Bureau regarding the flow of these drugs in the trade, the quantum of drugs received from various sources outside and inside the state or even the total consumption of different categories of these drugs in the state. There is little coordination in this regard between the state drug authorities and the National Narcotics Bureau.
- There is no owner responsible for monitoring and control in the case of narcotic drugs. Unlike illegal drugs and substances, where police is the authority concerned, in case of pharma drugs, responsibility is divided among the state authorities and their officials and the Narcotics Control Bureau. The latter is apparently more concerned about the hardcore illegal drugs and substances (synthetics, opium and its derivatives etc.). The state drug departments, on the other hand, are barely able to manage the rudiments of enforcement, given the staff position and resources available to them.

**(v) Recommendations for Control of Abuse of Narcotic Drugs**

It would appear that the prerequisite for an effective strategy to control use of narcotic pharma drugs is to ensure acquisition and management of the relevant data. There is need to:

- If possible, sub-classify these pharma drugs - opium based/depressants etc.;
- Compile state-level data regarding manufacture and trade of these drugs manufactured under licence- the Bureau/central government provides the quota for manufacture of drugs and can provide the same to the state;

- Narcotics Control Bureau to make available/Haryana SDC to get information from the Bureau, regarding quantities received in the state whether from out of state manufacturers or distributors or within the state manufacturers of these drugs;
- The state government to maintain data about and monitor total stock available for consumption, and subsequent sales/consumption within the state.
- The SDC Haryana can prescribe for this purpose periodical returns to be filed by the distributors in the state indicating sales to wholesalers and, similarly, for sale from the wholesalers to the retailers. This system will enable SDC to keep track of traded drugs, to analyse data about consumption and devise control strategies based on pattern of use and consumption of these drugs through both regulatory (controlling supply) and promotional (managing demand) means.
- Similarly, the retailers may be required to maintain a separate monthly abstract of total sales etc. along with the detailed prescription records as already provided under law for easy access and inspection of the records and cross-checking of the transactions.
- Apart from these measures which would empower the state authorities through information (an example of the need, not generally appreciated, to empower officials and not only the public), the SDC needs to give priority while making random inspections to the misuse of NDPS drugs as indicated above.
- It may be difficult to restrict the issue of licences under law and/or hope that simply restricting the number of licences will result in the prevention of abuse, unless measures specified above are taken. One additional step can be that the application form for a licence should provide in the checklist a specific clause about the stringent record keeping requirements for narcotic drugs and a specific undertaking by the applicant to meet those requirements.

- Licensees may also be asked to prominently display a resolution (to be passed) by the Associations not to permit or indulge in misuse of these drugs and to maintain proper and accurate records.
- Demand management measures through media regarding the problems caused by these drugs need to be taken up on an aggressive footing, in addition to the control and management of the supplies.

## **Main Recommendations - Drug Control**

### ***Licensing and Related Activities***

#### **(a) Information and facilitation**

- (i) Develop immediately a separate website/sub-website/dedicated pages linked to state government/health department site for the drug control unit.
- (ii) Provide
  - Display of rules, checklists, forms on the drug controller website.
  - Facility for downloading the forms.
  - Client charter/standards of response, timelines and clear access systems.
- (iii) Maintaining electronic database of all the licencees in a form convenient for MIS/analysis. This can easily be done by outsourcing, if required, and updating done periodically. In due course, in-house systems could be developed for online receipt and handling of the licence applications.

#### **(b) Approval of additional drugs**

- (i) Display all drugs already approved for manufacture on the state drug department website along with checklist for new additions and service standards. Online acceptance of the applications could follow in due course.
- (ii) Timeline of 3-7 days for drugs under manufacture.

#### **(c) Inspection and sampling**

- (i) Guidelines to be issued for inspection and sampling:
  - Separating intelligence-based and routine inspections - the latter should be on a purely random basis.
  - Based on ABC analysis, develop guidelines for inspection and random sampling of the manufacturers/other licencees and review annually in consultation with the State Advisory Committee.

- **Intelligence-based inspection and sampling:** should be restricted to mostly spurious drugs and to be left to the local initiative.
- **Team-based sampling and inspection system:** for routine random inspections and sampling.

### **Contents of Suggested Guidelines**

#### **Random sampling:**

(i) Should broadly be in the ratio of:

- consumption of drugs produced in Haryana and out of state manufactured drugs;
- consumption in rural and urban areas.

(ii) Priority to sampling of expensive drugs which provide much higher incentives for violation (these can be suitably classified).

(iii) Define percentage of sampling for misbranded drugs/other categories (in case felt necessary).

#### **Feedback on and Review of Guidelines**

Get operational feedback by setting up district level committees to be convened by the drug inspectors. Nominees of the state level associations apart from NGOs could be members of the district committees.

(i) Feedback from the State Level Committee for annual review.

#### **(d) Control of Narcotic Drug Abuse**

(i) Maintain data for different classes of drugs manufactured/imported in the state and available for trade/consumption in the state.

(ii) Track the sale, trade and consumption by:

- prescribing **monthly returns** to be filed with the department by the distributors/wholesalers regarding;
  - (a) receipt of narcotic drugs;**
  - (b) sale within the state, with details of the licencees to whom sold;**

- requiring retailers to maintain a monthly abstract of narcotic drugs/received/sold/in stock, in addition to the records already provided under law.

(iii) Compile the data, analyse and incorporate **findings in** the annual guidelines for the Drug Inspectors for inspection of the licensee premises.

(iv) Based on this analysis, prepare strategy for demand management.

**(e) Performance Assessment/Indicators**

(i) Rate of failure of samples - overall/specific issues of concern such as spurious drugs.

(ii) Maintenance of data on narcotic drugs - consumption/sale.

(iii) Annual inter-district comparison.

(iv) Ratings to be given (above average, average, below average).

(v) Annual change in the failure rate - for the state and the districts.

### 3. SOCIAL SECURITY SERVICES - I

#### Family Support for Social Security and Safety

##### 3.1 Status of Person for Drug De-addiction

The drug abuse has penetrated deep down and spread its wings in the society. The abuse of illicit drugs has turned out to be more scary and pervasive. Various efforts have been directed by the government towards controlling the problem of drug abuse through a wide array of remedial measures such as treatment and rehabilitation programmes, intensification of law enforcement, elimination of the production and processing of illicit drugs and cognizing people about the harmful effects through education programmes. Reluctance to face the problem squarely and examine its causes in a holistic manner has resulted in virtual failure in preventing or reducing the incidences of drug abuse. The solution of drug abuse does not lie only within the narrow scope of the law enforcement. The involvement of community in general and families of drug-addicts is also imperative.

Drug addiction is a social evil and the social stigma attached to it leads to the under-reporting of extent of the problem of drug abuse and number of addicts. Since, the families hide the information pertaining to drug addicts thereby making the de-addiction efforts insufficient and ineffective. In order to combat this problem, there is a dire need to promote the reporting about the presence of drug addicts in the family. Therefore, it is proposed to incentivize the family which reports about the drug addicts and register them with the de-addiction centre.

S.No.	Parameter	Undertaking/ Self-Declaration	Incentive
1	Registered Drug Addict Members with the Drug De-addiction Centre	Declaration having registered drug addict member with the drug de-addiction centre	Rs 500 per month for one year
2.	Imparting of Skills to Drug Addicts under Recovery and Rehabilitation Programme	Registration with skill Imparting Centres	Rs 1,000 per month for one year
3.	Health Insurance to cover treatment including detox, inpatients and intensive outpatients for substance abuse and addiction	Registration with Ayush Bhavan Bharat with explicit provisions to cover cost of treatment	

**Simplified Proforma for Services- Family support to Drug Addict- Registered with the Drug De-Addiction Centre**

**Part -1**

1	Name of Service	Family support to Drug Addict- Registered with the Drug De-Addiction Centre
2	Name of Department/ Service Provider (Pre-filled into the system)	Social Security

**Part -2**

1	Name of Applicant	
2	Husband's / Father's / Mother's Name	
3	Permanent Address	
4	Correspondence Address	
5	Correspondence Phone No.	
6	Correspondence e-mail	
5	Aadhaar Card No. (Attach Copy)	

**Part -3**

**Information / Documents Required specific to the service Information**

1	Name of beneficiary, if not applicant. (Aadhaar Card No. of beneficiary. Attach Copy)	
2	Relationship with applicant	

**Documents Required**

**Submitted Tick (☐) / Yes**

1	Copy of the registration with the registered Drug De-Addiction centre	
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**Signature of Applicant**

**Self Declaration**

I, \_\_\_\_\_ hereby declare that (name of beneficiary) \_\_\_\_\_ has been registered with the drug de-addiction facility centre \_\_\_\_\_ town/city wide registration no. \_\_\_\_\_. All the information given above is true to the best of my knowledge. If any information is found to be incorrect then I will be punishable as per law.

**Signature of Applicant**

**Acknowledgement Receipt**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

### 3. SOCIAL SECURITY SERVICES - II

#### Family Support for Social Security and Safety

##### 3.2 Girl Child

The different roles determined by birth, gender values and separate norms that govern male and female form reasons for discrimination of the girl child. The preference of a male child causes discrimination and neglect of the girl child. This discrimination begins right from birth, in fact even before birth, when the efforts are made to abort the female foetus. She is given less food, even a reduced share of mother's milk, less education and less respect. The life and health of a girl child is threatened from the time she arrives in this world, mostly unwanted, largely uncared for, and soon to be exploited in different ways. Immunization after birth and education of a girl child is often ignored and remains less of a priority for many parents.

Various cash incentives for promoting the medical care and education of the girl child are proposed to those families who have fully immunized their girl child and having medical certificate for the same. Furthermore, education related incentives are also proposed for the families on producing school admissions certificates at the time of joining the school for first time, in 5th standard, 10th standard, or 12th standard.

S.No.	Parameter	Undertaking/ Self-Declaration	Incentive
1.	Immunization	Medical Certificate	Rs 500
2.	Admission in school	School admission certificate	Rs 500
3	Admission in +2	School admission certificate	Rs 250 per month for one year

4.	Admission for Graduation and Skill Development	Admission Certificate in recognized institutions	Rs 1,000 per month for duration of the course to the maximum of three years for graduation and two years for skill development
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## Simplified Proforma for Services- Family support in case of Girl Child

## Part -1

1	Name of Service	Family support in case of Girl Child
2	Name of Department/ Service Provider (Pre-filled into the system)	Social Security

## Part -2

1	Name of Applicant	
2	Husband's / Father's / Mother's Name	
3	Permanent Address	
4	Correspondence Address	
5	Correspondence Phone No.	
6	Correspondence e-mail	
5	Aadhaar Card No. (Attach Copy)	

## Part -3

Information / Documents required specific to the service  
Information

1	Name of beneficiary, if not applicant. (Aadhaar Card No. of beneficiary. Attach Copy)	
2	Relationship with applicant	

## Documents Required

## Submitted Tick (☐) / Yes

1	Copy of the immunization card/ (Medical certificate)	
2	Copy of the School admission certificate	
3	Copy of School admission in +2	

I hereby declare that all the information given above is true to the best of my knowledge. If any information is found to be incorrect then I will be punishable as per law.

Signature of Applicant

## Acknowledgement Receipt

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

### 3. SOCIAL SECURITY SERVICES - III

#### Family Support for Social Security and Safety

##### 3.3 Maintenance of Welfare of Parents and Senior Citizens

The growing culture of nuclear families, generation gap and interference, job migration, old age ailments and rising economic liabilities has resulted into seclusion and neglect of parents. Parents are forced to live a meaningless and painful life without care and affection. This paradigm shift in the changing cultural metaphors of our society has parallel effects on the maintenance contours too. They are struck in a dilemma between their future expectations and their parental liabilities. A long time debate over this issue has resulted into the interference of legislature on the same; thus, shifting responsibility of maintenance of the parents from children to the government. The Government of India, through its Ministry of Social Justice and Empowerment, introduced the Bill on 9th March, 2007, titled as “The Maintenance and Welfare of Parents and Senior Citizens Bill 2007” in the Parliament. The Act aims at protection of the life and property of parents and senior citizens.

Inter alia, financial inability in taking care of the parents is one of the major factors responsible of desertion of aged parents; specifically where the parents are not in a position to contribute financially. Therefore, it is proposed to incentivize those families who keep their parents along.

S.No.	Parameter	Undertaking/ Self-Declaration	Incentive
1.	Maintenance of welfare of Parents and Senior Citizens	Parents are living with the family-Declaration verified by the parent	Rs 500 per month

**Simplified Proforma for Services- Family support regarding maintenance of welfare of parents and senior citizens**

**Part -1**

1	Name of Service	Family support regarding maintenance of welfare of parents and senior citizens
2	Name of Department/ Service Provider (Pre-filled into the system)	Social Security

**Part -2**

1	Name of Applicant	
2	Husband's / Father's / Mother's Name	
3	Permanent Address	
4	Correspondence Address	
5	Correspondence Phone No.	
6	Correspondence e-mail	
5	Aadhaar Card No. (Attach Copy)	

**Part -3**

**Information / Documents required specific to the service Information**

1	Name of beneficiary, if not applicant. (Aadhaar Card No. of beneficiary. Attach Copy)	
2	Relationship with applicant	

**Documents Required**

**Submitted Tick (☐) / Yes**

1	Self declaration of applicant	
2	Self declaration of beneficiary (Father/ Mother/ Both)	

**Signature of Applicant**

**Self Declaration of Applicant**

I, \_\_\_\_\_(Aadhaar No. \_\_\_\_\_) S/O Sh. \_\_\_\_\_ hereby declare that my parents (Name of the father and Aadhaar No.)\_\_\_\_\_and (Name of the Mother and Aadhaar No.)\_\_\_\_\_are living with me since \_\_\_\_\_.

**Signature of Son/Daughter**

**Self Declaration of Beneficiary (Father/Mother or Both)**

I, (Name of Father or Mother and Aadhaar No.)\_\_\_\_\_ certify that we are living with our son/Daughter (Name and Aadhaar No.)\_\_\_\_\_ resident of \_\_\_\_\_village/town/city.

Signature of Father/Mother

**Acknowledgement Receipt**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

## 4. TRANSPORT DEPARTMENT

### **Fitness Certificate for Commercial Vehicles:**

The problem afflicting this sector has to do with the fact that the Motor Vehicles Inspectors are not equipped to handle the numbers involved. And therefore, an easy shortcut of the process takes place - a fee is paid and the papers are stamped.

The HGRA recommends that major service stations be authorized to verify the fitness of the vehicle before issuing a certification for the same. The simple logic behind this suggestion emanates from the fact that these service stations are better equipped and can bring to the process a professional competence. They would also have less incentive to adopt corrupt practices.

Qualified ITIs could also be authorized for inspection of vehicles.

The recommendation implemented would save hundreds of man-days of officials as well as vehicle owners, apart from making the process technically sound and objective.

**Learners’ Driving Licences (separately submitted to the Haryana Government a year before):**

The HGRA recommends that Principals of Government Colleges/Higher Secondary Schools be designated as Licencing Authority for the Learner’s Licence for students. To that end, it was also suggested that educational material on traffic rules and regulations be prepared and made available to colleges/schools along with the requisite training for the functionaries involved. It was also recommended that the necessary IT infrastructure be installed in colleges/schools.

**ELIGIBILITY FOR OBTAINING A LEARNER’S LICENCE:**

**Non-commercial Vehicles**

SN o	Type of Motor vehicle	Minimum age for eligibility	Other requirements
1.	Without gear or up to 50 cc engine	16 years	(i) With the consent of parents/guardian; (ii) Acquaintance with elementary Traffic rules & regulations
2.	Light Motor Vehicles (Motor cycles Scooters and Cars etc.)	18 years	Acquaintance with elementary Traffic rules & regulations

**Commercial Vehicles**

SN o	Type of Motor vehicle	Minimum age for eligibility	Other requirements
1.	Light Motor Vehicle	20 years	(i) Pass in 8th standard (ii) Acquaintance with elementary traffic rules & regulations
2.	Heavy Motor Vehicle	After one year experience of driving Light Motor Vehicle (Commercial)	(i) Pass in 8th standard (ii) Acquaintance with elementary traffic rules & regulation

One becomes eligible for permanent licence after expiry of 42 days from the

date of issue of the learner's licence. It is renewable as long as the applicant can get it renewed prior to the date of its expiry.

### Existing Procedure

- (i) Currently Learner's Licence is issued by the DTOs and SDMs
- (ii) The documents required with the learner's driving licence application form are as follows:
  - (a) Residence Proof - attested copy of any of the following:
    - ✓ Ration card
    - ✓ Life Insurance Policy
    - ✓ Pass port
    - ✓ Voter Identity card
    - ✓ Pay slip issued by any office in the Central /State or a local body
    - ✓ The consent from parents and blood relation can be treated as residence proof, if parents enclose their residence proof.
    - ✓ Other authentic proof acceptable by MLO/MVI
  - (a) Age Proof - attested copy of any of the following:
    - ✓ School certificate
    - ✓ Passport
    - ✓ Birth Certificate
    - ✓ Certificate from Central/State Govt. or a local body
    - ✓ Identity card/voter list
    - ✓ PAN card
    - ✓ Other authentic proof acceptable by M.L.O / MVI
  - (c) Application for learner's licence with passport size photograph.
  - (d) Medical fitness certificate from Registered Medical Practitioner/ authorized doctor of the Transport Department
  - (e) Learner's licence form with photographs
- (ii) After verification of all the documents applicant has to go through a test with regard to the elementary traffic rules and regulations. The learner's licence is issued to the applicant who has passed this test. It is issued on the same date. If the applicant does not qualify the learner's test, he is given a second chance after one week.
- (iii) The learner's vehicle has to display the alphabet-L in Red colour, which

should be visible from a distance.

- (iv) In addition to practical training, the applicant should also learn about the machinery of the vehicle, road signs and the rule of the road etc.
- (v) A person holding a learner's licence for a two-wheeler, cannot carry any other person on the pillion except his instructor.

### **1. Gaps and Concerns:**

In the offices of all DTOs/ SDMs a considerable workload in the licence section relates to issuing of learners' licences. If this function is assigned to some other authority the workload of the DTOs/SDMs can be considerably reduced resulting in better utilization of their services.

In the offices of the DTOs/ SDMs, malpractices exist in issuance of Learner's Licence one of which is issuing the Learner's Licence in certain cases without actually taking the test

In the offices of the DTOs/ SDMs, students face hassles and delays while applying for Learner's Licence. Applicants have to make repeated visits to the offices of the DTOs/ SDMs

In spite of obtaining the learner's licence, licensees are generally not fully aware of the road safety norms and traffic signals.

### **2. Recommendation and its impact:**

The authority to issue learner's licence to be given to the principals of recognized colleges/schools (higher secondary) with requisite internet connectivity, by declaring them licensing authority for the purpose in addition to DTOs/ SDMs, with jurisdiction to issue such licences to their own eligible students. This would considerably reduce the workload of DTOs/ SDMs whose capabilities could then be diverted to other areas of need. In addition malpractices in issuance of learner's licence would be eliminated and the applicant will not have to make repeated visits to the offices of the DTOs/ SDMs. Still further, the licencees shall be made fully aware of the road safety

norms and traffic signals in the revised arrangements, which will include a proper written test.

### **3. Requirement for Implementation of Revised System**

The Department of Transport to issue notification to authorize Principals of designated Colleges/Higher Secondary Schools having infrastructure to process, sign and issue Learner's Licence in favour of their own eligible students (in addition to the DTOs/SDMs). And literature on elementary Traffic rules & regulations, road safety, over speeding and consequences of drunken driving, etc., to be made available to the students of the Institution.

### **4. System Workflow**

Before processing of applications for licence, the College will verify the contents of the applications. The prescribed fee shall be collected from the applicant. The College would then conduct tests for Learner's Licence. For successful candidates, the Principal would issue Learner's Licence certificate. The data relating to the documents submitted and license issued would be sent in a specific format to the DTO concerned through the internet. This will be preserved for a period of 5 years by the college concerned. The DTO shall provide all required guidance to the college authorities and monitor the process.

The fee collected will be deposited in the treasury through challan within 24 hours of its collection. The SO of the office of the DTO shall conduct monthly audit of the fees recovered and deposited in the above account for issuing learner's licences (LL).

### **5. Financial Impact**

- By offloading the total process of issuance of LL, DTOs would be in a position to save substantial recurring cost both in terms of manpower and infrastructure.

## **6. Strengths & Opportunities**

- In the envisaged scenario, licences would be provided to the students of the college/schools in the College premises itself.
- Workload of the DTOs/ SDMs would be considerably reduced resulting in better utilization of their services in other critical activities.
- Waiting time of applicants and indirect cost of obtaining a Learner's License would stand reduced drastically.

## 5. CYCLE RICKSHAW, VENDORS AND HAWKERS:

### RECOMMENDATIONS

#### Perspective

Cycle rickshaw-based intermediate public transport is a major advantage to the society as it reduces pollution, eliminates fuel consumption, is low on cost, ensures road safety and increases employment and promotes small-scale industry.

Another important segment of this informal sector are the street vendors and hawkers, providing consumers with convenient and accessible retail options. Presently, cycle rickshaw, vending and hawking are one of the largest employment generators in the informal sector that needs immediate attention of the state government. On an average, one cycle rickshaw helps to commute 20 persons per day and it is a preferred mode of travel, especially for women and elders for short distance travelling (< 3km). Street vendors and hawkers exist only because the consumers need them. A total of five lakh poor families are involved in this informal sector. People in this business are the landless labourers and the urban poor.

This informal sector provides citizen-friendly valuable services and addresses the following noteworthy benefits:

- Service of citizen-friendly passenger and retail goods transportation at doorstep.
- Livelihood
- Environment-friendly and sustainable development
- Social Inclusion and citizen-friendly services

In addition to providing useful goods and food items at doorstep via non-polluting ways, vending itself adds safety and security to social life. Poorly lit stretches and parks, and narrow footpaths make women feel-insecure and vulnerable, but presence of vendors and hawkers make them feel safe in public places.

#### **Redefining the definition of “Rickshaw Puller”**

The present Act specifies rickshaw driver as “Rickshaw Puller,” puller was old terminology, which is no more applicable in the three-wheeled cycle rickshaw driven by manual pedal power and includes all its components and accessories. Rickshaw

puller terminology was more applicable to the old rickshaws, which were operated on two wheels and one or two manual labourers in the front used to pull it by hand. The present three-wheeled cycle rickshaw design is modified version of the same, in which human traction power is being used as one of the skill, and through manual 0.25 horsepower mechanical energy generated is being used for rickshaw running. These pedal soldiers of India are no more “pullers”, but a traction men or rickshaw/ecocab drivers. This definition needs amendment in the Act.

### **Cycle Rickshaw Rental and Fleet operations**

A Municipal body can grant or renew licence to an institution to be plied through any person. But the rickshaw cannot be used for hire. The present Act, does not allow anyone to hold more than one rickshaw. The licences to widows, disabled and cooperative societies can be given based upon their needs. This means that person who is born as a rickshaw operator has to die as operator only. He cannot make further investment to buy a second rickshaw.

It has been observed that rickshaw operators take rickshaw on rent from **rickshaw fleet operators**. Many of these rickshaw operators do not have the financial capability or parking space to own a rickshaw. Since the migrants do not have permanent residences and have to go back to their native place to stay and, therefore, do not prefer to own a rickshaw. **The present Act does not provide any kind of flexibility for renting/handing over a rickshaw to anyone else than owner itself. The rickshaw driver has to be the owner only.**

*When the owner of an airline acquires an additional fleet of planes, or a truck owner manages to expand his fleet to several hundred vehicles, he is celebrated as a successful entrepreneur. But when a person comes to acquire a few dozen or a few hundred rickshaws, owner gets to be stigmatised as a mafia don*  
- Manushi

By enacting a law that prohibits a person from owning more than one rickshaw and by insisting that “owner must also be puller:”

- A person who begins his life as a puller, must die as a puller;
- The poor must remain manual labourers all their lives;

- The poor are not allowed to become even petty entrepreneurs.

Further the present Act itself is unconstitutional as it violates fundamental rights under Sub Clause (g) of Clause (l) of Article 19 of the Constitution to carry on occupation or business. As a similar restriction is not imposed on those driving taxis, buses, three-wheeler/ auto-rickshaws and other vehicles plying for public hire, the present Rickshaw Act and bylaws violate the fundamental rights guaranteed by Articles 14 and 16 of the Constitution (Kishwar 2001).

In the case of vendor and hawkers, they need to take prior licence from Municipal Authorities. In number of Municipal Corporations, no licence is being issued.

### **Registration instead of Licencing for Hawkers and Rickshaw Operators**

Presently it is licencing which has been implemented, but simple registration mechanism should be adopted as in the case of cars/motorcycle and other motor vehicles. Fee-based regulation of numbers is required than licence-based quotas along with providing year round open online registration system. In Delhi as per the Municipal Act, the quota for cycle rickshaw has been restricted to 90,000 in 1980, which has not been revised even after 33 years. The fixation of number of rickshaws should be based on the size of population, architectural layout of the city, mobility requirements and changing preference for type of vehicles.

For vending and hawking, licences are not issued at various municipalities and it makes their operation illegal. No issuance of licences gives rise to corrupt practices. It is, therefore, proposed that in the case of hawking and vending also, licence 'raj' to be replaced by simple registration.

### **Upper Age Limit for Rickshaw Operations**

Presently, Haryana Municipal (Regulation and Control of Cycle Rickshaw) Byelaws, 1982 restricts 55 years as upper age limit for rickshaw pullers. Whereas, for Motor Vehicles Act 1988, there is no prescribed age limit and it is linked with the Medical fitness of the driver. It has been evident that many rickshaw operators are driving the rickshaw up to the age of 60 years and above and are healthy, but are victims of law due to the upper age limit. We all know cycling is a healthy exercise, which keeps you fit even in older age. Therefore, the upper age limit in the Act should be linked with the medical fitness of the rickshaw driver.

## Plan of Action-Haryana

### Deliverables

1. Providing them with “**Sewa Card**”, this card will facilitate them with Photo Identity and unique ID will allow them to avail other facilities. An online databank shall be created via **Atal Sewa Kendra**. This will keep record of their permanent and local address along with their other social-economic data. This card will facilitate them to run their business by paying suitable fee and for rickshaw pullers, the same shall be made available at a nominal fee of Rs 1.
2. Extension of **Ayushman Bharat Scheme** to the informal sector, may or may not be having BPL Cards
3. Facilitation to get licence to run food business from the health department under Prevention of Food Adulteration Act, 1954. The same service may be notified under Right to Service Act.
4. Facilitation for Pradhan Mantri Pension Yojna, under New Pension Scheme, as on demand.
5. Setting up of Grievance Redressal Cell for informal sector. The members include representatives of civil society, administration and representations of informal sectors and their unions.
6. Closed User Group (CUG) for mobile connections- Free inter-calling or ‘Free Basic Mobile Feature Phone to All’ by the government - digital empowerment. Digital empowerment: facilitating them with mobile phone at 50 per cent subsidised rates.
7. Improvement of Last Mile Connectivity Services by planning cycle rickshaw and auto-rickshaw as feeder service to city bus service via Dial-a-Rickshaw facility and its integration with MRTS/City Bus by arranging suitable designated parking spaces for them.
8. Bus pass for the travel with concession.
9. Waiver on house tax and water supply bills for those who have houses here or any other relevant housing/toilet facilities.
10. Arrangement of credit/loan facility to vendor, hawker and cycle rickshaw operators via DRI schemes/financial inclusion.

11. Free night shelter facility for the sleeping homeless.

Four essential vending services should be allowed in each residential area (unless and until it is a high security zone) under very essential services for city life. These can be amended from time to time.

- a. Dhobi-Ironing
- b. Basic Cycle Repair-No Sale
- c. Cobbler for Shoe Repair
- d. Tandoor (for packing and not sitting and standing)

### **Structural Reforms**

1. Dedicated Cycle Rickshaw and Auto Rickshaw parking facility at all bus shelters of city bus service for the improvement of last mile connectivity.
2. For the Inclusive planning and organic development of the city, the City Planning guidelines under HUDA Act to facilitate vending, hawking and cycle rickshaw operation.
3. Construction of state-of-the-art “Rain Basera” for homeless population working in informal sector.
4. Provision to provide them new rickshaws and hand-pulled carts on easy loan or under welfare schemes. Pictures are shown in the next section of this report.

### **Plan of Action**

1. In order to attract registration, a simple registration process for vendors, hawkers and cycle rickshaw operators at Atal Sewa Kendra with nominal fee as token money and service of registration certificate for cycle rickshaws/vendors/hawkers may be notified under the Right to Service Act.
2. Vending and hawking master plan with zoning of the city in consultation with stakeholders, mainly vendors and hawkers.
3. Creation of special purpose vehicle (SPV) comprises members including the Municipal Commissioner, representatives of street vendors, local authority, planning authority, local police, resident welfare association and other traders’ associations in the form of society for the smooth functioning of the system. This will eventually act as town/city vending committee (TVC).

4. The registration card will enable them to avail various services like mobile phone connections, health insurance, credit facility and other welfare schemes' benefits given by the government

### **Policy Level Reforms**

1. At present GST on cycle rickshaw tyre tube is 5% and a complete waiver of GST on cycle rickshaw-rehri/parts shall be requested since these are the green mode of transportation. Exemption of any such tax on the purchase of new vehicle and spares mainly tyres and tubes, which needs replacement after every six months is welcome.
2. Under the **Haryana Municipal (Regulation and Control of Cycle Rickshaw) Byelaws, 1982**, waiving off the upper age limit of 55 for rickshaw driving and linking it with physical fitness of driver like in case of Motor Vehicle Act. First registration up to the age of 55 and then subsequent renewal after every 10 years.
3. Scrapping of licencing system and facilitation with easy online registration system under Haryana Municipal Laws, while *Atal Sewa Kendra* and registration service shall be made compulsory under the **Right to Service Act**.
4. **To amend the Haryana Police Act provisions dealing with obstructions in streets and public spaces.**

The provisions create contradiction between a legal 'licenced' vendor and 'illegal' obstruction or causing nuisance resulting in physical eviction of even licenced vendors. It is proposed that the Haryana Police Act rules/may be amended as under;

**“Except in case of street vendors/hawkers and service providers with certain reasonable regulations”**

5. Inclusion under **Urban Development Mission** and building houses and residential colonies for homeless/vendors/hawkers.
6. Notification of the Prevention of Food Adulteration Act, 1954 under the Right to Service Act for providing them licence to run business within 24 hours of application under **“Sewa Card.”**

## Pictures of New Cycle Rickshaws and Vegetable Carts

### New Rickshaw: Fazilka Ecocabs Model



**FIGURE 1 : NEW LIGHTWEIGHT RICKSHAW WITH MORE LUGGAGE SPACE AND ADVERTISEMENT SPACE**

## 6. Recommendations for Ease of Doing Business

**Introduction:** Ease of Doing Business (EoDB) is the ease with which businesses can be conducted in any economy. It is used by the World Bank to rank the economies in terms of their performance for the best regulatory practice. EoDB concept is now widely used to rank countries and is widely considered favourable for attracting investment. The countries compete to improve their ranking and score on EoDB. This is a dynamic concept as new variables are included over time. The 11 indicators are presently used by the World Bank to rank 190 countries for their performance to ease norms and regulations for making new investment and expanding business.

- i. **Starting a business:** This indicator covers procedures, time, cost and minimum capital to open up a new business.
- ii. **Dealing with construction permits:** Covers procedures, time and cost to build a warehouse.
- iii. **Getting electricity:** includes procedures, time and cost required for a business to obtain a permanent electricity connection for a newly constructed warehouse.
- iv. **Registering property:** The procedures, time and cost to register commercial real estate is included in this.
- v. **Getting credit:** Strength of legal rights index and depth of credit information index are covered under this.
- vi. **Protecting investors:** Covers the extent of disclosure, extent of director liability and ease of shareholder suits.
- vii. **Paying taxes:** Includes number of taxes paid, hours spent on tax returns and tax payable as share of gross profit.
- viii. **Trading across borders:** This covers number of documents, cost and time necessary to export and import.
- ix. **Enforcing contracts:** This includes procedures, time and cost to enforce a debt contract.
- x. **Resolving insolvency:** Covers time, cost and recovery rate (%) under bankruptcy proceedings.
- xi. **Labour market regulation:** Covers flexibility in employment regulation and aspects of job quality.

The World Bank considered labour as an important indicator and collect and analyse data on the same, however for the overall country-wise rankings of the EoDB, it is not included. The World Bank collects data on labour market regulations from local lawyers and public officials using a detailed questionnaire on employment regulations covering three areas - hiring, working hours and redundancy.

**India's EoDB Ranking in the World Bank Report:** In the World Bank report of Doing Business 2019, India has improved its ranking to 77th position in 2018 from 100th in 2017 and 130th in 2016. India has improved its rank in ease of starting a business, construction permits, getting electricity, getting credit, paying taxes, trade across borders, enforcing contract and resolving insolvency. Major improvements have taken place in case of construction permits and trading across borders. In construction permits, India has improved its rank from 181 in 2017 to 52 in 2018, and in trading across borders, India has improved its ranking by 66 positions moving from 146 in 2017 to 80 in 2018. In registering property, the rank has increased from 154 in 2017 to 166 in 2018. Thus, India has to make improvements in registering property.

**EoDB and Indian states:** EoDB concept is now adopted by most of the countries to attract investment and there is competition amongst the countries to improve their rankings. India has taken various initiatives in the last few years and succeeded in improving its ranking. However, the limitation of this index is that it is based on the data from one main city of the country and in case of large countries the data from two main cities is collected. Thus, the regional variations are not accounted in a large-size country like India. In order to take account for that, DIPP in consultation with the World Bank has started constructing EoDB index for all major states in India since 2014. The ranking of states till 2016-17 was done on the basis of reforms undertaken in predefined areas, while feedback score is also accounted from 2017-18. The reforms areas are further classified into various action plans. The action plans are also updated every year based on the recommendations made by DIPP. These are then implemented by the states and evaluated and ranked by DIPP.

In 2017-18, EoDB ranking was done on the basis of 12 business reform areas in 372 action plans implemented by the states. These 12 indicators are broadly similar to the 10 indicators used in the World Bank Report. These 12 indicators are:

- I. **Access to Information and Transparency Enablers**
- II. Single Window System
- III. Land and Property Regulation
- IV. Construction Permit
- V. Environment Regulation Enabler
- VI. Labour Regulation Enabler
- VII. Obtaining Utility Connections
- VIII. Tax Regulation and Compliance

- IX. Registering Property
- X. Carrying out Inspections
- XI. Enforcing Contracts
- XII. Sector Specific

**EoDB and Haryana:** Haryana has improved its ranking from 14th position in 2015-16 to 6th position in 2016-17 and to 3rd position in 2017-18. A review of the important indicators has been carried out to understand the issues involved in the problems faced by the investors and other users despite implementation of the reform areas/action plans. The analysis covers interaction with various stakeholders. The problems faced in various reforms areas/action plans are listed below. We have also listed the recommendations which are likely to take care of the issues and would result in improving the overall governance.

## Recommendations related to Ease of Doing Business in Haryana

Sr. No.	Board Area of Reforms	Problems	Recommendations
<b>1. Indicator: Labour Regulation Enabler:</b>			
I.	Plan Approval for construction/extension (under Factory Act, 1948)	Online System such as application submission, processing, payment tracking and monitoring of process at various stages implemented, but non-functional. This explains why feedback score of Haryana on this is very low (zero)	<p>There is need to appropriately design an effective online system with the involvement of various stakeholders and technocrats and experts for effective implementation. This should allow application submission, processing, payment, tracking and monitoring to provide user hassle free services.</p> <p>Multiple approvals for specific categories of industries should be avoided through proper coordination/integration of various departments and online sharing of documents.</p>
II.	Registration and Renewal of Boilers under The Boilers Act, 1923	Prior clearance/inspection required Third party inspection system is non-functional.	Provide exemption under Section 34 subject to third party/manufacturer certificate
<b>2. Indicator: Obtaining Utility Permits:</b>			
I.	Obtaining Electricity Connection	Third party inspection system for installations is not properly functioning/effective	There is need to discontinue inspections/approval by Chief Electrical Inspector except in few industries in which it is essential. In those cases, Haryana transmission

		and is reason for low feedback score.	Corporation, which is a professional outfit, should be authorized to do inspection. In all other cases, third part inspection should be made compulsory and functional.
<b>3. Indicator: Inspection Enabler:</b>			
I.	Inspection by Building Proposal Office to obtain construction permit under ULBs	Problem in viewing and downloading submitted inspection reports of at least	The Departments should regularly upgrade its online database. In order to avoid multiple inspections by various departments, single joint/integrated inspection should be made applicable.
II.	Inspection by building Proposal Office to obtain occupancy/completion certificate under ULBs	past two years by the establishments. Haryana has low feedback score in these areas.	
<b>4. Indicator: Environmental Registration Enablers:</b>			
I.	Consent to Establish under Water and Air Acts.	Red-tapism	For Hazardous or highly polluting industry, there is a need to establish site inspection committee for approvals.
II.	Authorization under the Hazardous and Other Wastes, 2006		

### Expected Outcomes:

- i. Safeguard labour interest without compromising efficiency
- ii. Reduce corruption linked to inspections by bringing third party inspection.
- iii. Simplify norms and procedures to set up or expand business.
- iv. Define clearly the processes, total fees involved and step and time lines for various clearances.

**Conclusion:** EoDB is very important indicator to reflect the governance system. It also acts as an important guide to help the investors in making decision to invest on the basis of providing them the idea of procedural hurdles involved in getting various

clearances etc. Government has reduced the regulations coming in the way of investment in India by implementing the online system, reducing timelines and documents requirement etc. But it is important to note that EoDB should not result in removing the minimum safeguards. For example, some regulations on environmental safety. Thus, the main purpose of EoDB is to smoothen the process of getting clearances and remove unnecessary documentation required by keeping essential regulations which protects the environment and other essential safeguards intact.

## EASE OF DOING BUSINESS

### Proposed Regulatory Reforms

Sr. No.	Major areas of reform	Status/problems in Haryana	Recommendations
I.	Construction-permissions and approvals  (a) ULB/ Regional planning authority.	Complicated rules, lack of expertise of competent authorities; unnecessary stages of inspection.	Self regulation. Owner has no interest in setting up unsafe/unstable buildings.  Approvals based on 3rd party certification by empanelled architects/ structural engineers
II.	(a) Approval of construction under Factories Act (submission and approval of plans).  (b) Licencing.	<u>Semi-legal</u> practice of approving plans/licencing extended to <u>all factories</u> .  Department not fully equipped technically and numerically.	Discontinue practice of: Submission of site & construction plans. Prior approval/licencing under Section 6. Most of industries covered under specific laws - e.g. Drug Act.
III.	Environmental clearances (a) Consent to establish under environment	Delay and red tape.  Site inspection committee required for hazardous	In view of elaborate environment law, relevant Provisions under Industries Act be treated a dead

Sr. No.	Major areas of reform	Status/problems in Haryana	Recommendations
	regulations (water, air hazardous substances). (b) Factories Act- Site Inspection for hazardous industries.	industry.	letter-duplication to be avoided
IV.	Indian Boilers Act - Certification of Boilers	Prior clearance/ inspection required. Third party inspection system not functional.	Provide exemption under Section 34 subject to third party/ manufacturer - certificate.
V.	Indian Electricity Act  (a) Connection.  (b) Clearance by Chief Electrical Inspector.	Procedure simplified by PSEB; Service standards defined.  Inspection - a formality of law completed after deposit of fees and speed money.	Discontinue inspections/approval by Chief Electrical Inspector; in limited cases necessary, authorize to Haryana Transmission Corporation, a professional outfit.

### Expected Out Comes

- Ensure efficient social outcomes by relying on labour (second party) to assert their rights- where mutual accommodation not feasible.
- Reduce huge transaction costs including corruption linked to inspections/ maintenance of registers which have no nexus with objectives.
- Tremendous improvement in costs of a time for starting business - through abrogation of licencing/approval, at no additional social cost.

## 7. POLICE SERVICES

### ENGAGED GOVERNANCE THROUGH COMMUNITY POLICING SYSTEM OF REPORTING COMPLAINTS

EXISTING	PROPOSED	EXPECTED OUTCOMES
Inconsistency in reporting complaints and recording FIRs	Online registration of complaints Issuance of unique number for follow up Status of progress online/ SMS/visitors enquiry counters	Reduction in harassment and corruption Basis for grievance redressal
Performance is measured on the number of complaints received	Performance to be measured as per ratio between petty crimes and heinous crimes	Increase the confidence of the people in Police
Non-reporting of complaints	For gender-related complaints a non-formal justice delivery system has been institutionalised in Mitra Kaksh	Non-stigmatised redressal of domestic violence, dowry and other gender-related cases
Disproportionate allocation of staff in police stations. Districts with disproportionate police-population ratio have an unsatisfactory performance index	Redeployment of staff as per need of the area. Dedicated team for investigation work in police station. One inspector to be dedicated for delivery of police services and community policing work.	Quality of investigation to be improved
Diversity representation in police is inadequate	Five-year plan to increase to 10 per cent women representation in total civil and armed police strength	Promote gender justice
Deployment of police station/Mitra Kaksh staff for the security of individuals	Discontinued the deployment of the Police Station staff for security duty	Shall enhance citizen delivery of service and reinforce centrality of community policing

EXISTING	PROPOSED	EXPECTED OUTCOMES
Verification including documents like passport, character, arms licence, etc. testimonies of neighbour, panchayat member, municipal commission are required	In place of testimonies self-declarations and declarations by any two persons of the area, supported by documents. Accepted and forward to concerned agencies for approval.	Enhance citizens trust, reduces perverse incentives and dignified access
Police clearance certificate, issue of residence permits and visa extension for foreigners through SSP Office	All these cases to be dealt with district Mitra Kaksh and action taken will be notified online.	Transparent and harassment-free delivery
Reporting of missing persons, missing articles at the police station - not transparent	Missing persons report to be entertained at Mitra Kaksh, available online, SMS. Weekly updates available.	Reduces harassment and promote accountability

## 8. PERFORMANCE INDICATORS FOR PARIVARTAN SCHEME AND PERFORMANCE ALGORITHM

During "Chintan Shivir" an innovative scheme called 'Parivartan' was launched. In this scheme, 46 backward developmental blocks of different districts were selected and allotted to 46 topmost IAS, IPS and IFS officers of the State to undertake development work in 10 selected standard fields and one field of their choice. The 10 fields included Facilitation of Financing, Making Agriculture Profitable and Sustainable, Improved Delivery of Health Services, Swachh Bharat, Congestion Free Bazaars, Youth Engagement, Reduction in Air Pollution, Availability of Identity Related Services, Effective Policing and Road Order and Road Conduct.

HGRA suggested some initial indicators for inclusive block development plan under Parivartan Scheme.

<b>INDICATORS FOR BLOCK DEVELOPMENT INCLUSIVE PLAN</b>	
<b>1.</b>	<b>Delivery of Citizen Centric Services</b>
<b>Band-I</b>	<b>Welfare and Social Security</b>
(i)	Efficient Implementation of Dal-Roti Scheme
(ii)	Shagun scheme for poor
(iii)	Old age, widow and destitute pension
(iv)	Post-matric scholarship for Dalits
(v)	Health insurance scheme
(vi)	Loan facility to vendors, hawkers, cycle rickshaw operators and making provisions in each residential area under mandatory services of ironing, cycle repair, cobbler and tandoor etc.
<b>Band-II</b>	<b>Identity Related Demand Driven Services</b>
(i)	Scheduled Caste certificate
(ii)	Backward caste and backward area certificate
(iii)	Birth, marriage and death certificates
(iv)	Income certificate
<b>Band-III</b>	<b>Supply Driven Citizen Services</b>
(i)	Prevention of food adulteration
(ii)	Building and house completion certificates
(iii)	Driving licence

- (iv) Shop registration and pollution related services

**Band-IV Police Related Services**

- (i) Registration of complaints (reporting of crime) with unique ID number
- (ii) Investigation – quality and efficiency
- (iii) Charge sheeting rate
- (iv) NOC for fairs/Melas/Exhibitions/Loudspeakers etc. and verification services like character, renewal of arms licence, passport

**2. Emergency Medical Response System**

- Network of Ambulances – linked to upgraded medical emergencies in FRUs catchment area for ambulances marked and response time monitored.

**3. Road Order and Road Conduct**

- Street lighting
- Identification of black spots – for traffic accidents and prone eve-teasing and violation of women dignity
- Monitoring drunken driving, triple riding, without helmet

**4. Stray Animals including cattle and pigs**

**5. Sanitation Services in Cities and Villages**

- Public toilets in market, mandis, parks and other places
- Toilets in schools (separate for girls and boys)
- Own your toilet with a solar panel scheme

**6. Youth Engagement**

- Skill Saksham
- Youth Vayam and Recreational Shalas

**7. Drinking Water**

- Provision of tap drinking water to every household

**8. Access to Quality Primary Education**

- Literacy rate for inclusive growth
- Upgradation of infrastructure of primary schools at the level of Model Schools

**9. Double the Income of Farmers**

- Crop diversification by providing MSP on crops other than wheat and paddy
- Infrastructure for promotion of vegetables, dairy, fishery and other activities

**10. Grievance Redressal System**

**Performance Indicators**

**1. FACILITATION OF FINANCING**

- a. Stand Up India
- b. Start Up India
- c. DRI Loans
- d. MUDRA

**2. DOUBLING FARMERS INCOME**

- a. Increasing Area Under Micro-Irrigation From 15th Feb 2018 Level
- b. PMFBY KHARIF Premium Deposit By Non-Loanee Farmers
- c. Promotion Of Beekeeping/Fisheries/Mushroom/Any Allied Activity
- d. Creation Of Farmer Producers Organisations (FPOs)
- e. Promotion Of Cropping Of The Leguminous Dhencha

**3. IMPROVED DELIVERY OF HEALTH SERVICES:**

- a. Presence Of The Staff And Biometric Attendance
- b. Universal Immunization
- c. Improvement In The Allotted First Referral Units (FRU)
- d. Ensuring 4 Basic Services For Every Delivery

**4. SWACHH BHARAT**

- a. Secondary Solid Waste Collection (SSWCSs)
- b. Public Toilets
- c. Green Parks

**5. CONGESTION FREE BAZAARS**

**6. YOUTH ENGAGEMENT**

- o Creation Of Engagement Opportunities Under SAKSHAM
- o Placement And Consequent De-Registration
- o Activation Of Youth Clubs
- o Linking Sports With Schools And Community

**7. REDUCTION IN AIR POLLUTION**

- e. Stopping Stubble Burning

- f. Monitoring Air Quality
- g. Elimination Of Burning Of Leaves & Garbage

**8. ISSUE OF CERTIFICATE**

- a. Caste Certificates
  - i. To SC Students Of Govt and Private Schools
  - ii. To BC (A) Students Of Govt And Private Schools
  - iii. To BC(B) Students Of Govt And Private Schools
- b. Domicile Certificates
  - i. To Students Of Govt And Private Schools And Colleges

**9. POLICE RELATED SERVICES**

- a. Number Of Undisposed 5p Including 5p 2nd Register Complaints Of Cy 2017
- b. Arrest Of Most Wanted/Proclaimed Offenders/Bail Jumpers
- c. Number Of Cases In Which Final Report Not Submitted In The Prescribed Time Period
- d. Number Of Rape And Murder Cases(Added Together) Of Cy 2017 Where Final Report Not Filed
- e. Number Of Cases Under Sections 379A And 379B of IPC Registered After 1st March, 2018
- f. Eliminating Pendency Of Character Verifications Beyond Prescribed Period

**10. ROAD ORDER AND ROAD CONDUCT**

- a. Reducing Accidents
- b. Effective Check On Eve Teasing
- c. Ensuring Meetings Of District Road Safety Committee

**11. INITIATIVE OF OFFICERS CHOICE (TO BE MADE AND UPLOADED BEFORE 31ST MARCH**

- a. Detailing in at least four sub-paras to be done by the officer and uploaded by 30th April 2018 failing which no score.

## 9. REVENUE SERVICES

**Subject: Issues of Revenue Department for Recommendations by HGRA.**

1. Streamlining the Processes of Demarcation/Partition of Private land & Removal of Encroachment, if any.
2. Simplified Proforma: Service for Demarcation of Plot.
3. Recommendation of HGRA regarding the necessary amendments in Procedure and Process.
4. Registration of Transfer Deeds Streamlining Identification System.
  - 4(i) Annexure-B  
Regarding identifying Relevant Paras of The Punjab Registration.
5. Department-wise Status of online/offline services (operational/non-operational)
6. List of online services found errors (non-operational) on Portal.

## **Streamlining the Processes of Demarcation/Partition of Private land & Removal of Encroachment, if any:**

**Step 1: Online Application Submission** with minimum documentation requirements: Online application form specifying personal and land details such as 'khasra' no. and mutation no. should be designed. Generally documents required for this is Jamabandi and another document such as Aadhar for personal identification may be required. Since, Demarcation and Jamabandi falls under the Revenue department, there should be provision to auto-initiate the process of generating/verifying Jamabandi online with payment of fees online. Tehsildar should be authorised officer for online signature on Jamabandi generation/attestation.

**Step 2:** Application submission should generate one unique number.

**Step 3:** Demarcation of Land should be done through Total Station Machine within 30 days after submission of online application. For this, the following steps to be taken:

- Empanelment of Total Station Machine: GPS service providers for geo-coordinate point (GPS No.) for demarcation of land.
- Fixation of fees to be charged for this purpose, including payment to be paid to the empanelled machine owner.

**Step 4:** Report for Demarcation mentioning Geo-Coordinate point to be sent to applicant online digitally signed by Tehsildar within 7 days after measurement.

**Step 5:** If there is any encroachment of land, the persons who have encroached should be informed officially by the concerned authorities to take corrective steps within 30 days after issuing of Report for Demarcation. Failing which, the authorities to remove possession within next 30 days and the cost of removing encroachment to be charged from the encroacher.

**2. Simplified Proforma: Service for Demarcation of Plot****Part-1**

1.	Name of Service	<b>Demarcation of Plot</b>
2.	Name of Department/Service Provider (Pre-filled into the system)	<b>Revenue Department</b>

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence E-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/Documents required specific to the service  
Information**

1.	Name of Beneficiary, if not applicant. (Attach Copy)	
2.	Relationship with applicant	

**Documents Required****Submitted Tick (✓)/ YES**

1.	<b>Identity/Citizenship Proof (Any one of the following):</b> • Ration Card • Passport • Driving License • Voter ID • Aadhar Card	
2.	<b>Resident Proof/Address Proof/ Ownership Proof (Any one of the following):</b> • Ration Card • Passport • Driving License • Voter ID • Aadhar Card	
3.	Copy of RoR	
4.	Copy of map B	

**(Signature of the applicant)****(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

## **Recommendation of HGRA regarding the necessary amendments in Procedure and Process**

1. Provision of Online/Digital signature of Tehsildar.
2. Provision of online certification/verification
3. Provision of creating a unique number and supplying the same to the concerned applicant.
4. Provision of supplying a copy of the 'jamabandi'
5. Constituting of the Empanelled Authority
6. Provision of providing Geo-Coordinate point (GPS No.) to the concerned parties regarding Demarcation of land.
7. Provision of fixation of empanelment fee.

## **Recommendation: HGRA-Registration of Transfer Deeds Streamlining Identification System**

1. HGRA has also given some suggestions for improving the procedures for identification of the executants for the transfer deeds presented before the Registrar; these suggestions were given in the light of the experience regarding the fraud committed through wrong identification.
2. A copy of the relevant Paras of the Punjab Registration Manual is placed below. This provides that;
  - a.) The Sub Registrar has to satisfy himself about the identity of the parties;
  - b.) If the parties are not known to him personally, he can require them to produce any public authority or elected member but the person has to be known to him.
  - c.) An option, in case of (b) condition is not satisfied, the option provided is that the parties can also produce a passport or a PAN Card as evidence of identity.
3. Obviously the deed is an important document and the normal procedures of facilitation of such process through self-certification, etc, cannot be applied to these matters; rather, we need to make the scrutiny much more strict in view of potential for misuse.
4. It is proposed that Registration Manual Provisions may be modified to provide:
  - a.) It is the responsibility of the Registrar to satisfy himself about the identity of MPs/PRI members etc. who identify the executants.

### **The Person must be known to the Registering Officer.**

- b.) This should be independent requirement, apart from the documents required from the executants.

**The option (the word 'OR') is, therefore, to be deleted and instead the clause in Para 127 should be reworded as follows;**

**In addition, the following documents (any 2) are compulsory for identification of the executants:**

- i) Passport**
- ii) Aadhaar Card**
- iii) Voter ID Card**
- iv) PAN Card**
- v) Driving Licence**

## **Regarding Identifying Relevant Paras of The Punjab**

### **Registration Manual**

126. **Enquiry as to execution, identity etc:** The registering officer shall then, with as little delay as possible, enquire whether the document was executed by the alleged executants, and satisfy himself as to the identity of the person appearing before him to admit execution. In cases of alienation, he shall satisfy himself of the identity not only of the alienor but also of the alienee, if the latter is present. If the presenter is the executants or his representative assign or agent, or if such executants, representative, assign or agent is present, the registering officer shall make the necessary enquiry at once. He should also require the presenter, if an agent, to produce a power-of-attorney authenticated in manner prescribed in Section 33 of the Act and if a representative or assign, to produce evidence of his status.
- 127 **Identification of Parties:** When a registering officer is not personally acquainted with executants, he shall require them to produce any of the following persons known to him personally to testify his identity:
1. A Member of the Parliament
  2. A Member of the Legislative Assembly
  3. A Member of the Legislative Council
  4. A Member of the Zila Parishad/Panchayat Samiti/Gram Panchayat
  5. A Lambardar
  6. A Zail Sewak
  7. An Up-Zail Sewak
  8. A President/Vice-President/Member of a Municipal Committee
  9. A President/Vice-President/Secretary of a Co-operative Society
  10. A retired Gazetted Officer

11. An ex-Military Officer
12. Any other well-known person residing in the same locality as the executants

OR

“Any of the following documents should also be recognised for the identification of executants by the Registering Officers;

- i. Passport of the Executant
- ii. Income Tax PAN Card of the executants”

Provided that photocopies of such documents will be taken on the back of the deed through computer or photo copies of such documents will be attached with the document and the original documents will be perused and returned by the Registering Officer. The Registering Officer will certify on the photocopy of that that he has seen the original document and the photocopy is a true copy of the original.

(A stamp Vendor/petition written/peon class IV Government servant or a servant of a local body) should never be allowed to identify executants, not should be accepted as an identifying or attesting witness in respect of a document presented for registration. An interested party to a deed should not be allowed to identify the executants of the deed.

128 **Documents to be scrutinized and explained to executants:** Every deed shall be subjected to a thorough scrutiny with a view to ascertain whether it correctly represents the intentions of the parties and the registering officer shall make sure that the person incurring liability knows the extent to which his rights are affected, as for instance in regard to his share in the ‘Shamilat’ or as to the question of cultivating possession. Documents executed by persons who are unable to read shall be read out and if necessary explained to them, and the registering officer shall ascertain that they clearly

understand their purpose. Documents written in a language, which the executants do not understand shall in like manner be interpreted and explained.

129 **Recording of endorsement under Section 58:** If execution by the alleged executants is admitted, and the registering officer is satisfied on the point of identity, he shall record on the instrument the endorsement required by Section 58 of the Act and such endorsement required by Section 58 of the Act and such endorsement shall be signed by the registering officer, the executants and all the witnesses examined; but no such endorsement is necessary on a copy of a decree or order or of a certificate sent under Section 89 of the Act.

# 11. Tasks Group on Grievance Redressal<sup>1</sup>

## Detailed Recommendations

There is a need to comprehend the reasons and basis of public complaints and find ways and means to redress the grievances with a helpful attitude. There is an urgent need to effect a number of organizational and procedural reforms in the administrative setup and various procedures to make these Citizen-Centric. There is a need to develop mechanism to prevent the public grievances or sort them out when these are in offing:

1. To achieve these goals, all the departments need to come forward to prepare Citizens' Charters for their departments where they need to define all services, which a department provides and identify clients; set standards and norms for each services; develop capability to meet the set standards; perform to achieve the standards; monitor performance against the set standards; evaluate the impact through an independent mechanism and bring continuous improvement, based on monitoring and evaluation of results. There should be a well-established system of receipt of grievances; convenient for all users and its wide publicity; timely acknowledgement; time norm for redress; communication of action taken on the redress; platform for appeal and analysis of grievance prone areas for making systemic improvements. It is felt that for any Grievance Redressal Portal, it would be necessary to have an in-built mechanism for segregation of demands, queries, grievances and complaints at the very outset to enable these to be computed, processed and treated in respectively differential manner, ab-initio.
2. To improve the present Grievance Redressal Mechanism, the improvement system can, broadly speaking, conform to two generic types:
  - a) Systemic; and
  - b) Substantive.

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<sup>1</sup> The Task Group was Chaired by Sh.L.M.Mehta, IAS (Retd.) alongwith Members (i) Sh. M.K.Midha, IAS (Retd.) (ii) Sh. Ashok Yadav, IAS (Retd.) (iii) Sh. Ram Chander Sharma, HCS (Retd.) (iv) Prof. Ranbir Singh (v) Dr. Rajvir Dhaka, Assistant Professor, HIPA, Gurugram.

In fact, we have to first think of the necessary substantive improvements and then suitably spruce up software of the Portal to incorporate the same, therein. Our approach should be need-driven instead of system-driven. It is generally seen that while dealing with a fresh complaint, we do not care to go into whether, any similar complaints have been made by the same person in the past and if so, what fate the same had met, then. There should be a suitable mechanism to ascertain position in this behalf, in the very first go. This would equip us to deal with the erring official whose ineptitude or complicity has conducted recurrence of the complaint, too, in a befitting manner.

3. In the course of sequential marking of grievances/complaints, our review mechanism should be competent to pinpoint the level/stage where processing of the grievance redressal has failed to receive fitting consideration, so as to identify/pinpoint the erring/delinquent official in the process of redressal.
4. Officers, having adequate sensitivity and empathy, alone should be posted in key positions in the grievance redressal setup. Ideally, a grievance handling mechanism, apart from being easily accessible, would need to be quick, fair and simple to operate and capable of maintaining confidentiality. It should be transparent and responsive with in-built provision for flow of feedback to administration for possible reform. It is commonly experienced that inordinate delay in disposal of matters of public concern breeds contempt, discontent and resentment in public. Then, there is a colonial hangover, inhibiting passing of speaking orders as also clinging to the hackneyed line of thinking leading to re-rejection without fresh application of mind that is lingering on, running counter to credibility of the system.
5. A Model system should aim at obviating emergence of anticipatable public grievances with imaginative advance action. It is, again, our colonial legacy that is lurking at the back of endless litigation between Union/States and the citizens in that stubborn attitude of refusing to give reasoned grounds for rejections of citizens' requests/demands, which could convince them over the legal issues, lingers on unabated. Officials, instead, tend to be curt and cryptic and thereby promote avoidable litigation by pushing the aggrieved party to the Court of Law. Moreover, as far as practicable, we should

communicate with the people in their local language for ease of communication.

6. As we take legitimate pride in our advancement of technology, no efforts should be spared to press the same into use for re-engineering related procedures, processes/systems for increased efficiency and accountability through greater transparency. This should enable us to fix responsibility for any delay, dereliction or failure in service delivery. Prompt 'on the spot' redressal of grievance would be a 'win-win' situation for both the parties, the individual as well as the Government/organization. Besides, it would conserve so much of time, human effort, save agony to the aggrieved and deliver ready justice.
7. While motivational levels of public servants can be promoted by incentivizing and rewarding outstanding work as also through the instrumentality of attitudinal change, on one hand, it should be imperative to punish Acts of Omission (no gainsaying those of Commission) on part of public servant, in discharge of their public duties, at par with corrupt practices, in cases involving deliberate negligence/collusion, on the other. Himachal Pradesh specific Corrupt Practices Act is an instance in point.
8. Grievance Redressal Portal should be a citizen-friendly initiative wherein emphasis should be on quality redressal of the grievance; mere computer response thereto cannot form basis of satisfaction for the Grievance Redressal Authority. There should be regular tracking/monitoring of processing of complaints/suggestion in regard to responsiveness, pace and quality of redressal through intelligent tracking of metrics.
9. Grievance redressal should be suitably decentralized with in-built perspective evaluation system without diluting, in any manner, DC's Centrality in the System. It would, in fact, be advisable to further build up on the same to make it more effective and to enhance its credibility with the complainant.

We should take advantage of the already well entrenched institution of DC to ensure quick, objective and professional delivery of redressal.

10. On the analogy of Test Audit, about 5% of public grievance files should be scrutinized at senior levels to make sure that redressal work is not dispensed in a perfunctory manner. The officials facing the complaint should be strictly kept away from influencing the outcome of the grievance redressal.
11. Well-conceived and efficiently executed initiatives like CM Window in Haryana accord high-level attention to systemic causes of grievances through increased delegation and decentralization and flexibility of norms etc., in reviewing performance of nodal officers. While greater value and weightage should be given to the quality of their grievance redressal, taking into account the public perception in that behalf.
12. Increasing the involvement of the Civil Society in governance with focus on quality redressal of Public Grievances would also go a long way in helping the State and District Administration to achieve Good Governance goal of 'Minimum Government - Maximum Governance' and ultimately in providing public services to the people in a cashless, faceless and paperless mode, in proximate future.
13. The time-honoured system of periodic - regular/surprise - inspections by supervisory officers in consonance with prescribed norms, which has fallen into disuse after losing its vitality due to, inter-alia, surge in Information Technology and Communication (ICT) tools should be revived, toned up and updated in line with the present day requirements. Let's take the example of the Revenue Department where suppression of pendency e.g. number of pending mutation cases is a rule rather an exception with junior the Revenue Officers. Only effective surprise inspections can bring to light the real state of affairs, expose the delinquent officials and afford requisite relief to the harassed public through prompt 'on-the-spot' attestation of the mutations,

kept pending for long out of ulterior motives. Needless to say, computerization of the land records will go a long way to streamline the functioning of revenue department and also take care of a number of grievances and complaints generated by the unscrupulous officials due to their greed and unethical practices.

14. Similarly in the case of the Panchayat Department, numerous cases of encroachment filed under the Village Common Lands Act are protracted on the pretext of seeking demarcation (Nishandehi), which would in fact be needed only in cases where the land under alleged encroachment falls under a 'khasra' number, different from that of the main Panchayat land, which is generally not the case. Thus, insistence on 'nishandehi' in generality of practice is unwarranted and where the 'encroached' land forms part of them in Panchayat land's 'khasra' number, the onus lies on the 'encroacher' to disprove encroachment.

15. Another malpractice rampant in Revenue officers /courts relates to camouflaging the real age of pendency in cases, which having not been disposed off within the prescribed time limit, become report-worthy (to senior officers). This is done generally by deliberately dismissing such a case in default which when restored, would be accorded a new date of institution to get a fresh time limit for disposal. Inspecting officers shall be doing well to sift such cases at the time of inspection and tick off the delinquent official with a view to discouraging such practice.

16. It is generally observed that when some organized evasion of Duty/Tax/Levy/Cess is detected in inspection/audit, concerned Government agency tends to confine their concern to the instant evasion, rather than taking cue from the modus operandi involved, alerting their counterparts in other related departments/organization/districts to unearth /prevent similar scam there. Some high-level authority should be put in place to supervene to

ensure that such cases are handled intelligently in the best interests of the State.

17. In many a case, conscientious and upright officers are targeted by their rivals or hostile colleagues/juniors with mischievous complaints when the former happen to be close to their promotion/retirement, with ulterior motives which should be discernible by their departmental seniors. Such complaints should not be allowed to retard promotion or stand in the way of honorable exit of innocent and well-meaning officials. Instructions, in this behalf, also find place in most vigilance manuals.

18. Another area of concern has emerged consequent to the practice of multiple outsourcing of supplies and services to private agencies during the past half a decade. We should think of putting in place some effective safeguard against 'creeping in' of inefficient or exploitative practices therein. Similarly, supplies of electricity, cooking gas, telephone services, travel & transport, insurance services etc., are being increasingly handled by private service-providers. Keeping in view, inter-alia, their complicated rules and technical jargon, in order to ensure their continued customer friendly stance, it would be in the fitness of things to evolve some instrumentality of public/social control over their working in public interest. It is felt that it would be worthwhile to invoke good offices of the Civil Society, in this behalf.

19. It will also be of great use if the State Government also constitute a Grievance Redressal Tribunal, headed by a senior IAS Officer (serving or retired) and an IPS officer (serving or retired) assisted by a Judicial Officer of the rank of Additional District Judge, headquartered at a place in the State convenient to the people and notify all the Divisional Commissioners as the Grievances Redressal Commissioners and Vigilance Commissioners in their respective areas to ensure close monitoring and efficacy of the redressal of complaints in a systematic and innovative manner.

20. There is every need to ensure a people-friendly and corruption-free administration with the procedures simplified. Government should amend the archaic laws for the better delivery of citizen-centric services in its various departments. Corrupt practices of the government functionaries need to be curbed with an iron hand. Robin Williams has aptly stated “to oppose corruption is the highest obligation of patriotism.” Common man should be made aware and conscious that he can also change a corrupt system.
21. The Statutory Authorities like HARERA, Right to Service Commission, Lokayukta need to be adequately strengthened and made more vibrant and delivering, failing which, these will remain only ornamental.
22. Strict compliance of the time-bound services notified by the government need to be ensured and regularly reviewed to judge the quality and the timeliness of the services provided after taking the complainants and stakeholders into confidence. The procedures and formalities required for the time-bound delivery of services need to be simplified and made more client-friendly.
23. Last but not the least is the capability building of the government functionaries. There is a pressing need to inculcate in them the understanding and fair knowledge of their obligations; to acquaint them with the expectations of the clients, to develop needed skills to use latest technology and take initiatives; to ensure needed motivations and training to serve the public cause; to develop the system of monitoring and evaluation of public grievances; to develop the skill to assure an effective grievance redressal mechanism and to evolve the temperament for the transparent and people-friendly administration. A strong work culture is also the need of the hour. A good work culture, being the backbone of the system, goes a long way to improve the efficiency in the government. It has wisely been remarked by Jon Katzenbach, “Culture can become a secret weapon that makes extraordinary things happen.” There is also a need to monitor and evaluate

the work culture from time to time, as it has been aptly remarked that “Any system that is watched, viewed and monitored constantly is bound to improve and deliver.”

## **Brief Summary of Recommendations**

The task group on Grievance Redressal submitted the report to the HGRA. After deliberations, the following recommendations have been forwarded to the government for consideration.

1. The Grievance Redressal should be in commensurate with the Haryana Right to Service Act 2014. The complaint must be registered with the first appellate authority for delivery of service. In case of non-delivery of service, the complaint should reach automatically with the second appellate authority for delivery of service and also fixing of accountability for delay.
2. Regarding the improvement of the existing system of Grievance Redressal mechanism, it was proposed that the Centralised system of registration of Grievances should be restructured in convergence with the decentralised department-wise delivery mechanism;
3. Develop a mechanism for segregation of services: It is suggested that the segregation should be done as demand driven services, supply driven services and regulatory services, e.g.,

### **I. Need-Based Demand Driven Services**

- **Examples:** Residence, Kandi area certificates (area specific) affidavits, counter signature, etc.
- These services are demand-driven and pre-requisites for availing of other services, but the delivery of services has no direct relationship to economic or other benefits (for example, to get admission to educational institutions, one needs to qualify and compete academically).

### **Main Characteristics and Features**

- Demand driven without any limitation or quota of supply.

- Not subjected to competing pressures, possibility of exclusion and discrimination.
- Equity and economic efficiency are not the core consideration.
- Moderation of risk of misuse due to competition and multiple barriers.
- Not much problem of 'shadow' transaction costs - corruption - though other transaction costs can be substantial.

## II. 'Need based' Supply-Driven Services

- **Examples:** Permissions, approvals for buildings, water supply connection, driving licence, etc.
  - These are not driven by citizen demand.
  - In these services, the 'consumer surplus' is substantial, and high transaction costs may be tolerated by the citizens.

### Main Characteristics and Features

- Formal regulations emanating from public and social obligations.
- High consumer surplus and, therefore, scope for corruption.
- Accountability of the officials appears to be a major issue.

## III. Public Policy Regulatory Services

- **Examples:** Prevention of food adulteration, quality education, etc.
  - This category of services is entirely driven by public policy objectives, such as prevention of food adulteration, quality education, sanitation, cleanliness, etc. Risks of non-compliance are high and incentives for compliance low.
  - Rational ignorance or disinterest on the part of the public. It is not worthwhile for individuals to incur the cost of making efforts to achieve the objectives or to prevent others from appropriating public goods.
  - Principal problem remains about the omnipresence of the 'agents' due to high incentives from (lack of) enforcement.
  - Difficult to outsource implementation.
4. Timeline for Grievance Redressal should be defined and made transparent;
  5. The mechanism so developed should attempt to:

- i) Deliver the service without delay to the beneficiary.
  - ii) Initiate process of fixing responsibility for non-delivery of service in the first stage.
  - iii) Evolve system to reinforce citizen's faith in political executive for avoidance of taking recourse to courts.
6. To build capacity of the service provider to incentivise public servants for efficient and harassment-free service delivery;
  7. To set up monitoring and tracking of processing of complaints;
  8. Suggestions regarding reforms relating to revenue issues- surprise inspections, reducing pendency of cases;
  9. Safeguard against the service provider regarding multiple outsourcing of supplies and services provided;
  10. Develop skill and initiative among public servants through motivation and training.

**Annexure- I**  
**Sample Test**

**Status of Online Services of Selected Departments**

Sr. No.	Department	No. of Services (RTS)	No. of Services (On Portal)	Services		Online and Offline	Remarks Error/Non-operational
				Online	Offline		
1	Revenue	43	41	40	—	1	—
2	Agriculture	8	14	11	—	3	—
3	Employment		9	3	—	1	5 Error
4	Horticulture	5	5	5	—	—	—
5	Fisheries	3	9	9	—	—	—
6	Power	27	2	2	—	—	—
7	Information, Public Relation & Language	—	3	3	—	—	—
8	Finance	—	2	1	—	1	—
9	Sports and Youth Affairs	—	18	3	—	—	15 Error
10	Renewable Energy	—	7	2	—	—	5 Error
11	Food and Supplies	18	8	8	—	—	—
12	Urban Local Bodies	23	34	32	—	—	2 Error
13	Health Services	4	7	3	—	2	2 Error
14	Women and Child Development	—	6	4	—	2	—
15	Sainik and Ardh Sainik Welfare	—	11	2		9	—
16	Haryana Backward Classes and Economically Weaker Sections kalyan Nigam	—	5	5	—	—	—
17	Animal Husbandry & Dairying	—	4	4	—	—	—
18	Haryana Scheduled Castes Finance and Development Corporation	—	9	2	—	—	7 Error
19.	Printing & Stationery Dept,	—	1	1	—	—	—

	Haryana						
20.	Police	—	33	1	—	1	31
21.	Town & Country Planning	11	13	11	—	2	—
22.	Social Justice & Empowerment	9	12	7	—	5	—
23.	Welfare of SCs and BCs	—	7	6	—	1	—
24.	Board of School Education Haryana	—	3	3	—	—	—
Sr. No.	Department	No. of Services RTS	No. of Services (on Portal)	Services		Online and Offline	Remarks Error/Non-operational
				Online	Offline		
25.	Haryana Women Development Corporation	—	—	—	—	—	—
26.	Forests	2	2	2	—	—	—
27.	Department of Science and Technology	8	2	—	—	—	2
28.	Tourism	—	3	—	—	3	—
29.	Housing Board Haryana	9	7	7	—	—	—
30.	Haryana State Agriculture Marketing Board	8	11	8	—	3	—
31.	Public Health Engineering	7	3	3	—	—	—
32.	Labour	11	47	42	—	2	3
33.	Food and Drugs Administration	10	—	—	—	—	—
34.	Excise and Taxation	2	—	—	—	—	—
35.	Transport	12	—	—	—	—	—
36.	Industries & Commerce	50	—	—	—	—	—
37.	Haryana Urban Development Authority	16	—	—	—	—	—
38.	Home	25	—	—	—	—	—
39.	Mines and Geology	2	—	—	—	—	—
40.	PWD (B&R)	3	—	—	—	—	—
41.	Haryana State Pollution Control Board	6	—	—	—	—	—

42.	Haryana State Industrial and Infrastructure Development Corporation	15	—	—	—	—	—
<b>Total</b>		<b>337</b>	<b>338</b>	<b>230</b>	<b>—</b>	<b>36</b>	<b>72</b>

**Note:-**

➤ **Error stands for**

- Service is not available right now. The last date for submission of online applications was 9.7.2019.
- Visit at <https://ULBHARYANA.Gov.in./Approval-Plan.HTML>
- Service is temporarily inactive
- Hosted and maintained by National Informatics Centre
- This Scheme is currently closed
- Service is closed on Saral from now onwards until further information from the Department.
- This Service is currently unavailable
- This service is not available right now. The last date of submission of online applications was 28.02.2019 at 5 pm.

## Annexure- II Sample Test Digitisation in Delivery of Services in Revenue Department

Sr. No .	Name of Service	Remarks Error/Non-Operational
1.	Application for permission for funfair or circus or magic show.	
2.	Appointment for Deed Registration	
3.	Caste Certificate	Enter CIDR Id or Saral Id of CIDR (Without ID No. we cannot go ahead)
4.	Certified Copy of Mutation	You Cannot apply as the selected Tehsil, this field is required is not mapped to any processing location
5.	Check Kiosk Parameter	
6.	Citizen Registration (CIDR)	
7.	Daily Cause List	
8.	Demarcation of Land	You Cannot apply as the selected Tehsil, this field is required is not mapped to any processing location
9	Dogra Certificate	Enter CIDR Id or Saral Id of CIDR (Without ID No. we cannot go ahead)
10.	Economically-Backward Person in General Caste	Enter CIDR Id or Saral Id of CIDR (Without ID No. we cannot go ahead)
11.	e-stamping	
12.	Expired (search Citizen Registration CIDR)	
13.	Girdwari	You Cannot apply as the selected Tehsil, this field is required is not mapped to any processing location
14.	Haryana Resident Certificate	Enter CIDR Id or Saral Id of CIDR (Without ID No. we cannot go ahead)
15.	Income and Asset Certificate for Economically Weaker Section-EWS	Enter CIDR Id or Saral Id of CIDR (Without ID No. we cannot go ahead)

Sr. No	Name of Service	Remarks Error/Non-Operational				
16.	Income Certificate	Enter CIDR Id or Saral Id of CIDR (Without ID we cannot go ahead)				
17.	Jalsa/Public Meeting/Jalus/Shobha Yatra/Procession/Katha/Jagran/Chhath Puja					
18.	Judgement					
19.	Loudspeaker					
20.	Marriage Registration (1954-Rural)	(Re-login Problem)				
21.	Marriage Registration (Rural)					
22.	Minority Community					
23.	Mutation Request					
24.	Nakal of ROR (Jamabandi)	Error Submission location not selected				
25.	Private Partition of Land (Mutual Consent of Landowners)	You Cannot apply as the selected Tehsil, this field is required is not mapped to any processing location				
26.	Property Dealer License	You Cannot apply as the selected Tehsil, this field is required is not mapped to any processing location				
27.	Rural Area Certificate	Enter CIDR Id or Saral Id of CIDR (Without ID we cannot go ahead)				
28.	Scanned Registered Deed	<b>Tehsil option is not working.</b> District Deed Tehsil Book No. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; height: 20px;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				
29.	Search Citizen Registration (CIDR)	Enter CIDR Id or Saral Id of CIDR (Without ID we cannot go ahead)				
30.	Test Service Name					
31.	Test Tracking Form					
32.	Tournaments/Games					

Sr. No .	Name of Service	Remarks Error/Non-operational
33.	Update Citizen Registration (CIDR)	Enter CIDR Id or Saral Id of CIDR (Without ID we cannot go ahead)
34.	Vehicle Permit/Permission during Assembly/State Election Campaign	
35.	Vehicle Permit/Permission during Parliamentary Election Campaign	