

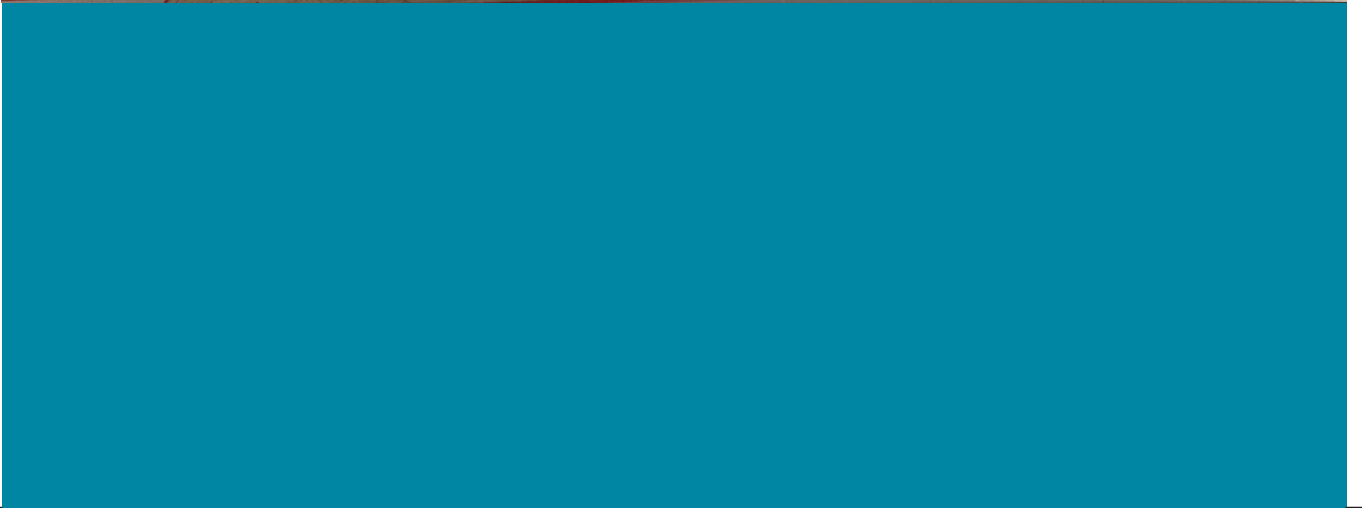


Lokpal of India



Annual Report

2020-21





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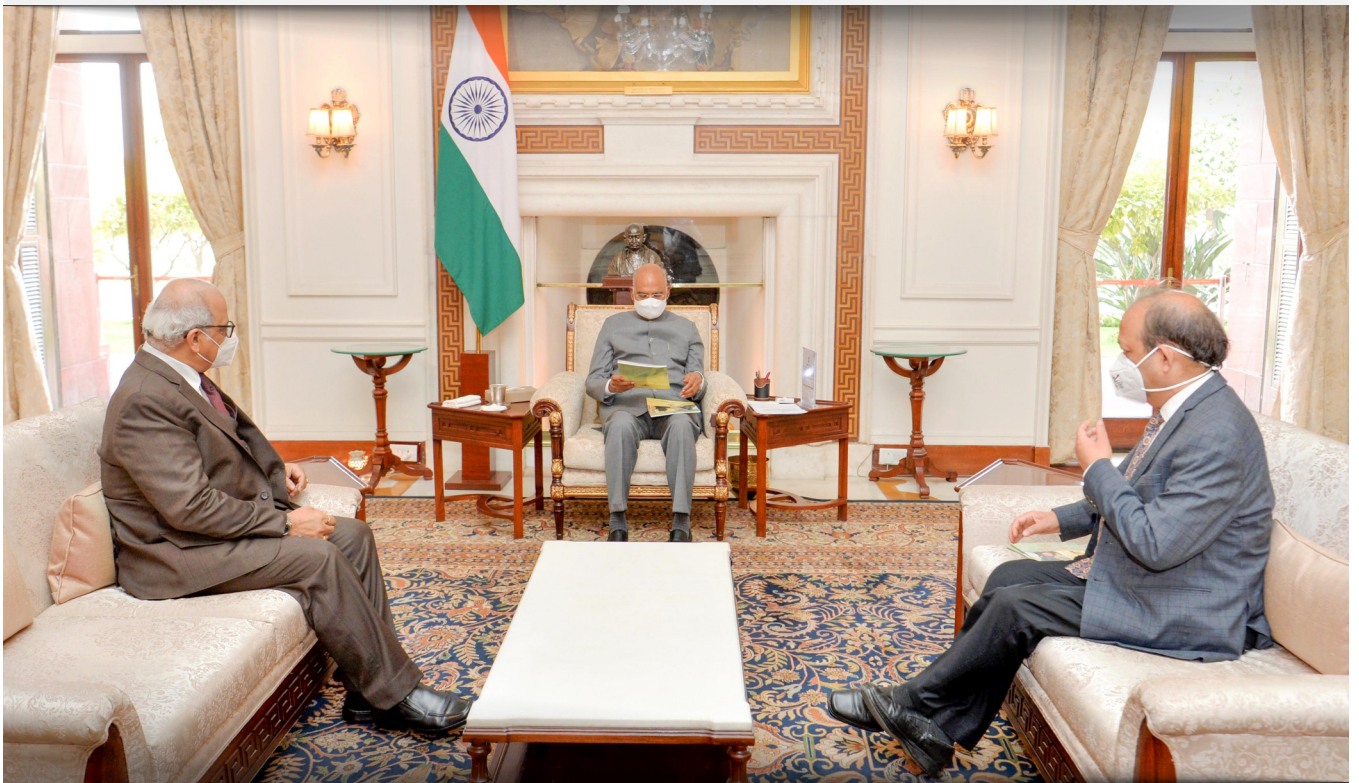
(1st April, 2020 to 31st March, 2021)





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Foreword



Justice Pinaki Chandra Ghosh
Chairperson

New Delhi
31st March, 2021

I feel honoured to present the 2nd Annual Report of Lokpal of India to the Hon'ble President of India. This report covers the activities of the Lokpal from 1st April, 2020 to 31st March, 2021.

The setting up of the Lokpal of India is an important milestone in the polity of India, which has come after years of deliberations in the Parliament and outside. The people of India and media are watching the working of Lokpal of India. The process in Lokpal of India starts once a complaint is received. In March, 2020, Government of India notified the format for filing the complaint with Lokpal of India as per the Complaint (Lokpal) Rules, 2020. The format gives the details of the information, which is to be provided by the complainant. Before the notification of these rules, complainants had a very little idea about the information to be provided in the complaint and non-receipt of important details hinder the further processing by the Lokpal of India. Each complaint is examined in detail and defect if any, brought to the knowledge of the complainant and efforts are made to address the issues by outreach.

Also, a Complaint Management software is being developed through which citizens of India can file their complaint at any point of time from any where. The work on this project is at an advanced stage and it will be made operational in the near future. This portal can be used by the citizens as well as officials of the Lokpal of India. It will speed up the disposal of complaints with required accountability and transparency.

Lokpal of India is also working for better coordination among the various anti-corruption agencies. To promote this objective, a webinar entitled 'Bringing synergies in anti-corruption strategies' was organized by the Lokpal of India on 23rd March, 2021. The effort is to ensure that all agencies must cooperate with each other to eradicate corruption so that dignity of the citizens of the country is not compromised.

I am thankful to all Members of the Lokpal and also to the Secretary, Joint Secretary and other officials of the Lokpal of India for working hard in setting up this institution and simultaneously dealing with complaints of the citizens, despite challenges involved in the initial period of any new institution, more so during Covid-19 pandemic. I am confident that Lokpal of India will play a meaningful role in eradicating corruption, thus improving the governance and quality of life of people in the country.



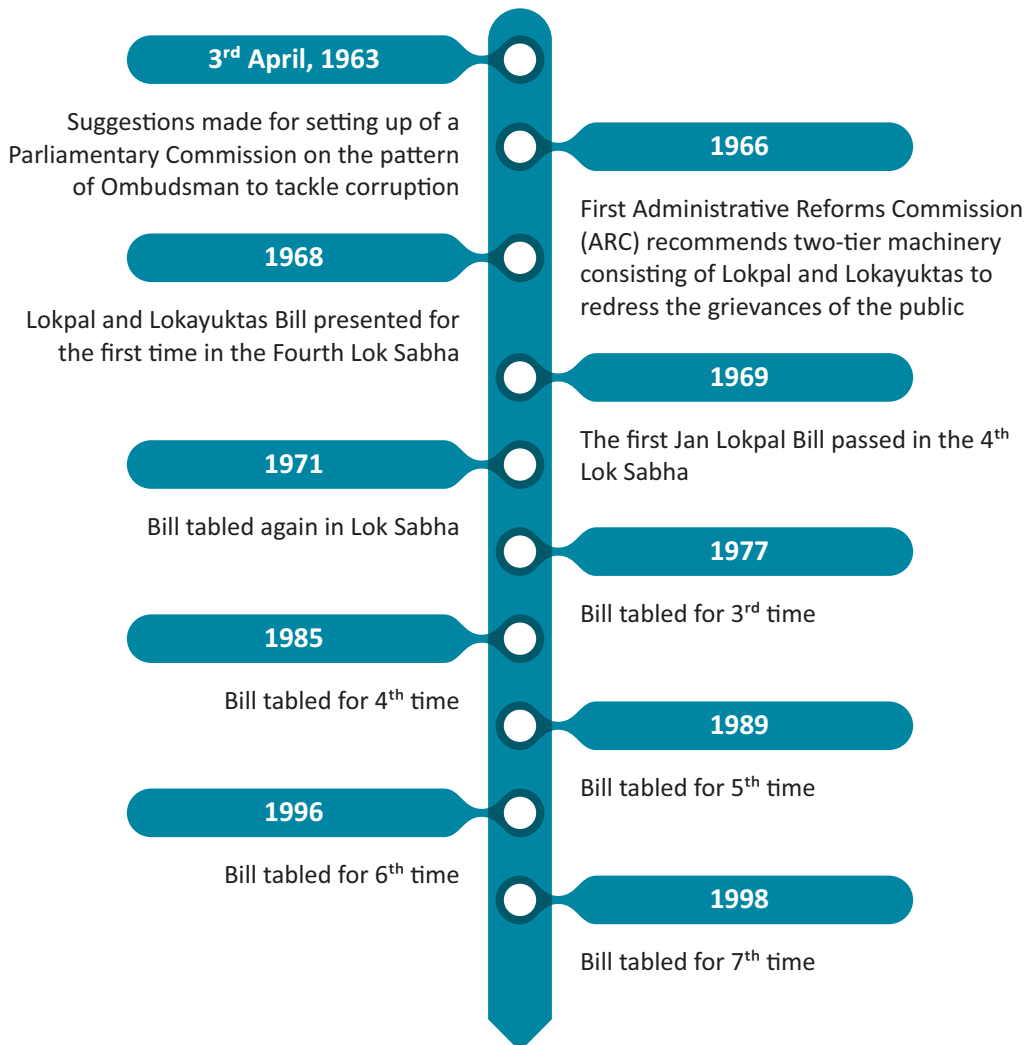
(Justice Pinaki Chandra Ghose)

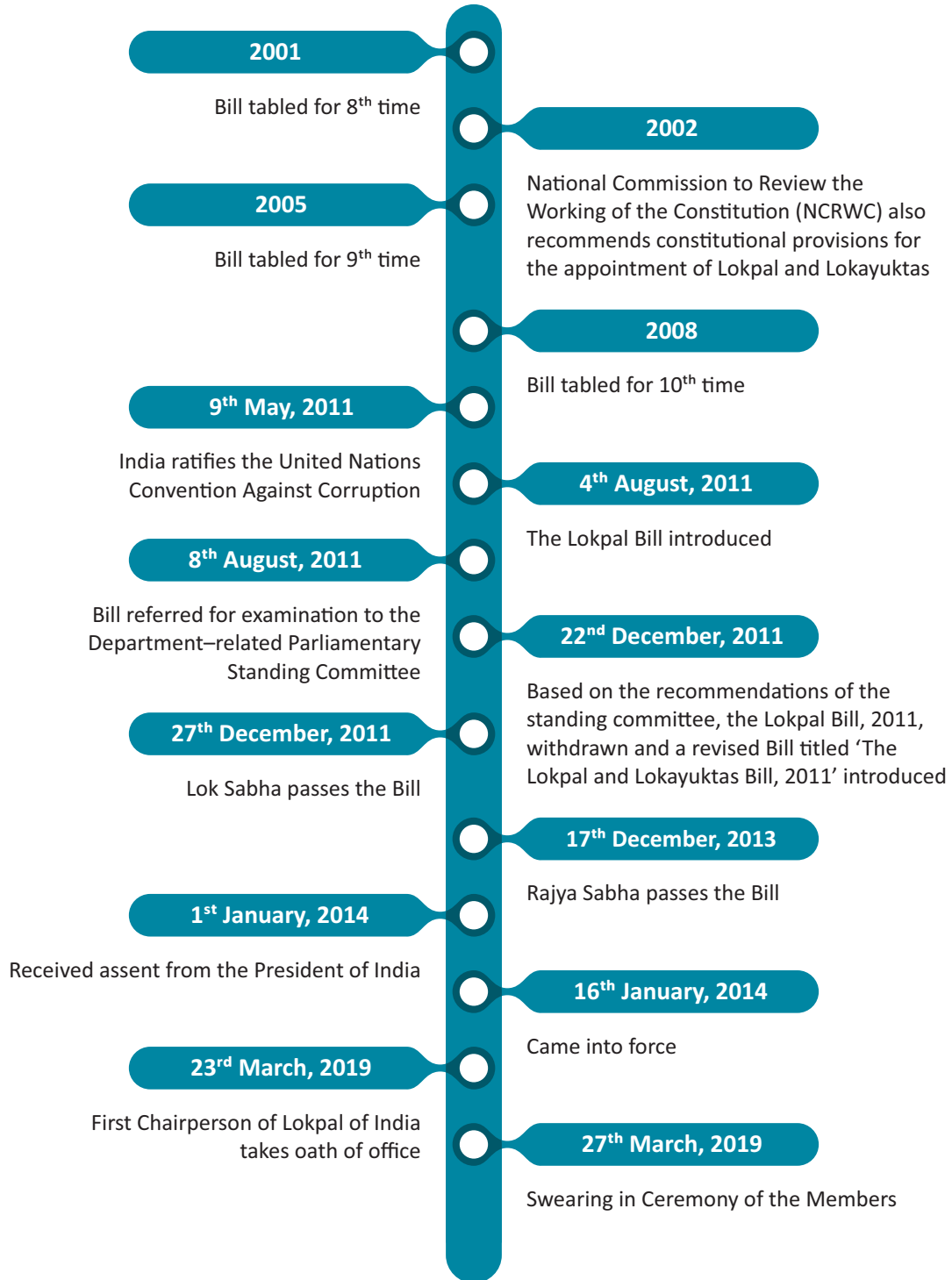
Commission on the pattern of Ombudsman, for tackling corruption and redressal of public grievances. The terms 'Lokpal' and 'Lokayukta', as names of such institutions, were also mentioned during the discussion. The term Lokpal is a Sanskrit word; 'Lok' means 'People' and 'pala' means 'Protector'. The term was coined as an Indian variant of the concept of 'Ombudsman', which has a Scandinavian origin and refers to an official

who is appointed to investigate complaints of citizens against the administration.

In 1966, The First Administrative Reforms Commission (ARC), recommended a two-tier machinery consisting of the Lokpal and Lokayuktas to redress the grievances of the public. As per the recommendations of the ARC, the Lokpal at the Centre was to deal with complaints against Ministers and Secretaries

Setting up of Lokpal of India - Timeline





of the Central Government as well as in the states. One Lokayukta in each State was to deal with the complaints against the rest of the administrative machinery. The National Commission to Review the Working of the Constitution, 2002 (NCRWC) also recommended Constitutional Provisions for the appointment of the Lokpal and Lokayuktas. The second Administrative Reforms Commission also recommended setting up of institutions of the Lokpal and Lokayuktas at the earliest by making suitable amendments in the Constitution of India.

A Bill to set up the Lokpal was introduced for the first time in the Fourth Lok Sabha as the Lokpal and Lokayuktas Bill, 1968. The Bills were introduced many times viz. in 1971, 1977, 1985, 1989, 1996, 1998, 2001, and twice in 2011. The Lokpal Bill was finally introduced on 4th August, 2011, and on 8th August, 2011 was referred to the Department-related Parliamentary Standing Committee for examination. Based on the recommendations contained in the Committee's Report, the Lokpal Bill, 2011, was withdrawn and a revised Bill titled 'The Lokpal and Lokayuktas Bill, 2011' was again introduced in the Lok Sabha on 22nd December, 2011.

This Bill was passed by the Lok Sabha with certain amendments. The Rajya Sabha referred the Bill, as passed by the Lok Sabha, to a Select Committee of the Rajya Sabha. As per the report of the Select Committee, the Government amended the Lokpal and Lokayuktas Bill, 2011. The Bill was passed by the Rajya Sabha with certain amendments and was sent back to the Lok Sabha for approval. The Lok Sabha passed the Bill as amended by the Rajya Sabha. The Bill received the President's assent on 1st January,

2014 and was notified on the same day as The Lokpal And Lokayuktas Act, 2013 (No. 1 of 2014). In exercise of the powers conferred by sub-section (4) of Section 1 of the Act, the Central Government appointed 16th January, 2014, as the date on which the provisions of the Act would come into force. The Act has been amended once by the Lokpal and Lokayuktas (Amendment) Act, 2016.

The objective of the Lokpal and Lokayuktas Act, 2013, is to further strengthen the existing legal and institutional mechanisms, thereby facilitating more effective implementation of some of the obligations under the 'United Nations Convention Against Corruption', which was ratified by India on 9th May, 2011.

As per provisions of the Act, the Chairperson and Members of Lokpal are appointed by the President of India after obtaining recommendations of a Selection Committee consisting of the Prime Minister, the Speaker of Lok Sabha, the Leader of Opposition in the Lok Sabha, the Chief Justice of India (CJI), or a sitting Supreme Court judge nominated by the CJI and an eminent jurist to be nominated by the President of India based on the recommendations of the other members of the Selection Committee.

Shri Justice Pinaki Chandra Ghose was appointed as the first Chairperson of the Lokpal of India. The President of India administered the Oath of Office to him on 23rd March, 2019, in a ceremony held at the Rashtrapati Bhavan. Subsequently, four judicial members and four other members were administered the Oath of Office by the Chairperson on 27th March, 2019 at the Vigyan Bhawan, New Delhi.





2. Legal Provisions

The Lokpal of India functions under the provisions of the Lokpal and Lokayuktas Act, 2013. The salient features of this enactment in brief are as follows:

Jurisdiction of the Lokpal of India (Section 14)

The Lokpal can inquire or cause an inquiry to be conducted into any allegation of corruption made in a complaint in respect of the following, namely:

- (a) any person who is or has been a Prime Minister:

Provided that the Lokpal shall not inquire into any matter involved in, or arising from, or connected with, any such allegation of corruption against the Prime Minister,
 - i.) in so far as it relates to international relations, external and internal security, public order, atomic energy, and space;
 - ii.) unless a full bench of the Lokpal consisting of its Chairperson and all Members considers the initiation of inquiry and at least two-thirds of its Members approve of such inquiry.
- (b) any person who is or has been a Minister of the Union;
- (c) any person who is or has been a member of either House of Parliament;
- (d) any Group 'A' or Group 'B' officer or equivalent or above, from amongst the public servants, defined in sub-clauses (i) and (ii) of clause (c) of section 2 of the Prevention of Corruption Act, 1988, when serving or who has served, in connection with the affairs of the Union;
- (e) any Group 'C' or Group 'D' official or equivalent, from amongst the public servants, defined in sub-clauses (i) and (ii) of clause (c) of section 2 of the Prevention of Corruption Act, 1988, when serving or who has served in connection with the affairs of the Union subject to the provision of sub-section (1) of section 20;
- (f) any person who is or has been a chairperson or member or officer or employee in anybody or Board or corporation or authority or company or society or trust or autonomous body (by whatever name called) established by an Act of Parliament or wholly or partly financed by the Central Government or controlled by it;
- (g) any person who is or has been a Director, Manager, Secretary or another officer of every other society or association of persons or trust (whether registered under any law for the time being in force or not), by whatever name called, wholly or partly financed by the Government and the annual income of which exceeds such amount as the Central Government may, by notification, specify.



The Central Government by a notification dated 20th June, 2016, has specified this amount as one Crore Rupees. Only the grants or financial assistance given by the Central Government are required to be taken into consideration for determining the annual income for this purpose; and

- (h) any person who is or has been a Director, Manager, Secretary or another officer of every other society or association of persons or trust (whether registered under any law for the time being in force or not) in receipt of any donation from any foreign source under the Foreign Contribution (Regulation) Act, 2010 in excess of ten lakh rupees in a year or such higher amount as the Central Government may, by notification, specify.

Appointment of the Chairperson and Members (Section 4)

The Chairperson and the Members of the Lokpal are appointed by the President after obtaining recommendations of a Selection Committee consisting of the Prime Minister, the Speaker of the House of the People, the Leader of the Opposition in the House of the People, the Chief Justice of India, or a sitting Supreme Court judge nominated by him and one eminent jurist to be nominated by the President based on the recommendations of the other members of the Selection Committee.

The Chairperson and every Member shall hold the office for a term of five years or until he/ she attains the age of seventy years, whichever is earlier.





Salary, Allowances and Other Conditions of Service of Chairperson and Members (Section 7)

The salary, allowances and other service conditions of the Chairperson and Members are the same as those of the Chief Justice of India and those of a Judge of the Supreme Court, respectively. The salary, allowances and pension payable to and other conditions of service of, the Chairperson or the Members cannot be varied to their disadvantage after their appointment.

Procedure for Removal from the Office (Section 37)

The Chairperson or any Member can be removed from his/ her office by order of the President on grounds of misbehaviour after the Supreme Court, on a reference being made to it by the President on a petition signed by at least one hundred Members of Parliament has, on an inquiry held in accordance with the procedure prescribed in that behalf, reported that the Chairperson or such Member, as the case may be, ought to be removed on such ground.

Secretary, Officials and Other Staff of Lokpal (Section 10)

A Secretary to the Lokpal in the rank of Secretary to Government of India is appointed by the Chairperson from a panel of names sent by the Central Government. A Director of Inquiry and a Director of Prosecution, not below the rank of Additional Secretary to the Government of India or equivalent, are also appointed by the Chairperson from a panel of names sent by the Central Government. The appointment of other officers and staff of the Lokpal is made

by the Chairperson or such Member or officer of the Lokpal as the Chairperson may direct.

Expenses of Lokpal to be Charged on the Consolidated Fund of India (Section 13)

The administrative expenses of the Lokpal, including all salaries, allowances, and pensions payable to or in respect of the Chairperson, Members or Secretary or other officers or staff of the Lokpal, are charged upon the Consolidated Fund of India.

Preliminary Inquiry by the Lokpal (Section 20)

The Lokpal on receipt of a complaint, if it decides to proceed further, may order preliminary inquiry against any public servant by its Inquiry Wing or any agency (including the Delhi Special Police Establishment) to ascertain whether there exists a prima facie case for proceeding in the matter.

The Lokpal shall if it has decided to proceed with the preliminary inquiry, by a general or special order, refer the complaints or a category of complaints or a complaint received by it in respect of public servants belonging to Group A or Group B or Group C or Group D to the Central Vigilance Commission constituted under sub-section (1) of section 3 of the Central Vigilance Commission Act, 2003.

During the preliminary inquiry, the Inquiry Wing or any agency (including the Delhi Special Police Establishment) shall conduct a preliminary inquiry and on the basis of material information and documents collected, seek the comments on the allegations made in the complaint from the public



servant and the competent authority. After obtaining the comments of the concerned public servant and the competent authority, submit a report to the Lokpal, within sixty days from the date of receipt of the reference.

A bench consisting of not less than three members of the Lokpal of India shall consider every preliminary inquiry report, and after giving an opportunity of being heard to the public servant, decide whether there exists a *prima facie* case, and proceed with one or more of the following actions, namely:

- (a) an investigation by any agency or the Delhi Special Police Establishment, as the case may be;
- (b) initiation of the departmental proceedings or any other appropriate action against the concerned public servants by the competent authority; and
- (c) closure of the proceedings against the public servant and to proceed against the complainant under section 46.

Investigation by the Lokpal (Section 20)

In case the Lokpal decides to proceed to investigate a complaint, it shall direct any agency (including the Delhi Special Police Establishment) to carry out the investigation as expeditiously as possible and complete the investigation within six months from the date of its order:

Provided also that before ordering an investigation under clause (b), the Lokpal shall call for the explanation of the public servant so as to determine whether there exists a *prima facie* case for investigation.

Provided that the Lokpal may extend the said period by a further period not exceeding six months at a time for the reasons to be recorded in writing.

Prosecution by the Lokpal

Notwithstanding anything contained in section 197 of the Code of Criminal Procedure, 1973 or section 6-A of the Delhi Special Police Establishment Act, 1946 or section 19 of the Prevention of Corruption Act, 1988, the Lokpal shall have the power to grant sanction for prosecution of a public servant against whom it has ordered the investigation.

In respect of the cases referred by the Lokpal, the investigation agency shall submit the investigation report to the Court having jurisdiction and forward a copy to the Lokpal. A bench of at least three members will consider the report and may grant sanction to file the charge sheet or direct for closure of report before the Special Court or direct the competent authority to initiate departmental proceedings. The Lokpal may also direct its Prosecution Wing or the investigation agency to initiate prosecution in the Special Court.

In such cases, no prosecution shall be initiated against any public servant accused of any offence alleged to have been committed by him while acting or purporting to act in the discharge of his official duty, and no court shall take cognizance of such offence except with the previous sanction of the Lokpal.

Search and Seizure (Section 26)

If the Lokpal has reason to believe that any document which, in its opinion, shall be useful for, or relevant to, any investigation under this Act, are secreted in any place, it



may authorize any agency including the Delhi Special Police Establishment to whom the investigation has been given to search for and to seize such documents.

Attachment of Assets (Section 29)

Where the Lokpal has reason to believe that a person accused of having committed an offence relating to corruption is in possession of any proceeds of corruption, the Lokpal may provisionally attach such property for a period not exceeding ninety days from the date of the order. The Lokpal, when it provisionally attaches any property, shall, within thirty days of such attachment, direct its Prosecution Wing to file an application stating the facts of such attachment before the Special Court and make a prayer for confirmation of attachment of the property till completion of the proceedings against the public servant in the Special Court.

Transfer or Suspension of Public Servant (Section 32)

Where the Lokpal is *prima facie* satisfied that the continuance of a public servant in his post while conducting the preliminary inquiry is likely to affect such preliminary inquiry adversely; or such public servant is likely to destroy or in any way tamper with the evidence or influence witnesses, the Lokpal may recommend to the Central Government for transfer or suspension of such public servant from the post held by him till such period as may be specified in the order. The Central Government shall ordinarily accept the recommendation of the Lokpal except for the reasons to be recorded in writing in a case where it is not feasible to do so for administrative reasons.

Supervisory Powers of Lokpal (Section 25)

Lokpal shall have the powers of superintendence over, and to give direction to the Delhi Special Police Establishment in respect of the matters referred by the Lokpal for preliminary inquiry or investigation to the agency. Any officer of the Delhi Special Police Establishment investigating a case referred to it by the Lokpal shall not be transferred without the approval of the Lokpal.

The Central Vigilance Commission shall send a statement to the Lokpal in respect of action taken on complaints referred to it for a preliminary inquiry. On receipt of such a statement, the Lokpal may issue guidelines for effective and expeditious disposal of such cases.

Power to utilize services of officers of Government (Section 28)

The Lokpal may, for conducting any preliminary inquiry or investigation, utilize the services of any officer or organization or investigating agency of the Central Government or any State Government, as the case may be.

Powers of Civil Court (Section 27)

Any proceeding before the Lokpal shall be deemed to be a judicial proceeding within the meaning of section 193 of the Indian Penal Code (45 of 1860).

For the purpose of preliminary inquiry, the Inquiry Wing of the Lokpal shall have all the powers of a civil court, under the Code of Civil Procedure, 1908 (5 of 1908) in respect of certain matters specified in the Act.



Special Courts for Trial of Cases (Section 35)

The Central Government shall constitute such number of Special Courts, as recommended by the Lokpal, to hear and decide the cases arising out of the Prevention of Corruption Act, 1988 (49 of 1988) or under this Act.

The Special Courts shall ensure completion of each trial within one year from the date of filing of the case in the Court. In case the trial cannot be completed within one year, the Special Court shall record reasons therefor and complete the trial within a further period of not more than three months or such further periods not exceeding three months each, for reasons to be recorded in writing before the end of each such three months period, but not exceeding a total period of two years.

Prosecution for False Complaint (Section 46)

Whoever makes any false and frivolous or vexatious complaint shall, on conviction, be punished with imprisonment for a term which may extend to one year and with a fine which may extend to one lakh rupees. In case of conviction of a person for having made a false complaint, such person shall be liable to pay compensation to the public servant against whom he made the false complaint in addition to the legal expenses for contesting the case by such public servant. However, no action will be taken in case of complaints made in good faith. The cognizance of an offence under this section shall be taken only by a Special Court.

Overriding Effect of the Act (Section 56)

The provisions of the Lokpal and Lokayuktas Act, 2013 shall have effect, notwithstanding anything inconsistent therewith contained in any enactment other than this Act or any instrument having effect by virtue of any enactment other than this Act.

The Lokpal (Complaints) Rules, 2020

The Central Government has notified the Lokpal (Complaints) Rules, 2020 on 2nd March 2020, under section-59(2)(a) of the Lokpal and Lokayuktas Act, 2013. These Rules contain the form and manner of filing complaints and handling of complaints by the Lokpal.

Amendments to the Commissions of Inquiry Act, 1952

The Lokpal and Lokayuktas Act, 2013 provides that no matter in respect of which a complaint has been made to the Lokpal shall be referred for inquiry under the Commission of Inquiry Act, 1952. An amendment in the Commissions of Inquiry Act, 1952 has been made to bring it in conformity with this provision of the Lokpal and Lokayuktas Act, 2013. In subsection (1) of section 3, the words “The appropriate Government may” have been substituted with “Save as otherwise provided in the Lokpal and Lokayuktas Act, 2013, the appropriate Government may”.

Amendments to the Prevention of Corruption Act, 1988

Under the Lokpal and Lokayuktas Act, 2013, the Lokpal has the power to grant sanction for prosecution of a public servant against



whom it has ordered an investigation. In conformity with this provision, the Prevention of Corruption Act has been amended by inserting the words 'save as otherwise provided in the Lokpal and Lokayuktas Act, 2013' in section 19 of the Act.

Amendments to the Code of Criminal Procedure, 1973

The words "save as otherwise provided in the Lokpal and Lokayuktas Act - 2013" have been inserted after the words "except with the previous sanction" in Section - 197 of the Code of Criminal Procedure, 1973 to bring it in conformity with the Lokpal and Lokayuktas Act, 2013.

Amendments to the Central Vigilance Commission Act, 2003

Following amendments have been made in the Central Vigilance Commission Act, 2003 to give effect to certain provisions of the Lokpal and Lokayuktas Act, 2013:

i.) The Central Vigilance Commission has been empowered to inquire into the complaint against all categories of the officials on a reference made by the

Lokpal. In the Central Vigilance Commission Act, 2003, clause (c) has been inserted in section 8, sub-section (2) for this purpose;

ii.) The Commission has been empowered (section-8A), based on preliminary inquiry, to cause an investigation by any agency or initiate departmental proceedings against the public servants belonging to Group C and Group D officials of the Central Government in cases referred by the Lokpal;

iii.) The Commission has been empowered (section-8B), based on the investigation report, to file a charge sheet in the Special Court or initiate departmental proceedings against the public servants belonging to Group C and Group D officials of the Central Government in cases referred by the Lokpal; and

iv.) A provision (section 11A) has been made in the Central Vigilance Act, 2003 for the appointment of Director of Inquiry, not below the rank of Joint Secretary to the Government of India, to conduct preliminary inquiries referred to the Commission by the Lokpal.



3. The Lokpal of India

Appointment of the Chairperson and Members

The President of India administered the Oath of Office to Shri Justice Pinaki Chandra Ghose as the first Chairperson of the Lokpal of India on 23rd March, 2019, in a ceremony held at the Rashtrapati Bhavan. Subsequently, four judicial members and four other members

were administered the Oath of Office by the Chairperson on 27th March, 2019 at the Vigyan Bhawan, New Delhi. Shri Justice Dilip Babasaheb Bhosale resigned from his position on 12th January, 2020 due to personal reasons. Shri Justice Ajay Kumar Tripathi, unfortunately, expired on 2nd May, 2020. A brief profile of the Chairperson and the Members is as under:



Shri Justice Pinaki Chandra Ghose

Justice Pinaki Chandra Ghose obtained a B. Com. degree from St. Xavier's College and LL.B. degree from the University of Calcutta. He also became Attorney-at-Law at the High Court of Calcutta. Thereafter, he joined Calcutta Bar in the year 1976. He served as Executive Chairman of West Bengal State Legal Services Authority and as Executive Chairman of Andaman & Nicobar State Legal Services Authority. In July 1997, he was appointed as a Judge of Calcutta High Court. He was appointed Acting Chief Justice of Andhra Pradesh High Court in 2012 and subsequently, served as permanent Chief Justice of the High Court of Andhra Pradesh. During his tenure as Chief Justice of Andhra Pradesh, High Court, he also served as Chancellor of NALSAR, Hyderabad. On 8th March, 2013, he was elevated as a Judge of the Supreme Court of India and demitted his office on 27th May, 2017. He served as a Member of the National Human Rights Commission, New Delhi from 29.6.2017 to 21.3.2019. He was awarded with the Honorary Doctorate Degree (LL.D. Honoris Causa) by AMITY University, Gautam Buddh Nagar, UP on 25th November, 2019.





Shri Justice Pradip Kumar Mohanty

Justice Pradip Kumar Mohanty joined the Bar Council in 1978. He mainly practiced Constitutional, Criminal and Civil Law, and also handled cases in other branches of law. He was elected as a Member of the Orissa State Bar Council and continued as such for three terms. Subsequently, he was also elected as Secretary of the Orissa High Court Bar Association in the year 2000. He was sworn in as Additional Judge of the Orissa High Court on 7th March, 2002 and as a Permanent Judge on 6th March, 2004.

He was appointed five times as Acting Chief Justice of the Orissa High Court. He also served as Judge, Acting Chief Justice and subsequently Chief Justice of the High Court of Jharkhand. He served as the Executive Chairman, Odisha State Legal Service Authority from December, 2012 to April, 2016. He also served as Chancellor of NLU, Cuttack, and NUSRL, Ranchi. He has been appointed as a Judicial Member of the Lokpal of India on 27th March, 2019.



Smt. Justice Abhilasha Kumari

Justice Abhilasha Kumari was enrolled as an Advocate on 26th March, 1984, in the High Court of Himachal Pradesh. She has represented various Universities, Boards, and Corporations of Himachal Pradesh as Standing Counsel. She also remained Central Government Standing Counsel from 1995 to 2002. Subsequently, she served as Additional Advocate General for the State of Himachal Pradesh. She has practised in all branches of law including civil, criminal, constitutional, service, and company law. She was elevated as an Additional Judge of the Himachal Pradesh High Court on 2nd December, 2005. She was transferred to the High Court of Gujrat and took oath as an Additional Judge on 9th January, 2006. She was appointed as a Permanent Judge of the High Court of Gujarat on 25th September, 2006. She was appointed as the Chief Justice of the Manipur High Court on 9th February, 2018 and has the distinction of being the first lady Chief Justice of that Manipur. She was appointed as Chairperson of the Gujarat State Human Rights Commission on 17th May, 2018. She has been appointed as a Judicial Member of the Lokpal of India on 27th March, 2019.





Shri Dinesh Kumar Jain

Shri Dinesh Kumar Jain did his B.Tech. and M. Tech. from the Indian Institute of Technology, Kanpur. He further did a Master of Business Administration from the University of Hull, United Kingdom. He joined the Indian Administrative Service (IAS) in 1983 and was allotted Maharashtra Cadre. In the Government of India, he has worked as Joint Secretary (MGNREGA), Ministry of Rural Development and Additional Secretary, Ministry of Agriculture & Farmers Welfare.

He served in various capacities in Govt. of Maharashtra including Secretary, Rural Development, Secretary, Information Technology, and Finance Secretary. He was appointed Chief Secretary to the Government of Maharashtra in May, 2018. He has been appointed as a Member of the Lokpal of India on 27th March, 2019.



Smt. Archana Ramasundaram

Smt. Archana Ramasundaram is a post-graduate in Economics from the University of Rajasthan and has also acquired an M.S. degree in Criminology from the University of Southern California, USA. She joined the Indian Police Service (IPS) in 1980 and was allotted Tamil Nadu Cadre. She worked as Superintendent of Police, Nilgiris, SP (Vigilance and Anti-Corruption) and Deputy Inspector General of Police, Vellore Range. She also served as DIG, Central Bureau of Investigation (CBI), in the Government of India and was the first woman to be promoted as a Joint Director in the CBI. As Additional Director General of Police in Tamil Nadu, she headed the Directorate of Prosecution, Economic Offences Wing, Crime Branch CID, Training and Police Housing Corporation. She was promoted as Director General of Police in 2012 and posted as the Chairperson, TN Uniformed Services Recruitment Board. She also served as DG, National Crime Records Bureau, New Delhi, during 2015-16. On her appointment as the Director-General of Sashastra Seema Bal (SSB) in February 2016, she earned the distinction of being the first woman to head a Paramilitary Force/Central Armed Police Force in India. She was awarded the President's Police Medal for Meritorious Service in 1995 and the President's Police Medal for Distinguished Service in 2005. She has been appointed as a Member of the Lokpal of India on 27th March, 2019.





Shri Mahender Singh

Shri Mahender Singh did his Master's in English in 1980. In 1981 he joined Indian Revenue Service (Customs & Central Excise). During his career, he handled challenging assignments in the field of anti-smuggling, anti-drug trafficking, Central Excise Intelligence across the country. He is credited with detecting a large number of cases of smuggling and tax evasion as well as cracking down on international drug syndicates. He was twice awarded the 'Appreciation Certificate' by the Union Finance Minister. He was elevated as a Member (GST) in the Central Board of Indirect Taxes & Customs (CBIC) in May, 2017. As the Member (GST), he led a team of officers which successfully implemented GST - the biggest tax reform in India - launched on 1st July, 2017. He has been appointed as a Member of the Lokpal of India on 27th March, 2019.



Dr. Indrajeet Prasad Gautam

Dr. I.P.Gautam, did his Master's Degree in 1976 and obtained L.L.B. Degree from Lucknow University in 1980. He has obtained a Ph.D. degree from the CEPT University, Ahmedabad. Dr. Gautam began his career with the Indian Revenue Service (IT) as Assistant Commissioner of Income Tax and later joined the Indian Administrative Service in 1986 and was allotted Gujarat State Cadre.

He has held various posts such as SDM, Collector, Joint MD GIIC; Director (Finance), Sardar Sarovar Narmada Project; MD, Gujarat Power Corporation; Secretary Energy; Secretary, Home; Secretary, Ports, and Municipal Commissioner of Rajkot & Ahmedabad. As Principal Secretary to the Government of Gujarat, he headed many key Departments like Urban Development, Urban Housing, Ports & Transports. He has also headed and implemented nationally/internationally acclaimed projects like Sabarmati Riverfront, BRTS, Kankaria Lake Front, and Metro Rail Project of Ahmedabad. He has also served as the Managing Director of Gujarat Metro Rail Corporation Ltd., for more than five years. He has been appointed as a Member in the the Lokpal of India on 27th March, 2019.



4. Organization and Establishment

The Lokpal and Lokayuktas Act, 2013 provides for the appointment of the Secretary, other officers and staff to assist the Lokpal of India.

Statutory Posts

There are three statutory posts for the Secretariat of Lokpal of India viz. Secretary, Director of Inquiry, and Director of Prosecution. The post of Secretary is in the rank of Secretary to the Government of India and posts of Director (Inquiry) and Director (Prosecution) are in the rank of Additional Secretary to the Government of India. The Appointment of officers on these posts is made by the Chairperson from the panel of names sent by the Government of India.

Other Officers and staff

In addition to the statutory posts, 124 other posts in various ranks have been sanctioned by the Government of India. The details of all the posts and the incumbency position is given in Annex-I.

Appointment of Officers and Staff

As per Section 10 of the Lokpal and Lokayuktas Act, 2013, the appointment of officers and other staff of the Lokpal is to be made by the Chairperson. To facilitate the appointment of staff in the Lokpal, the Department of Personnel and Training has included certain posts of secretarial nature in the respective cadres of Central Secretariat Service (CSS), Central Secretariat Stenographers' Service (CSSS), and Central Secretariat Clerical Service (CSCS). The Lokpal of India has consented to this arrangement subject to the following conditions:

- i.) The Department of Personnel and Training will propose the names of employees along with their service records to the Chairperson, Lokpal of India. If found suitable their order of posting will be issued by the Lokpal under Section 10 of the Lokpal and Lokayuktas Act, 2013.
- ii.) No Staff will be taken back without the consent of the Chairperson, Lokpal of India.
- iii.) Employees will be posted on deputation to the Secretariat of the Lokpal of India.
- iv.) If a suitable candidate for a particular post is not available with the DOPT, the Lokpal of India may take the employee on deputation from other government institutions.

On the other posts, which are not included in any of the cadres by the Department of Personnel and Training, appointments are proposed to be made initially by taking suitable incumbents on deputation from other government institutions. In due course, the appointment of incumbents by direct recruitment will also be considered.

Proposal for Additional Staff

An assessment of the requirement of staff for the Secretariat of Lokpal of India has been made taking into consideration all the functional requirements in the future. It has been estimated that the present sanctioned strength of staff is insufficient to handle the workload being generated as per the mandate of the Lokpal of India under the Lokpal and



Lokayuktas Act, 2013. Based on current and likely workload in the future, a proposal for sanction of 447 posts of various categories has been sent for the consideration and approval of the Government of India.

Engagement of Young Professionals (Law)

There is an urgent need for continuing research and analysis on subjects relating to the Prevention of Corruption Act, 1988, Central Vigilance Act, Delhi Special Police Establishment Act and also the court cases relating to these legislations. Moreover, research is required to be undertaken on different aspects of corruption prevailing in our society and to suggest measures for eradicating the same. For this purpose, young professionals are required to be engaged. Accordingly, procedure and guidelines for engagement of Young Professionals were circulated on 30th September, 2020. Two Young Professionals have been engaged as per these guidelines.

Internship Scheme

The Lokpal of India has formulated an Internship Scheme to engage students pursuing Graduate/ Post Graduate degrees and Research Scholars enrolled in recognized universities/ Institutions within India, as interns. The interns will get exposure to various aspects of the Lokpal and Lokayuktas Act and the Lokpal would also get the benefit of valuable ideas from the young minds for the effective implementation of the various provisions of the Act. For the Interns, the exposure of the Prevention of Corruption Act, 1988, CVC Act, Delhi Special Police Establishment Act and procedures relating to inquiry, investigation and prosecution under these enactments would be immensely beneficial in their career.

Logo and Motto of the Lokpal of India

The visual identity of an organization is important for its internal functioning and communication with the public. For the employees of the organization, it is a symbol of a feeling of camaraderie and team spirit. Visual identity also helps the citizens to associate with the organization. It was, therefore, decided by the Lokpal of India to have its logo and motto that represent the values, beliefs and ethics of this institution.

A nationwide competition for the design of a logo and a motto was held through the MyGov platform of the Government of India. Out of 2,236 entries received for the logo, the design of Shri Prashant Mishra of Allahabad, given below, was selected and adopted by the Lokpal of India.



This logo is based upon the literal meaning of Lokpal – ‘Lok’ meaning people and ‘pal’ meaning protector, i.e. protector of the people. The logo symbolizes protection and care by the Lokpal of India for the people of the country by establishing justice as per law. It depicts the essence of the institution of Lokpal figuratively in shapes such as ombudsman (judges bench), people (three human figures), vigilance (Ashoka Chakra



forming eye-pupil), law (shape of the book in orange colour), and judiciary (two hands are placed below forming a unique balance). The logo is in tricolour representing the national character of the Lokpal.

Out of 4,766 entries received for the motto, none was found suitable for selection. It was, therefore, decided by the full bench to select a part of the following opening shloka of Isha Upanishad:

ईशावाश्यमिदं सर्वं यत्किञ्च जगत्यां जगत्।
तेन त्यक्तेन भुञ्जीथा मा गृधः कस्यस्विद्धनम् ॥

The following line of this shloka was adopted as the motto of the Lokpal of India to be used along with the logo.

“मा गृधः कस्यस्विद्धनम्”
“किसी के धन का लोभ मत करो.”

‘Do not covet the wealth of others.’

Office Premises

In the beginning, Lokpal of India functioned from a temporary office established at The Ashok Hotel, New Delhi. Later, the Department of Legal Affairs provided a part of the erstwhile ICADR Building in Vasant Kunj Institutional Area, Phase- II, New Delhi, on rent. The office of the Lokpal of India commenced its operations from the new office building with effect from 14th February, 2020.

However, this office space is not sufficient for the proper functioning of the office and efforts are, therefore, being made to have a permanent office of the Lokpal of India. The Ministry of Housing and Urban Affairs was approached for providing a suitable piece of land for the construction of a permanent office of the

Lokpal of India. They have informed that no suitable land is available for allotment.

Because of the non-availability of land, it is proposed to procure built-up office space from the NBCC (India) Limited at the World Trade Centre, Nauroji Nagar, New Delhi. A proposal in this regard has been sent to the Department of Personnel and Training for sanction.

Budget and Expenditure

As per provisions of the Lokpal and Lokayuktas Act, 2013, the administrative expenses of Lokpal, including all salaries, allowances and pensions payable to or in respect of the Chairperson, Members or Secretary or other officers or staff of the Lokpal, shall be charged upon the Consolidated Fund of India.

In the Budget Estimates a separate provision is made for the Lokpal of India, under Major Head of 2062 (Vigilance), Minor Head 00.102 Lokpal (Charged), in Demand No.73 of the Ministry of Personnel, Pension, and Public Grievances.

During 2020-21, an amount of Rs.74.70 Crore was provided in Budget Estimates which was revised to Rs. 29.67 Crore based on the reassessment of the requirement of funds. An expenditure of Rs. 13.57 Crore was incurred in the year 2020-21. As there were some vacancies in the office, expenditure on salary has been less than the budget estimate. There have also been savings in the budget allocated for the acquisition of office space and minor works because the proposal of acquisition of office space from the NBCC (India) Ltd. could not be sanctioned during the year. The details of the Budget Provisions and Expenditure during the year 2020-21 are given in Annex – II.





5. Inquiry and Investigation of Complaints

As per provisions of the Lokpal and Lokayuktas Act, 2013, a complaint against a public servant alleged to have committed an offence punishable under the Prevention of Corruption Act, 1988 can be made to the Lokpal of India in the form prescribed in the Lokpal (Complaint) Rules, 2020 notified on 2nd March, 2020. Before the notification of the Rules, the Lokpal of India took cognizance of complaints in whatever form these were submitted.

During 2019-20, in all 1,427 such complaints were received in the office of the Lokpal of India, and out of these complaints, 1,347 complaints were considered by the Lokpal of India up to 31st March, 2020 and appropriate orders were passed. On the remaining 80 complaints, orders have been passed in the following year.

Thus, out of 1,427 complaints received during 2019-20, a total of 1,218 complaints were closed as these were found to be beyond the jurisdiction of the Lokpal of India or were having no substance to proceed further. While, in 37 cases, the complaints were closed as some other authority was seized of the matter, five other complaints were also closed for other reasons. In 34 cases, where action by the Lokpal was not warranted, the concerned authorities were directed to take appropriate action. In 88 cases, the complainants were advised to resubmit the complaint in the prescribed

format after its notification by the Government of India under Section 59 of the Act. In 45 complaints, Status Reports/ Inquiry Reports was sought from the Central Vigilance Commission or the concerned Ministry.

As on 31st March, 2020, 43 complaints were pending with various agencies for Status Report/ Inquiry Report. Thus, a total of 123 complaints i.e. 80 complaints wherein orders were passed in the following year plus 43 complaints which were with various agencies as on 31st March, 2020, were carried forward 2020-21.

At the end of the year 2020-2021 i.e. as on 31st March, 2021, 10 such complaints are with various agencies and have been further carried forward to 2021-22.

After the notification of Rules, the Lokpal of India has taken cognizance of complaints filed in the prescribed form. After scrutiny, if a complaint is not found conforming to the prescribed form, the complainant is advised to submit it in the prescribed format.

Complaints received in 2020-21

A total of 2,355 complaints were received in the Lokpal of India during the year 2020-21. Out of these, 2,224 complaints were not filed in the prescribed form. In all these cases, the complainants were advised to file their complaints in the form prescribed under the Lokpal (Complaint) Rules, 2020. A copy of the



Rules and a fillable form has also been made available on the website of the Lokpal of India. [<https://lokpal.gov.in>]

On scrutiny of 131 complaints received in the prescribed form, certain shortcomings were found in 21 complaints. The complainants were requested to remove these deficiencies. In these 21 complaints, in spite of

communication, the complainant did not return the complaints after removing deficiencies, and hence no further action could be taken on these complaints. The remaining 110 complaints were found complete in all respects and accordingly, all these complaints have been considered by the Lokpal of India and appropriate orders have been passed.

Table 1: Status of complaints

S. No.	Status of complaints	Number of complaints
1.	Complaints pending on 1 st April, 2020	123
2.	Complaints received during the year 2020-21	2,355
3.	Complaints received in consonance with the Lokpal (Complaint) Rules, 2020, during the year 2020-21	131
4.	Complaints received in consonance with the Lokpal (Complaint) Rules, 2020, during the year 2020-21, wherein a complaint number has been generated	110 (In 21 complaints, some deficiencies were noticed and complainants were informed through letters for removal of deficiencies)
5.	Complaints received which were not in consonance with the Lokpal (Complaint) Rules, 2020 during the year 2020-21. All the complainants were advised to file their complaints in consonance with the Lokpal (Complaint) Rules, 2020.	2,224
6.	Complaints dealt with, by the Lokpal of India during the year 2020-21	233 (123 complaints received during 2019-20 + 110 complaints received during 2020-21)
7.	Complaints wherein status reports & inquiry reports were received during the year 2020-21	57 (43 complaints received during 2019-20 + 14 complaints received during 2020-21)
8.	Total number of complaints pending as on 31 st March, 2021	32 (10 complaints received during 2019-20 + 22 complaints received during 2020-21)





Action on registered & pending complaints

During the year 2020-21, a total number of 233 complaints were processed, out of which 201 complaints were closed.

As per the provisions of the Lokpal and Lokayuktas Act, a Preliminary Inquiry shall ordinarily be completed within a period of ninety days and for reasons to be recorded in writing, within a further period of ninety days from the date of receipt of the complaint. The Inquiry Agency also has to seek the comments on the allegations made in the complaint from the public servant and the Competent Authority during the Preliminary Inquiry. However, on many occasions, an extension is sought by the Inquiry Agency, resulting in a delay in the submission of the Preliminary Inquiry Report.

As per the said provisions, after considering the Preliminary Inquiry Report, an opportunity of being heard is to be given to the public servant by the Bench of Lokpal, before ordering an investigation by any agency/ Initiation of Departmental Proceedings/ Closure of Proceedings. Such Investigation has to be completed within a period of six months from the date of the Order of Investigation by Lokpal. This period can further be extended for a period not exceeding six months at a time, for reasons to be recorded in writing. And after considering such an Investigation Report, the comments of the competent authority and the public servant are also to be obtained before taking further steps in the matter.

At the end of the year 2020-21, out of 110 complaints registered year 2020-21, a total number of 88 complaints were disposed of, 16 complaints are with various agencies for

preliminary inquiry and 6 complaints are with Lokpal for consideration of complaint/ preliminary inquiry report. Thus, 22 of these 110 complaints, have been carried forward to 2021-22.

Categories of Public Servants mentioned in the complaints

A complaint can be filed before the Lokpal against various categories of the public servants included in section 14 of the Act. A break-up of the number of complaints, against various categories of public servants, dealt in the year 2020-2021 is given in Table-2. A representation of this break up in the form of a pie chart is presented in Figure-1.

Organisations of Public Servants mentioned in the complaints

The long term objective of any institution engaged in the fight against corruption is to improve the system and plug the loopholes so that the scope for corruption and malpractices is eliminated. To achieve this objective, it is essential to identify the offices against whom more complaints relating to corruption have been received. A break-up of the complaints received against different ministries and organizations where the public servants named in these complaints were working at the time of alleged misconduct, is at Annex-III.

Nature of Allegations in the complaints

A broad classification based on the nature of allegations of the complaints is shown in Table-3. This classification is represented in a pie chart as Figure-2.



Table-2: Complaints registered against various categories of Public Servants (2020-21)

S. No.	Category of Public Servant	Number of complaints
1.	Members of Parliament	4
2.	Central Government Group A or Group B officials	66
3.	Chairperson, Member, Officer or Employee in any Body, Board, Corporation, Authority, Company, Society, Trust or Autonomous Body established by an Act of Parliament or wholly or partially financed by the Central Government or controlled by it.	77
4.	State Government Officials and Officials of Public sector undertakings, Statutory Bodies and Autonomous Bodies at State Level	50
5.	Complaints in the nature of requests, comments or suggestions	19
6.	Others (which are not specifically covered under the above categories)	17
	Total	233

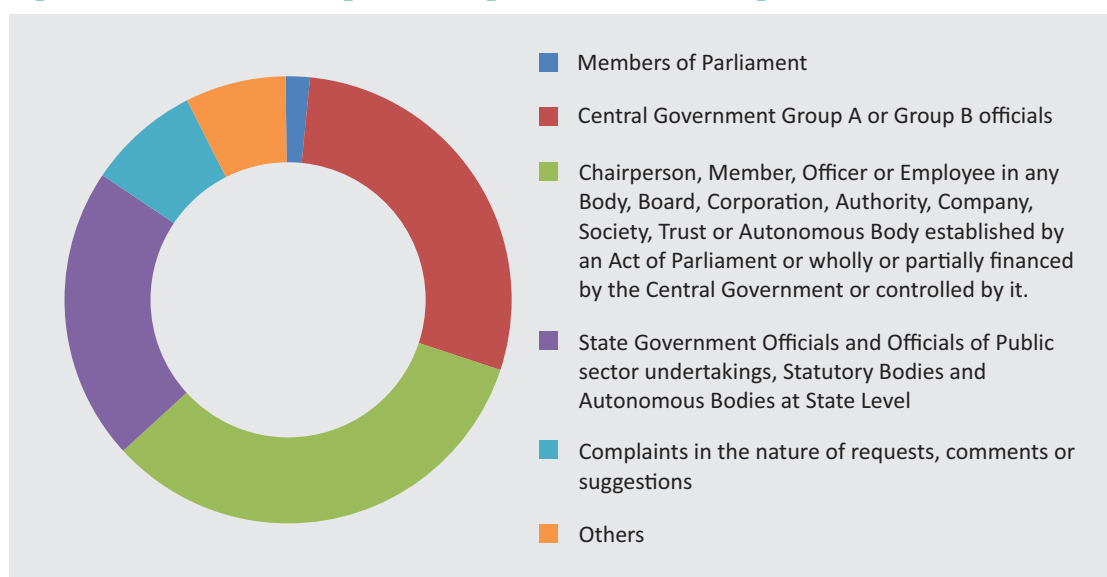
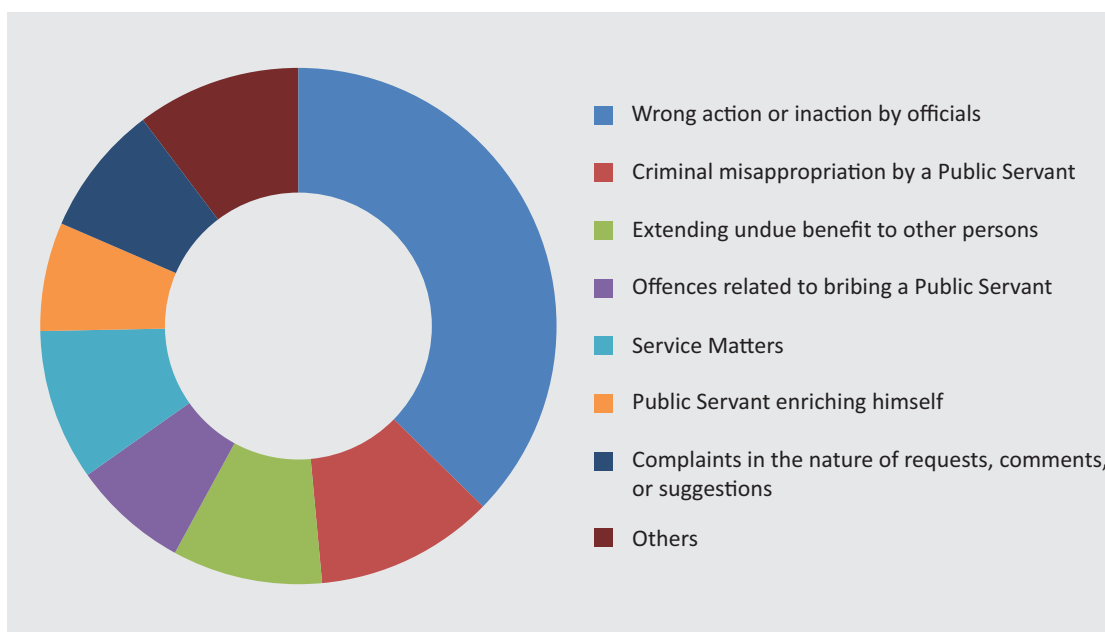
Figure-1: Complaints registered against various categories of Public Servants



Table-3: Nature of allegations in the complaints

S. No.	Nature of allegations	Number of complaints
1.	Wrong action or inaction by officials	87
2.	Criminal misappropriation by a Public Servant	26
3.	Extending undue benefit to other persons	22
4.	Offences related to bribing a Public Servant	17
5.	Service matters	22
6.	Public Servant enriching himself	16
7.	Complaints in the nature of requests, comments, or suggestions	19
8.	Others (which are not specifically covered under the above categories)	24
	Total	233

Figure 2: Nature of Allegations in Complaints



6. E-Governance and other activities

To bring efficiency and transparency and increase outreach, the Lokpal of India has adopted e-governance in all aspects of its functioning. Accordingly, the following e-governance projects have been taken up for implementation:

Electronic Movement of Files (E-Office)

E-office system has been fully implemented in the Secretariat of the Lokpal of India. Now there is no physical movement of administrative files in the Secretariat. All the office operations such as the diary of inward correspondence, creation of files, movement of files from one desk to the other, recording of decisions at various levels, and archival of records are completely digitized. It is an ICT-based solution that has replaced the existing manual handling of files and documents with an efficient electronic system. It envisions a paperless office with increased transparency, efficiency, and accountability in the organization. This being a web-based application, officials can access it from anywhere on a VPN allowing work from any location in case of a contingency. A Disaster Recovery System is also in place, which ensures that files are not lost in case of a disaster. During the lockdown due to the pandemic, office work was not disrupted. All the staff and officers could work from home using E-Office.

Electronic Human Resource Management (E-HRMS)

The E-HRMS (Human Resource Management System) has been implemented in the Secretariat of the Lokpal of India. It is a web-based solution developed by the NIC. This system aims to provide a generic, product-based solution to the organization for better management of personnel through electronic service records. It further assists the top management in knowing the exact number of employees, the retirement pattern, additional requirements in the coming year for planning recruitments, funds required for retiring employees, re-allocation of surplus employees to other Departments/organizations, etc.

The digitization of the service book is in place and updating of the service book can be carried out through online mode. The system has been integrated with the Employee Information System (EIS) for salary, GPF, retirement benefits of the employee. It has also been integrated with the Public Financial Management System (PFMS) for Payment of Claims made by the employee. The system will also be integrated with SPARROW for APAR and CGHS for medical benefits. A dashboard has been created from where an employee can easily check the status of his/her requests and other important details. Also, a provision for alerts/ reminders has been made for employees.





Electronic Annual Performance Appraisal Report (SPARROW)

The electronic Annual Performance Appraisal Report (SPARROW) is an online system based on the comprehensive performance appraisal dossier that is maintained for each member of the service by the Central Government. This system aims to facilitate the electronic filing of Annual Performance Appraisal Reports by officers online. The recording and movement of APAR forms become seamless, quick, and convenient due to inbuilt alert mechanisms through different modes at appropriate stages. The system provides status checks so that the officers know where their APARs are pending as well as what is pending with them. The SPARROW application has been implemented in the Secretariat of Lokpal of India. This system is expected to reduce delays in the submission of filled APARs of the officials.

Library Management System (E-Granthalaya)

E-Granthalaya Library Management System has been implemented in the office of Lokpal of India. It is a Digital Platform developed by NIC for maintaining Government Libraries. E-Granthalaya is useful to transform traditional libraries into E-Library with Digital Library Services which includes, automation of in-house activities of libraries, digital library integration, and to provide various online member services using Single Window Access System.

Pension Sanction & Payment Tracking System (Bhavishya)

The Bhavishya is an online Pension Sanction & Payment Tracking System that has been

implemented in the Office of Lokpal of India to ensure the payment of all retirement dues and delivery of Pension Payment Order (PPO) to retiring employees on the day of retirement itself. The system provides online tracking of pension sanctions and payment processes by the individual as well as the administrative authorities.

The system captures the pensioner's personal and service particulars. The forms for processing of pension can be submitted online. It keeps retiring employees informed of the progress of the pension sanction process through SMS/ E-Mail. The system obviates delays in the payment of pension by ensuring complete transparency.

Visitors Management System (Swagatam)

The Swagatam e-visitors Management System has been implemented in the office of Lokpal of India to maintain the visitor's details. It is a cloud-based application software developed by NIC. Swagatam facility enables the citizens to have a smooth and simple process of making an appointment online. It will bridge the gap between the government and the common man and will enhance the opportunity of a common man to meet a government officer, hassle-free. It has advanced features of eliminating all the cumbersome and tedious procedures of making a request for an appointment and then visiting the premises.

Website of Lokpal of India

Lokpal of India has developed its web portal to meet with following objectives:

- 1.) To convey all essential and helpful information to the stakeholders;



- ii.) To create a platform for the Lokpal of India to express itself to the public;
- iii.) To build an online presence; and
- iv.) To provide an interactive mechanism that would facilitate and enable online processing of the cases to be received by the Lokpal of India viz. receiving complaints, processing complaints and taking further action thereupon, etc.

National Informatics Centre (NIC) is entrusted with the task of developing and maintaining the website for the Lokpal of India. The website is operational since 16th May 2019 from the early days of the establishment of Lokpal of India and can be accessed at <https://lokpal.gov.in>

Essential information regarding the working of the Lokpal of India which may be useful to the citizens has been displayed on this website. The contact details of the Members and Secretarial Staff have also been made available so that these can be accessed by the general public. Detailed guideline have been provided on the website of the Lokpal of India for filing a complaint.

The website has undergone the necessary security audit test and is in accordance with the protocols laid down by the Government. The website is being updated monthly, with the status of complaints.

Complaint Management Software 'Lokpal Online'

The Lokpal of India is committed to addressing the concerns and aspirations of the citizens of India for clean governance. To enable the citizens to submit their complaints online at any point of time from anywhere

with minimum difficulty, a complaint management software 'Lokpal Online' has been designed. This software, developed by the National Informatics Centre (NIC), aims to improve productivity, quality, and efficiency in the complaint management process by replacing the old manual process with an electronic system. It will quicken the disposal of complaints with required accountability, and transparency.

It is a web-based online portal to be used by citizens as well as the staff of the Lokpal of India. It will enable the citizens to lodge their complaints and track their status at any time.

The electronic processing of Complaints is based on process workflow as per the Lokpal and Lokayuktas Act, 2013 and the Lokpal (Complaint) Rules, 2020. The complaints will digitally move from one section to another with alerts for further processing until the disposal of the complaints. The 'Lokpal Online' portal will also help the office of the Lokpal of India to communicate with the complainant and other inquiry agencies.

The trial run of the software has been commenced for the staff of the Lokpal of India from September, 2020. It will soon be made operational for the citizens after the completion of the ongoing security audit.

Webinar on Anti-Corruption strategies

A webinar on '**Bringing Synergies in Anti-Corruption Strategies**' was organized by the Lokpal of India on 23rd March, 2021 on completion of two years since its inception. The objective of the webinar was to facilitate a wide-ranging discussion on the subject of coordination among the various anti-corruption agencies. All the stakeholders





such as the Department of Personnel and Training (DOPT), the Central Vigilance Commission (CVC), the Central Bureau of Investigation (CBI), the Enforcement Directorates (ED) were invited to join the deliberations during the webinar, presided over by the Chairperson of the Lokpal of India. About 250 officers also participated through Video Link including regional officers of the CBI and the Enforcement Directorate and the Chief Vigilance Officers of various organizations. The members of the Lokpal, the Chief Vigilance Commissioner, the Vigilance Commissioner, the Secretary (Personnel), Govt. of India, the Director, Central Bureau of Investigation (CBI) and the Director (Enforcement) also participated and expressed their views.

While addressing the Webinar Justice Shri P. C. Ghose, the Chairperson of Lokpal of India said that unfortunately, corruption has infiltrated the public institutions at all levels. It has to be nipped in the bud following the policy of 'zero-tolerance' against corruption. It was emphasized that all agencies should

cooperate to eradicate corruption. Preventive corruption measures must be appreciated and adopted as "Prevention is better than cure". All the complaints received since its inception have been dealt with as per legal provisions.

The participating agencies emphasized upon the need to share information on a real-time basis. It was suggested to work on creating a web portal with restricted access that would enable sharing of relevant information.

International Women's Day Celebration

On the occasion of International Women's Day on 8th March, 2021, the Chairperson of Lokpal of India felicitated two women members of the Lokpal of India viz. Smt. Justice Abhilasha Kumari and Smt. Archana Ramasundaram. The Chairperson emphasized the importance of women empowerment at workplaces and said that women's power is incredible, which cannot be expressed through words only.



Later, an interactive session was organized at the Conference Room for all the women staff members of the Lokpal of India. The theme of the interactive session was '**Significance of International Women's Day and Work-Life Balance**'. The session was chaired by Justice Smt. Abhilasha Kumari, Judicial Member. Smt. Archana Ramasundaram, Member also shared her views and highlighted the year's theme for the International Women's Day, #ChooseToChallenge. The Members appreciated the contribution of women staff members to the Lokpal of India.

Compliance with CoVid-19 Protocols

The office took all the safety measures as per the guidelines issued by the government and the District Disaster Management Authority from time to time. Following safety measures were taken when the office started functioning after the nationwide lockdown:

- i.) Temperature measuring thermal sensors were provided to Security Guards. The staff and officers and visitors were allowed entry into the office only when their temperature was within the prescribed limit;

- ii.) A sanitization sprayer machine was procured for sanitizing the all-access area on daily basis;
- iii.) Sanitiser dispenser machines were also installed in both buildings;
- iv.) Frequent sanitization of the entire office was undertaken with the help of the South Delhi Municipal Corporation;
- v.) Masks were worn by during office hours on the office premises;
- vi.) To ensure the safety of all the people attending the office, a free Test camp for CoVid-19 was organized on 16th November, 2020 during which Rapid Antigen Test and RTPCR tests were conducted; and
- vii.) The officials were taken immediately for corona testing on the slightest doubt of appearance of any symptoms on the body.

Compliance with Right to Information Act 2005

The Right to Information Act, 2005 mandates timely response to citizens' requests for





information. The RTI online has been implemented in the Secretariat of the Lokpal of India. This is a portal to file RTI applications and first appeals online along with a payment gateway. Any citizen may directly file an RTI application on the RTI portal for obtaining information from the Lokpal of India. Simultaneously, offline RTIs are also being received in the office and information is provided.

RTI Applications and Appeals

In the year 2020-21, in all 418 applications were received for seeking information under the Right to Information Act, 2005. All these applications were disposed of within the time limit prescribed in the Act. All the 39 appeals received during this period have also been disposed of within the prescribed time limit.

Recommendations

Lokpal of India has made the following suggestions for system improvements to reduce the scope of corruption and malpractices:

- a.) During perusal of the complaints received by the Lokpal of India, it appeared in some cases that certain lacunae and loopholes in the system were conducive for generating corruption and other malpractices. Such inputs were shared with the Ministry/ Department concerned for a review of the existing rules, procedures, and policies so as to streamline and improve the system and plug the loopholes leading to corrupt practices; and
- b.) There is a need to create more awareness among the citizen of India about the role and function of Lokpal of India. It is also felt that Lokpal of India makes its presence on social media. A suitable IT professional should be hired for managing day-to-day activities.



Annexes

Annex-I

Sanctioned Posts and incumbency position as on 31st March, 2021

Name of the Post	Pay Scale Level as per 7 th CPC	Sanctioned Strength	In position
Statutory Posts			
Secretary	Level-17	1	1
Director of Inquiry	Level-15	1	0
Director of Prosecution	Level-15	1	0
Posts Sanctioned by the Government of India*			
Jt. Secretary	Level-14	2	1
Director/ Dy. Secretary	Level-13/ Level-12	5	2
Sr. PPS/ PPS	Level-12	12	9
Under Secretary	Level-11	4	3
Court Master/ Court Officer	Level-11	3	1
Account Officer	Level-10	1	1
Section Officer	Level-8	5	2
Assistant Account Officer	Level-8	2	1
Asst. Registrar/ Court Steno	Level-8	3	0
PS	Level-8	10	0
PA	Level-7	6	0
ASO	Level-7	10	3
Accountant	Level-5	3	0
LDC	Level-2	4	0
Staff Car Driver	Level-2	12	11
MTS (on outsourcing basis) [#]	-	42	32
Total		124	67

* Posts sanctioned vide letter No.407/19/2019-AVD -IV (LP) Dated 4th September, 2019 and vide order No.407/03/2014-AVD-IV(B)(Pt.2) dated 27th September, 2019

As per Government orders on wages.



Annex-II

Budget provision and expenditure during 2020-21

Major Head : 2062 Vigilance
 Minor Head : 00.102 Lokpal (Charged)
 Sub Minor Head : 01 Establishment

(Amount in Rs. lakh)

Head	Descriptions	Expenditure in 2019-20	Budget allocation & Expenditure during 2020-21		
			BE	RE	Expenditure
2062.00.102. 01.00.01	Salaries	293.90	2,800.00	500.00	476.17
2062.00.102. 01.00.02	Wages	4.07	100.00	10.00	9.00
2062.00.102. 01.00.03	Over time allowance	0	5.00	0	0
2062.00.102. 01.00.06	Medical treatment	6.77	100.00	70.00	12.43
2062.00.102. 01.00.11	Domestic travel expenses	8.53	250.00	100.00	0.36
2062.00.102. 01.00.12	Foreign travel expenses	0	100.00	0	0
2062.00.102. 01.00.13	Office expenses	525.92	1,362.00	800.00	502.76
2062.00.102. 01.00.14	Rent, rates & taxes	630.73	1,500.00	800.00	284.09
2062.00.102. 01.00.20	Other administrative expenses	7.19	50.00	50.00	6.42
2062.00.102. 01.00.27	Minor work	151.17	800.00	400.00	33.30
2062.00.102. 01.00.28	Professional services	12.45	200.00	37.00	33.18
2062.00.102. 01.00.50	Other charges	0	3.00	0	0
Total		1,640.73	7,270.00	2,767.00	1,357.63
4059.01.051. 14.00.53	Major work acquisition of land & construction of building (LOKPAL)	0	200.00	200.00	0
Grand total		1,640.73	7,470.00	2,967.00	1,357.63



Ministry/ Organisation of Public Servants mentioned in the complaints

S. No.	Ministry or organisation of the Public Servant against whom complaint has been made	Number of complaints
(A) Central Government Group A or Group B Officials		
1.	Ministry of Finance	12
2.	Ministry of Home Affairs	11
3.	Ministry of Road Transport & Highways	7
4.	Ministry of Personnel, Public Grievances and Pensions	6
5.	Ministry of Culture	5
6.	Ministry of Commerce and Industry	4
7.	Ministry of Communications	3
8.	Ministry of Railways	3
9.	Ministry of Agriculture & Farmers' Welfare	2
10.	Ministry of Information & Broadcasting	2
11.	Ministry of Defence	1
12.	Ministry of Railways	1
13.	Ministry of Statistics and Programme Implementation	1
14.	Ministry of Youth Affairs & Sports	1
15.	Ministry of Education	1
16.	Ministry of Housing and Urban Affairs	1
17.	Ministry of Chemicals & Fertilizers	1
18.	Ministry of Jal Shakti	1
19.	Ministry of Health and Family Welfare	1
20.	Ministry of Ports, Shipping and Waterways	1
21.	Chief Secretary, Andaman & Nicobar Administration	1
Sub-total (A)		66





S. No.	Ministry or organisation of the Public Servant against whom complaint has been made	Number of complaints
(B) Chairperson/ Member/ Officer/ Employee of organisations mentioned in section 14 (f) of the Act		
22.	Public Sector Banks	11
23.	Central Universities	8
24.	Deendayal Port Trust	5
25.	Prasar Bharti	3
26.	Ordnance Factory Board (erstwhile)	3
27.	Kendriya Vidyalaya Sangathan	2
28.	Air India	2
29.	North Delhi Municipal Corporation	2
30.	Delhi Development Authority	2
31.	Santacruz Electronic Export Processing Zone, Special Economic Zone (SEEPZ SEZ)	2
32.	Indian Institute of Tourism and Travel Management (IITTM)	2
33.	Hindustan Petroleum Corporation Ltd.	2
34.	Bhakra Beas Management Board	2
35.	Government of NCT of Delhi	2
36.	Bharat Sanchar Nigam Ltd. (BSNL)	2
37.	Centre for Cultural Resources & Training	2
38.	Union Public Service Commission	1
39.	Indian Institute of Astrophysics	1
40.	Centre for Development of Advanced Computing (C-DAC)	1
41.	Dattopant Thengadi National Board for Workers Education and Development	1
42.	National Institute of Rural Development and Panchayati Raj (NIRDPR)	1
43.	South Delhi Municipal Corporation	1
44.	Employees' Provident Fund Organisation	1
45.	Bharat Petroleum Corporation Ltd.	1



S. No.	Ministry or organisation of the Public Servant against whom complaint has been made	Number of complaints
46.	Security Printing and Minting Corporation of India Ltd.	1
47.	Fertilisers and Chemicals Travancore Ltd.	1
48.	National Handloom Development Corporation Ltd.	1
49.	Indian Institute of Technology (Indian School of Mines), Dhanbad	1
50.	All India Institute of Medical Sciences, Bhubaneswar	1
51.	CSIR - Indian Institute of Integrative Medicine	1
52.	Food Corporation of India	1
53.	Damodar Valley Corporation	1
54.	Metals and Minerals Trading Corporation of India Ltd	1
55.	Visakhapatnam Port Trust	1
56.	Airports Authority of India	1
57.	NBCC (India) Ltd	1
58.	Indian Oil Corporation	1
59.	Central Vigilance Commission	1
60.	Central Information Commission	1
61.	DPS Cooperative Group Housing Society	1
62.	Cooperative Credit Society	1
Sub-total (B)		77







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