

## CHAPTER-9

### **SECRETARIAT ECONOMIC SERVICES**

Revised outlay & expenditure of 2016-17, Approved outlay & Revised Outlay 2017-18 and Annual Outlay 2018-19 for Secretariat Economic Services Sector are as under:

[₹ in Crore]

Sector	2016-17		2017-18			2018-19 BE
	RE	Exp	BE	RE	Exp	
Secretariat Economic Services	4	1.98	11	2.50	0.41	21

#### **A. PLANNING DEPARTMENT**

Budget Allocation 2018-19 : ₹ 1018 Lakh

The Planning Department undertakes following major activities:

- (i) Estimation and Monitoring of resources for financing of Annual Budget
- (ii) Formulation, Monitoring of implementation of various schemes / programmes/ projects of various Department/Agencies, Expenditure and Physical achievements, Examination of proposals of various Departments for release of funds.
- (iii) Evaluation of Major Projects, Programme & Schemes implemented by various Department/Agencies.
- (iv) Modernization and Capacity Buildings for accelerating reforms
- (v) Cadre management of Planning & Statistical Cadre employees.
- (vi) Preparation of Outcome Budget 2018-19
- (vii) Preparation of various documents like Socio Economic Profile, Economic Survey, Projects Compendium.
- (viii) Preparation of Sustainable Development Goals (SDG) 2030 of Delhi is under process.

An expenditure of ₹ 38.22 lakh has been incurred in 2017-18.

#### **Details of major activities of Planning Department are as under:**

##### **1. Modernization and Capacity Buildings for accelerating reforms**

Budget Allocation 2018-19:- ₹ 195 lakh (Revenue)

Various training and capacity building programmes, workshops, seminars etc. are organized under the scheme.

## **2. DIALOGUE & DEVELOPMENT COMMISSION OF DELHI (DDCD)**

Budget Allocation 2018-19 :- ₹ 296 lakh

The Dialogue & Development Commission of Delhi (earlier Delhi Dialogue Commission) was set up vide Cabinet Decision 2131 dated 22-02-2015 and notified vide Gazette Notification dated 26.03.2015 to consider ideas, identify best practices and policies from around the world and translate them into concrete recommendations to the Government of NCT of Delhi for transformative change. Planning Department is the Administrative Department of the Commission vide notification dated 29.04. 2016.

DDCD is to advise Government of NCT of Delhi on governance and technological solution to various problems afflicting Delhi, to evolve strategy for expeditious implementation of the recommendation made by the Dialogue and Development Commission of Delhi, to suggest from time to time, remedies to overcome the bottlenecks experience in implementation of the recommendations of Dialogue and Development Commission of Delhi, to formulate and aid in the formulation of various initiatives relating to development and resource mobilization, including investment from other sources and to carry out such other tasks and functions as may be assigned to it by the Chief Minister from time to time.

## **3. Programme for Evidence based Policy, Artificial Intelligence, Big Data and Other M & E Activities**

Budget Allocation 2018-19 :- ₹ 500 lakh (Revenue)

Hon'ble Finance Minister in his budget speech for 2017-18 stressed the need to strengthen the Monitoring & Evaluation Unit of Planning Department to effectively implement the government policies as well as to measure progress against intended outcomes mentioned in the Outcome Budget of the government. The M & E Unit with the help of modern Monitoring & Evaluation tools and techniques and help in improving policy making and better delivery of public services in Delhi. Besides, guiding Outcome Budgeting, it will also support government to conduct independent surveys and evaluations and will enable data analysis and assessment of large government database for evidence based policy making.

Accordingly, a Cabinet Note on Strengthening of Monitoring & Evaluation Unit (M & E) in Planning Department was placed before the Council of Ministers on 12.12.2017. The proposal was approved by the Cabinet vide Cabinet decision no. 2525 dated 15.12.2017. The proposal has also been approved by Hon'ble Lt. Governor for strengthening of M & E unit in Planning Department.

To evaluation studies and survey of selected programme have already been undertaken and another is under progress.

## **B. ADMINISTRATIVE REFORMS DEPARTMENT**

The Mission of the Department is to act as a facilitator, in consultation with Government of India, Departments of Delhi Government, its Autonomous Bodies and Undertakings etc., to improve Government functioning through administrative reforms in improvement of process, organization and methods, grievance handling, modernization, citizen's charters, award scheme and the best practices.

### **Major Activities of AR Department are as under:-**

#### **1- Work Assessment Study (01.04.2017 to 31.03.2018):**

AR Department examines and conducts work assessment studies in various Departments / Offices / Local Bodies of GNCTD for creation and abolition of posts.

During 2017-18, 3035 posts were recommended for creation in different departments.

#### **2. Public Grievance Monitoring System:**

The Public Grievance Monitoring System has been created to look into time-bound resolution of grievances and receives complaints online and offline. Grievances received from public are forwarded to concerned departments for necessary action and resolution in a time bound manner.

During 2017-18, 1,00,985 number of grievances were registered on this portal and about 94300 grievances have been disposed of as on 31.03.2018.

#### **3. Public Hearing Timings (w. e. f. 01.06.2017):**

In order to bring transparency, make government accessible and bring awareness in the general public about the facility provided by the Government for redressing their grievances, all officers of GNCTD were directed to be available in their respective offices between 10.00 am and 11.00 am with effect from 01.06.2017 for meeting the general public without appointments and to hear their grievances on all working days.

To facilitate and monitor this, there are two helpline numbers i.e. 23392726, 23392620 of Administrative Reforms Department. General public registers the complaints through helpline numbers in case the officer is not available in the office. Reports in respect of complaints registered is generated on daily basis and forwarded to Head of Departments for necessary action as well as for kind perusal of Hon'ble Chief Minister.

Since inception, i.e. 01.06.2017, number of complaints has significantly been reduced.

**4. Field Visits by Head of Dept:**

All the Pr. Secretaries/ Secretaries /HODs were directed to carry out field visits once a week to monitor the working and progress of schemes being implemented by Administrative Departments.

During 2017-18, 461 field visits were conducted by Pr. Secretaries/ Secretaries / HODs till March, 2018. A target of 720 field visits has been set for Financial Year 2018-19.

**5. e-RTI Portal:**

Hon'ble Chief Minister, Delhi, on 10 July, 2017 launched the On-line RTI portal [www.rtionline.delhi.gov.in](http://www.rtionline.delhi.gov.in) of Govt. of NCT of Delhi. The portal is now registered with 195 Public Authorities/Departments/Autonomous Bodies/Local Bodies of Govt. of NCT through which the citizens can file their RTI applications and Appeals on-line.

During the period 10.07.2017 to 31.03.2018, a total number of 17,128 RTI applications were received in various departments of Govt. of NCT of Delhi. Out of which a total of 14,149 applications (91.59%) were disposed off.

**6. O&M Inspection:**

During 2017-18, AR Department conducted 59 O&M Inspections in various Public Authorities/Departments/Autonomous Bodies/Local Bodies of Govt. of NCT of Delhi. A target of 80 O&M Inspection is proposed for 2018-19.

**7. Punctuality Drives:**

During 2017-18, AR Department has conducted 100 Punctuality drives in various Public Authorities/Departments/Autonomous Bodies/Local Bodies of Govt. of NCT of Delhi. For 2018-19, target of 100 punctuality drives is proposed.

**Projects under Pipeline:**

**8. Chief Minister's Urban Leadership Fellows Programme (CMULF)**

Budget Allocation 2018-19: - ₹ 300 lakh

"Chief Minister's "Urban Leadership Fellows (CMULF)" Programme aims at grooming future leaders for the social development of the country having passion and commitment for public service. The CMULF program intends to train young professional from various field to work with Government and know about governance. The scheme is yet to be launched.

**9. Doorstep Delivery of Public Services:-**

Budget Allocation 2018-19 :- ₹ 1000 lakh

GNCTD in the cabinet meeting chaired by Hon'ble Chief Minister on November 16, 2017, approved the proposal for Doorstep Delivery of Public Services" to the citizens of Delhi. This will enable the citizens to avail government services at their doorstep through a call centre to be set up.

Instead of visiting government offices, applicants will be able to call a centralized helpline, which will dispatch a "Mobile Sahayak" or helper to assist. The call centre will be open 24X7. The Mobile Sahayak shall visit on all days including Gazetted Holidays and Sundays, as per convenience of the citizens and assist the citizens in obtaining specified service. There will be a charge for the service which is to be decided.

The existing system of delivery of public services shall also continue, and citizen shall be free to choose this facility or conventional system for delivery of public service.

## **Directorate of Economics and Statistics**

### **1. Support for Statistical Strengthening**

Budget Allocation 2018-19 : ₹ 1 Lakh

Support for Statistical Strengthening (SSS), is a comprehensive project designed to strengthen State statistical systems by way of providing adequate technical and financial support to improve their statistical capacity and infrastructure for collecting, compiling and disseminating reliable official statistics for policy planning purposes particularly at the State and Sub-State levels. With the above primary objective, the Support for Statistical Strengthening perceived as a Centrally Sponsored Scheme (CSS) launched and being implemented with a view to act as a catalyst in facilitating implementation of National Strategic Statistical Plan (NSSP) for meeting growing data requirements, both at national and international levels. SSS was formulated as per the recommendations made by the National Statistical Commission (NSC) for effecting necessary improvements in the Indian Statistical System. The scheme aims to generate tangible statistical indicators / Products/ Outcomes by the end of the scheme period in each States/ UT.

### **2. Strengthening of Civil Registration System (CRS)- (CSS)**

Budget Allocation 2018-19 : ₹ 2 Lakh

The Civil Registration System i.e. the registration of births & deaths in the country is mandatory and it is done as per the provisions made in the Registration of Birth & Death Act, 1969. In Delhi, the Director, Directorate of Economics & Statistics is the ex officio Chief Registrar (Birth & Death). The registration of births & deaths in Delhi is being done by the concerned Local Body for their jurisdictional area.

The ORGI provides funds to organize the training programmes on CRS for Civil Registration Functionaries and on Medical Certification of Cause of Death (MCCD) to ensure smooth and effective functioning of CRS. Besides this, the ORGI provides financial Assistance to States/UTs for strengthening the system of Registration of Births & Deaths by hiring of manpower.

### **3. Urban Statistics for HR and Assessment (CSS)**

Budget Allocation 2018-19 : ₹ 2 Lakh

The Central Sector scheme of Urban statistics for HR & assessments (USHA) started from 2007-08 and is implemented by the NBO. Its key objective is to support the Ministry of Housing & Urban Poverty Alleviation & other Ministries with information and knowledge inputs for the purpose of Planning, Policy making, Project Design, formulation, Implementation, Monitoring & evaluation, particularly in the context of programmes relating to Urban Poverty, Slums & Housing.