

ACTION TAKEN REPORT FOR THE QUARTER ENDING ON PARAGRAPH NO.6.7.3  
TITLED “REDUCING DISCRETION” CONTAINED IN THE 4<sup>TH</sup> REPORT  
( ENTITLED ETHICS IN GOVERNANCE) OF SECOND  
ADMINISTRATIVE REFORMS COMMISSION

1. Name of Ministry\_\_Communications & IT-BSNL
2. No. of PSUs under the administrative control of the Ministry ][
3. No. of Autonomous Bodies under the administrative control of the Ministry ][
4. No. of Commissions under the Minister..... ][
5. No. of attached Offices under the Ministry ][
6. No. of Subordinate Offices under the Ministry ][
7. No. of other units ( if any ) under the Ministry ][
8. Total of (2) +(3)+(4)+(5)+(6)+(7)=
  
9. **Text of Para No. 6.7.3 titled ‘Reducing Discretion’ contained in the 4<sup>th</sup> Report of 2<sup>nd</sup> ARC**

“(a) *All government offices having public interface should undertake a review of their activities and list out those which involve use of discretion. In all such activities, attempt should be made to eliminate discretion. Where it is not possible to do so, well-defined regulations should attempt to ‘bound’ the discretion. Ministries and Departments should be asked to coordinate this task in their organizations/offices and complete it within one year.*

(b) *State Governments should take steps on similar lines, especially in local bodies and authorities, which have maximum ‘public contact’.*”

10. Action Taken Report in respect of all the offices mentioned in Column No. 8 above

Sl.No.	Subject-Name of the Ministry/Department/State/UT	Nature of action taken so far/being taken/proposed to be taken



ACTION TAKEN REPORT ON PARAGRAPH NO. 6.2.1 TO 6.2.5 TITLED “PROMOTING COMPETITION” CONTAINED IN THE 4<sup>TH</sup> REPORT (ENTILED ETHICS IN GOVERNANCE) OF SECOND ADMINISTRATIVE REFORMS COMMISSION

1. Name of Ministry -Communications & IT-**BSNL**
2. No. of PSUs under the administrative control of the Ministry ][
3. No. of Autonomous Bodies under the administrative control of the Ministry]]
4. No. of Commissions under the Ministry\_\_\_\_\_ ]]
5. No. of Attached Offices under the Ministry ]]
6. No. of Subordinate Offices under the Ministry ]]
7. No. of other units ( if any ) under the Ministry ]]
8. Total of (2)+(3)+(4)+(5)+(6)+(7) =
9. Text of Para No. 6.2.1 to 6.2.5 titled ‘Promoting Competition’ contained in the 4<sup>th</sup> Report of 2<sup>nd</sup> ARC

“(a) Every Ministry/Department may undertake an immediate exercise to identify areas where the existing ‘monopoly of functions’ can be tempered with competition. A similar exercise may be done at the level of State Governments and local bodies. This exercise may be carried out in a time bound manner, say in one year, and a road map laid down to reduce ‘monopoly of functions. The approach should be to introduce competition along with a mechanism for regulation to ensure performance as per prescribed standards so that public interest is not compromised.

(b) Some Centrally Sponsored Schemes could be restructured so as to provide incentives to states that take steps to promote competition in service delivery.

(c) All new national policies on subject having large public interface ( and amendments to existing policies on such subjects) should invariably address the issue of engendering competition.”

10. Action Taken Report in respect of all the offices mentioned in Column No. 8 above.

Sl. No.	Subject-Name of the Ministry/Department/State/UT	Nature of action taken so far / being taken/proposed to be taken

**ACTION TAKEN REPORT ON PARAGRAPH NO. 6.9.1 to 6.9.4 TITLED “ENSURING ACCESSIBILITY AND RESPONSIVENESS” CONTAINED IN THE 4<sup>TH</sup> REPORT (ENTITLED ETHICS IN GOVERNANCE) OF SECOND ADMINISTRATIVE REFORMS COMMISSION**

1. Name of Ministry -Communications & IT-**BSNL**
  2. No. of PSUs under the administrative control of the Ministry ]]
  3. No. of Autonomous Bodies under the Administrative control of the Ministry]]
  4. No. of Commissions under the Ministry ]]
  5. No. of Attached Offices under the Ministry ]]
  6. No. of Subordinate Offices under the Ministry ]]
  7. No. of other units ( if any) under the Ministry ]]
  8. Total of (2)+(3)+(4)+(5)+(6)+(7)=
  9. Text of Para No. 6.9.1 to 6.9.4 titled “Ensuring Accessibility and Responsiveness’  
2<sup>nd</sup> ARC
- (b) Service providers should converge their activities so that all services are delivered at a common point. Such common service points could also be outsourced to an agency, which may then be given the task of pursuing citizens, requests with concerned agencies.
- (c) Tasks, which are prone to corruption, should be split up into different activities that can be entrusted to different persons.
- (d) Public interaction should be limited to designated officers. A ‘single window front office’ for provision of information and services to the citizens with a file tracking system should be set up in all government departments.
10. Action Taken Report in respect of all the offices mentioned in Column No. 8 above.

Sl.No.	Subject-Name of the Ministry/Department/ State/UT	Nature of action taken so far/being taken/proposed to be taken