No.006/VGL/117
Government of India
Central Vigilance Commission
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Satarkta Bhawan, Block-A,
GPO Complex, INA,
New Delhi-110023
Dated the 22nd November, 2006

Circular no.40/11/06

Sub: Improving vigilance administration by leveraging technology: Increasing transparency through effective use of websites in discharge of regulatory, enforcement and other functions of Govt. organisations.

The Commission has been receiving a large number of complaints about inordinate delays and arbitrariness in the processing and issue of licenses, permissions, recognitions, various types of clearances, no objection certificates, etc., by various Govt. organisations. Majority of these complaints pertain to delays and non-adherence to the 'first-come-first-served' principle. In a number of cases, there are complaints of ambiguities regarding the documents and information sought for the grant of such licenses, permissions, clearances, etc. There is also a tendency in some organisations to raise piece-meal/questionable queries on applications, often leading to the allegations of corruption. In order to reduce the scope for corruption, there is a need to bring about greater transparency and accountability in the discharge of regulatory, enforcement and other public dealings of the Govt. organisations.

2.   Improvement in vigilance administration can be possible only when systems improvements are made to prevent the possibilities of corruption. In order to achieve the desired transparency and curb the malpractices mentioned above, the Central Vigilance Commission, in exercise of the powers conferred on it under Section 8(1)(h) of the CVC Act, 2003, issues the following instructions for compliance by all Govt. departments/organisations/agencies over which the Commission has jurisdiction:-

i)   All Govt. organisations discharging regulatory/enforcement functions or service delivery of any kind, which cause interface with the general public/private businesses, etc., shall provide complete information on their websites regarding the laws, rules and procedures governing the issue of licenses, permissions, clearances, etc. An illustrative list is given in the annexure. Each Ministry should prepare an exhaustive list of such applications/matters and submit a copy of same to the Commission for record and web-monitoring.

ii)   All application forms/proformas should be made available on the websites in a downloadable form. If the organisation concerned wishes to charge for the application form downloaded from the computer, the same may be done at the time of the submission of the application forms.

iii)   All documents to be enclosed or information to be provided by the applicant should be clearly explained on the websites and should also form part of the application forms.

iv)   As far as possible, arrangements should be put in place so that immediately after the receipt of the application, the applicant is informed about the deficiencies, if any, in the documents/information submitted.

v)   Repeated queries in a piece-meal manner should be viewed as a mis-conduct having vigilance angle.

vi)   All organisations concerned should give adequate publicity about these facilities in the newspapers and such advertisements must give the website addresses of the organisations concerned.

3.   **In the second stage, the status of individual applications/matters should be made available on the organisation's website and should be updated from time-to-time so that the applicants remain duly informed about the status of their applications.**

4.   In addition to the manual receipt of applications, all organisations should examine the feasibility of online receipt of applications and, wherever feasible, a timeframe for introducing the facility should be worked out. As a large number of Govt. organisations are opting for e-governance, they may consider integrating the above mentioned measures into their business processes so that duplication is avoided.

5.   Instructions at para-2 above shall take effect from 1st January, 2007, and instructions at para-3 shall become effective from 1st April, 2007. All Heads of Organisations/Deptts. are advised to get personally involved in the implementation of these important preventive vigilance measures. They should arrange close monitoring of the progress in order to ensure that the required information is placed on the website in a user-friendly manner before the expiry of the abovementioned deadlines. They should later ensure that the information is updated regularly.

6.   This issues with the approval of the Commission.

BSingh 22/11/06

(Balwinder Singh)
Addl. Secretary

To,

1.   The Secretaries of all Ministries/Departments of Govt. of India.
2.   The Chief Secretaries to all Union Territories.
3.   The Comptroller & Auditor General of India.
4.   The Chairman, Union Public Service Commission.
5.   The Chief Executives of all PSEs/PSBs/Insurance Companies/Autonomous Organisations/Societies.
6.   The Chief Vigilance Officers in the Ministries/Departments/PSEs/PSBs/ Insurance Companies/Autonomous Organisations/Societies.
7.   President's Secretariat/Vice President's Secretariat/Lok Sabha Secretariat/ Rajya Sabha Secretariat/PMO.

Illustrative list

1.   Land & Building Related Issues

(i)   Applications for mutation; conversion from leasehold to freehold of lands & buildings; approval of building plans by municipal authorities and landowning/ regulating agencies like MCD; DDA; NDMC; L&DO and similar agencies in other UTs.

(ii)   Application for registration deeds by Sub-Registrars/Registrars and other applications connected with land record management.

(iii) Application for allotment of land/flats, etc., by urban development agencies like Delhi Development Authority.

2.   Contracts & Procurement.

(i)   Applications for registration of contractors/suppliers/ consultants/ vendors, etc.

(ii)   Status of all bill payments to contractors/suppliers, etc.

3.   Transport Sector

Issue of driving licenses, registration of vehicles, fitness certificates, release of impounded vehicles etc. by RTAs.

4.   Environment & Pollution Related Matters

Issue of environment and pollution clearances for setting up industries and other projects by Min. of Environment & Forests; Pollution Control Organsiations, etc.

5.   Food & Hotel Industry

Applications connected with clearances, licenses for food industry/hotels/ restaurants, etc.

6.   Ministry of Labour/Minstry of Overseas Indian Affairs.

(i)   Applications by beneficiaries and employers in connection with EPFO; ESI etc.

(ii)   Applications by recruiting/placement agencies and individuals submitted to Protectorate General of Emigrants and the concerned Ministry.

(iii) Other applications connected with regulatory/enforcement systems of Labour Ministry.

7.   CBDT & Income Tax Deptt.

(i)   Application for PAN.

(ii)   Applications submitted by NGOs for exemption from Income Tax.

(iii) Applications submitted for issue of certificates/income tax clearance for immigration/public contracts or any other purposes.

(iv) Application for appointment of legal counsels/any other professionals.

8. <u>Customs & Central Excise & DGFT</u>

Applications/cases of Duty Drawback & other export incentives.

9. <u>Telecom (BSNL & MTNL)</u>

Applications for establishing STD booths, etc.

10. <u>Petroleum Sector</u>

Applications for allotment of petrol pumps/gas stations.

11. <u>Ministry of External Affairs</u>

(i) Applications for issue of passports.
(ii) Applications for issue of visas by Indian Embassies abroad.

12. <u>Ministry of Home Affairs</u>

(i) Applications submitted to FRRO.
(ii) Applications connected with FCRA.

13. <u>Ministry of Health</u>

Applications for recognition by Medical Council of India and similar other regulatory bodies.

14. <u>Education</u>

(i) Applications for accreditation handled by bodies like AICTE & others.
(ii) Applications for recognition of schools by Director of Education etc.
(iii) Grant of E.C. by Director of Education.

15. <u>Agriculture, Dairying & Fisheries</u>

(i) Various clearances/licenses, eg. clearance for operating fishing vessels.
(ii) Quarantine related applications.

16. <u>Ministry of Social Justice/Tribal Affairs.</u>

Applications for sanction of funds to NGOs.