

# Ethics Transparency and Governance

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23 November 2016  
New Delhi

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## Citizen Centric Governance



**“Recall the face of the poorest and the weakest man whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him. Will he gain anything by it? Will it restore him to a control over his own life and destiny? And you will find answers to your doubts.”**

# Citizen Centric Governance(CCG): Trust Deficit

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- From colonial era to citizen-centric Governance
- Abolition of Affidavits and promotion of self certification: done in most of the Ministries and States.
- Poor citizen spends about Rs. 400 and 1 or 2 days for Affidavit
- Implementation at the sub-division/block/village level
- Will You will do it??

# CCG : SC/ST certificates - A new initiative

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- SC/ST & Domicile certificates be made in Class VIII.
- Applications in July: submitted to Authorities.
- By Dec., certificates be given in cellophane cover.
- Avoid asking income : link it to other tangibles
- Enrolment will increase : Rush will decrease in July

# CCG : Police Verification

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- Delay in police verification causes harassment.
- Allow initial joining without police verification.
- Police Verification in 06 months through DGP of state/Union Home Secretary.
- Police verification: police database/Public Service Delivery.
- Any other suggestion.

# CCG : Simplification of Forms

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- All forms should be downloadable.
- Single Page Form.
- Unnecessary information be avoided.
- After short-listing, further information be taken.
- Can be linked to Aadhar.
- Regular Workshops
- 119 forms of DoPT already simplified!!!

# CCG : Abolition of Interviews

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- No interview for Central Government recruitments.
- For Gr. B (Non Gazetted) & Gr. C.
- Implemented from 1<sup>st</sup> January; 2016.
- Exemption to be taken from DoPT.
- States: Workshops done.
- Rajasthan & Maharashtra have taken the lead!!

Basically: level playing field for all!

# CCG: Create an atmosphere of Nationalism

- Instill in the neighbourhood a pride for the motherland through singing of National Anthem, Vande Mataram & Other such songs.
- National Anthem played when the country wins gold!
- Celebrate National holidays in the neighbourhood as well.
- Organize competitions for children on patriotic themes.



# Lata Mangeskar Song



# PERSPECTIVE OF A COMMON MAN

## 'He is your Judge'

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- Go back to your stakeholders.
- Disconnect from the citizens/stakeholders.
- First place of posting.
- Check your policies/instructions/decisions through citizens.
- Exchange notes with your colleagues.

# Change of Attitude

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- Talent and looks are God given...  
Be Thankful.
- Fame and money are man created...  
Be Grateful.
- Attitude and ego are self created...  
Be careful.

# Change of Mindset: Colonial to Citizen centric

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- Visit to Village.
- Visit to Institute of Excellence.
- Exposure to Public Service Delivery.
- Experience Sharing.
- Others....

# Truly inspiring video\_ Anand Kumar, Bihar's Super 30





upliftpost

**He was asked a  
difficult question at a  
job interview... His  
answer left me  
stunned!**

# Humility and Probity

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- Every King was once a crying baby and every building was once a Drawing. Most important thing is where shall you be tomorrow. Never be proud of position you hold today. When the game of chess is over – the King and the pawn (soldier) go in the same box.
- Humility pays in the long run.
- Take all calls
- Meet everyone.

# Challenges ahead

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- Make the best of your situation
- Shortage of staff
- Motivate and obtain the maximum from staff
- Breakthrough the system

You cannot tailor make the situation, but you can tailor make the attitude. Encourage things which are under your control, Rather than to Complain for, which is not under your control.



# Way Forward

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- Reforms need to continue to emerge as a major economic power.
- Use the expertise of pensioners.
- Gainfully use the youth.

# Way Forward

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- Behind every file there is a person or a group of persons.
- The mindset has to change from –
  - how not to do a work *to*
  - how to work

Kagaz kale-peelee mat karo – just deliver !!

# A Quote by John F. Kennedy

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Ask not what your country can do for you,

Ask what you can do for your country.

# Duties of a Citizen

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**IF YOU WONDER HOW TO  
CONTRIBUTE TO INDIA'S PROGRESS  
START WITH THESE**

# Return to the Society

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# Your Dream

- Every citizen should work hard, prosper and succeed through innovation and hard work and once successful, every citizen should give back to the society that made him/her what he/she is.

- Chetan Bhagat

# Blood Donation

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- Give blood
- 04 times in a year- Gap of 90 days.
- Atleast three times a year- excel sheet
- Involve youth- no ailment/drug.
- Organize camps in colleges including Professional Colleges
- Motivate atleast one person every year.

# Registration for Organ Donation

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- Register for it.
- Organise camps/session for it
- Better to enrol when not married.
- BSF- 1500 pledging for organ donation.
- Skin donation?
- 1.8 lakh kidneys required- 6000 transplants actually done.
- 30,000 liver required- 1500 actually done
- 1,00,000 corneas needed- 25,000 available



# Food for Thought.....

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- Do not waste food
- The food that got wasted on 16/08/2016 could have fed 10 children.
- [Signboard at Ashoka University]

# Avoid Wastage of Food



# Other Ideas

- Sponsor a child in a class.
- Sponsor a blind person
- Give medicine/conduct medical test
- Teach the poorer children
- Whatever posting – contribute to society.

# Experience Sharing

# Exam with black dot

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# Sare Jahan se Acha

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IF YOU WANT TO WALK FAST  
WALK ALONE

IF YOU WANT TO WALK FAR  
WALK TOGETHER

And to think these days  
men get away with giving flowers and  
chocolates to their wives.

Thank You

31 A monument of love built by an inconsolable emperor, Shah Jehān, in memory of his wife Mumtaz, the Taj Mahal is perhaps best experienced in moonlight. Arguably the world's most photographed monument, the Taj is one of India's twenty-six World Heritage Sites. Do visit with a loved one.

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