

Guidelines for Implementation of the Scheme on Modernization of Government Offices

1. Introduction

1.1 This Department has been implementing a Plan Scheme since 1987-88 for Modernization of Government Offices. The Scheme emphasizes on integrated and comprehensive planning for modernisation of an entire Ministry/ Department. Such planning should anticipate future requirements of at least a decade, though the implementation may be carried out in phases.

1.2 Under the Scheme, Ministries/Departments are asked to draw integrated and comprehensive proposals for modernization and also prioritise identified offices/units under the same for funding and to forward the same to this Department in the prescribed proforma (copy enclosed) as per guidelines given below.

2. Aims and Objectives

2.1 The Scheme aims at improvement of the work environment by adopting a holistic approach involving:

- introduction of functional lay-out for office premises;
- creation of open offices to facilitate better supervision, redress of public grievances and better service to the public;
- creation of modern work stations with space for computers, LAN wires, printer cables, telephone, data ports etc. and also for paper work.
- efficient file management through electronic file tracking mechanism and
- cost effective and space effective records management.

2.3 The Scheme is intended to serve as a model and needs to be supplemented with the efforts of Ministries/Departments themselves with regard to Modernization. Simultaneously efforts need to be made to upgrade the skill levels of officials by imparting training to them and by sensitizing them to the use of modern techniques.

3. Planning

While planning modernisation, the requirements of the entire Ministry/Department may be kept in view and a master plan may accordingly be prepared. An integrated and comprehensive planning for modernisation of an entire

Ministry/Department would be made. However, implementation may be done in a phased manner. The planning needs to take into account anticipated requirements such as information and paper flow, movement of people, improvement in storage and retrieval of files, space for computer, LAN, Internet and Intercom wiring, etc. It also needs to provide for future upgradation of facilities.

4. Modalities

4.1 The proposals received under the scheme are examined by a Screening Committee, which is chaired by the Additional Secretary, Department of Administrative Reforms and Public Grievances and has members drawn from the Planning Commission, Central Public Works Department, National Informatics Centre and Integrated Finance Division of the Ministry of Personnel, Public Grievances & Pensions.

5. Basic Guidelines

5.1 The Scheme is confined to the Government of India. Proposals meant for the main Ministries/Departments, attached offices and statutory bodies located in Delhi will alone be considered under the scheme. Proposals for field offices, subordinate offices, branch offices outside Delhi, new offices, training institutes, public sector undertakings, registered societies, autonomous bodies, etc. fall outside the purview of this Scheme.

5.2 Proposals covering units having a public interface will be given preference over other units in the Ministries/Departments. Similarly, proposals for Records Rooms and Sections/areas for public use within a Ministry/Department will be given priority.

5.3 Proposals received from Ministries/Departments, which have not earlier availed of the Scheme will be given priority.

5.4 Proposals need to fulfill conditions as mentioned in the aims and objectives of the Scheme. At least 25 percent of the funds for the proposal needs to be provided by the concerned Ministry/Department. However, priority will be given to Ministries/Departments, which, among other things, propose to fund a greater percentage of the project from internal resources.

5.5 Proposal should not cover computer and computer related devices unless they form a part of the composite proposal for total modernization of record maintenance and computer hardware forms only a part of the total proposal. As far as possible the

Ministry/Department may try to fund this part of the proposal under the scheme of guidelines issued by the Planning Commission vide d.o. letter No. H-11016/32/97-PC dated April 24, 1998 from Principal Adviser addressed to Secretaries of all Central Ministries/Departments, which recommends 2 to 3 percent of fund to be spent for the purpose of IT promotion. In case, however, such proposals relating to computer hardware are included, they should provide details about the Plan funds as well as the amount set aside for IT promotion duly confirmed by the Financial Adviser along with the comments of the National Informatics Centre.

5.6 All materials to be used towards Modernization should be simple and functional as well as cost effective.

5.7 Proposals should contain approval of the Financial Adviser of the Ministry/Department concerned.

5.8 While preparing the proposal care should be taken to ensure that in the layout plan **Branch Officers like** Under Secretary/Senior Analyst /**Deputy Director** and personnel in the section are located in proximity for purposes of better office coordination and supervision.

5.9 Studies should be conducted to collect data and to assess the effectiveness of the Scheme from time to time based on parameters spelled out Para 2.1.

6. Guidelines for proposals for Furniture etc. Based on Layout Plan

6.1 All proposals containing demands for items of furniture like chairs, tables, file cabinets, cupboards, storage system etc., will be considered only if supported with data regarding saving in space as a result of the implementation of the proposed lay-out plan in place of the existing lay-out.

6.2 Proposals for items of furniture should be as per the entitlements prescribed by the Government for different levels of officials and should be supported by a statement showing number of officials to be accommodated along with their designations etc.

6.3 All such proposals should have been prepared in consultation with either the Central Public Works Department (CPWD) or an agency handling architectural/engineering work, provided a 'No Objection Certificate' is given by the Ministry of Urban Development. All the Ministries/Departments submitting their

proposal should endorse a copy of their request to the Senior Architect (CPWD) **for approval of their lay out plan.**

6.4 Proposals should clearly specify the number of each item of furniture, their present availability and the cost per unit, supported by quotations obtained from Super Bazar/Kendriya Bhandar. The mode of acquisition of furniture will be left open to the Ministries/Departments after following codal formalities.

6.5 The furniture to be procured should not be wood based. Instead environment-friendly and fire-resistant material may be used as approved by the CPWD.

6.6 The Ministries/Departments, in consultation with CPWD/Executing Agency will ensure that good quality material as standardised and ISI marked fittings are used in both civil and electrical works.

7. Guidelines for Proposals relating to Demands for Equipment

7.1 Proposals relating to demand for equipment should be part of the composite proposal and the component should not exceed 25 percent of the amount of the proposal.

7.2 Proposal will not contain demands for items like VCR, Video Camera, TV sets, VCD, electronic typewriters, telephone lines, etc.

7.3 The proposals relating to demand for equipment will be supported with cost-benefit statements, speed and efficiency gains, workload being handled per year, their present availability and use in the Ministry/Department, and quotations received from Super Bazar/Company concerned. In this connection the proposals for –

- (a) Fax machine will be considered only if the Department has to deal with a number of field/regional offices. The proposal may be justified on the basis of the availability of STD facilities and existing FAX facilities.
- (b) Risograph, copy printer and collator will be considered, only if the Department engages in large-scale work of duplication on a regular basis.
- (c) EPABX will be considered, only if, some direct telephone lines are surrendered by the Department.
- (d) Photocopiers will be considered, only if the existing number is less than the number of officers of the level of Joint Secretary and above in the Department.

- (e) Paper shredders will be considered, only if the Department has to deal with substantial number of confidential/secret papers to be destroyed.
- (f) Overhead projector, slide projector, video projection system etc., will be considered, only if presentations are required to be made on a regular basis in the Department, and if they have not already been procured.

8. Implementation

8.1 The Ministries/Departments in consultation with CPWD should ensure as far as practicable uniformity in the physical parameters, as detailed below, of the projects executed under the scheme of Modernisation:-

- Partition height
- Storage space
- Design of Filing-cupboard
- Design of Desks/Tables
- Design of the Chair
- Lighting
- Movement Space
- Ventilation

8.2 The Ministries/Departments should monitor the execution of the projects to ensure that there is no gap between design and actual execution. In addition to the utilization certificates being furnished by the CPWD or the user Ministries/Departments, a work completion certificates would also be furnished certifying that the work has been carried out in accordance with the plan & design approved.

9. Post Execution

9.1 The Ministries/Departments will sensitise the users to handle the new facilities with care. The implementation of the modernisation plan should immediately be followed by rearrangements of files, putting in place a proper information flow system, computerisation and setting up of LAN etc. so as to ensure maximum benefits.

9.2 Ministries/Departments should ensure proper upkeep and maintenance of their modernized offices. The expenditure should be met out of the Non-Plan budgetary allocations.

9.3 Ministries/Departments may consider obtaining ISO Certificates for their modernized units. This would ensure proper maintenance of the modernized units and standardisation of good practices in the user Ministries/Departments.

10. Other guidelines

10.1 Ten copies of every proposal are to be sent in prescribed proforma, duly filled-in, along with a note showing FA's approval, a copy of existing as well as revised layout plan indicating the agency which prepared the plan and copy of the quotations received from the NCCF/Kendriya Bhandar for the items to be procured. The proposal should also be accompanied by the revised seating plan and a brief write up on how the upgraded facilities would benefit the users. (Sl. No.5.2 of the proforma refers).

10.2 The funds allotted under the Scheme will have to be utilised during the currency of the financial year of allotment. **No carry over for the next financial year will be permitted in part or in full in the same proposal.** A certificate of utilisation of funds will have to be sent to the Department of AR&PG (O&M Division) as per rules alongwith project execution report and benefits of modernisation being derived by the Ministries/Departments.

10.3 A statement may be given, as per the Annexure, highlighting the present position of records maintenance.

10.4 The Ministry/Department undergoing modernisation will send photographs of pre and post modernized office units to the Department of Administrative Reforms and Public Grievances.

PROFORMA FOR SUBMISSION OF PROPOSALS SEEKING FUNDS UNDER THE SCHEME ON MODENIZATION OF GOVERNMENT OFFICES

1. Name of Ministry / Department / Organization
2. Name, location and status of Organization/Office for which funds are required (i.e. Main Ministry/ Department, Attached office, Statutory Body/Other – please specify)
3. Name of section (s) for which funds are required, nature of its functions, whether dealing with public
4. Problems being faced with present set up in the section (s) – (please mention briefly)
- 5.1 Objectives to be met with funds required (i.e. space saving/ functional lay out/computerization of tracking files & papers/better service to the public/better records management/ effective supervision/ others – please specify)
- 5.2 Brief write up on how the upgraded facilities would benefit the users.
6. (a) Component-wise details of the proposal and funds requirement (Items should be clearly prioritised and be mentioned in that order)

Sl. No.	Item (s) required	To be met from own Budget		Proposed to be met from D/o AR&PG		Total requirement	
		Number	Cost	Number	Cost	Number	Cost
1	2	3	4	5	6	7	8
		Total		Total		Total	

(b) Ministry Percentage of 'Funds from own budget' to 'Total funds requirements' :

.....2/-

7. (a) Whether the Ministry/Department/Organization has ever availed of the Scheme since 1987-1988 :
- (b) If yes, details of funds provided by the Department of Administrative Reforms and Public Grievances in the last three years :

Year	Items with numbers	Funds provided	Funds actually utilised	Whether utilisation certificate submitted (Yes/No)

- (c) Whether the Ministry/Department/Organisation has availed the fund for the same project earlier also.
8. Number of Officers of the level of Joint Secretary and above in the Ministry/Department/Organisation
9. State whether the proposal:
- (i) Has been approved by Financial Adviser ? If so, attach a copy of note showing his/her approval
- (ii) Involves Civil & Electrical Works, if so, attach room-wise existing layout plan as well as proposed layout plan and cost estimate separately for Civil & Electrical Work.
- (iii) If Civil/Electrical Work is to be executed by an agency other than the CPWD, attach a 'No Objection Certificate' from CPWD.
- (iv) Involves procurement of computers for record management, is to attach recommendations from NIC.
10. Other information, as specified in the guidelines, justifying the proposal.

11.
 - (a) Name and complete address of Pay & Accounts Office of the concerned Ministry/Department.
 - (b) Name & complete address of Chief Controller of Accounts (concerned Ministry/Department)
 - (c) Name & complete address of the Pay & Accounts office of the executing agency e.g. CPWD.
 - (d) Name and complete address of Executive Engineer (Civil) C.P.W.D.
 - (e) Name & complete address of Executive Engineer (Electrical) C.P.W.D.
12. Name, address and telephone number of officers (s) who could be contacted for supply of additional information.
13. List of enclosures attached.

(Signature with Name,
Designation & date)

Status of Records Management as on for the

sections (s) / units (s)(to be modernized)

Name of Section / Unit	No. of current files (less than 1 year old)	No. of files (more than 1 year old)	Total No. of files	Out of files in Col.3, No. of files pending for			Reasons for delay, if any.
				Record -ing	Review -ing	Weed- ing out	
1	2	3	4	5	6	7	8

Statement

It is certified that all unwanted records of the above mentioned section (s) /unit (s) have been destroyed.

(Signature with Name, Designation & date)