

Citizen Authority vs Citizen Powerless

IGPI-Important Government People/citizen Interface; CEAK-
Citizen capability, empowerment, awareness, knowledge;

empowerment	Citizen CEAK Index	NN=(-)400; N=(-)200; Z=(-)100; P=100; PP=200
	Election process based upon selection or rejection	selection=(-)50; rejection=100
	Candidates for election selected by people/or not	political party=(-)50; citizen=100
	candidates contesting with NN, N score as elaborated in 'value of election'	NN=(-)150 and N=(-)100 each candidate (-)50 each candidate
	Candidates with records of unsocial, unlawful expressions and/or each in speech, public address, contesting election	occasion (-)150 each
	candidates with criminal background of major crimes/ facing criminal allegations and case got elected;	candidate
	If any candidate with unlawful proceedings against him/her got elected	Yes=(-)100 each case
		yes=100 each case; No=(-)50 each case for votes>25%; No=(-) 100each case for vote<25%
Rejecting public representatives on performance	provision in constitution for mid term reversal of candidates if not meeting the objectives of their selection as MOG, OIG,	Yes=100; No=(-)150
	Does constitution provides for casting vote by citizen for rejecting any candidate -mid term	Yes=100; No=(-)150
	Does constitution provides for canacellation of election if no candidate secured more than 15% of the eligible votes in the region/constituency	Yes=100; No=(-)150
	DAU does continuous performance assessment of elected OIG, PL with details on public domain	Yes=100; No=(-)150
	Media does continuous performance assessment of each OIG, PL, MGG at top level of region/district and places details on public domain	Yes=100; No=(-)250

MGG Citizen interface	Government has installed procedures for performance assessment of MGG by media/madiak at top National,regional/district level based upon reporting by media about crimes, public services deficiency, social and communal unrest and places details on public domain	Yes=100; No=(-)250
	All IGPI office, units, government organs identified and placed on public domain	Yes=100; No=(-)150
	Government has developed procedures for citizen complaints, obtaining permits, licence, bills, approvals, permissions, decisions from each IGPI office, units, government organs and placed on public domain	Yes=100; No=(-)150
	The above procedures are complete with assigned responsibilities to IGPI people in respect of time and for action at their end	Yes=100; No=(-)150
Selecting the right government people	Does government addresses any public demand for action on MOG OIG MGG and report placed on public domain within 15 days, clearly mentioning if at fault or not	Yes=100; No=(-)200
	Provision in constitution as 'citizen's right' for DAU to furnish details of each candidate contesting elections, on public domain on uniform ground and in standard format	Yes=100; No=(-)150
	Does it bring out personal & social character profile of candidate, specially anti social and dishonesty profile adequately	Yes=100; No=(-)150
	Does government procedures cover DAVM evaluation of MOG, OIG, MGG for 1.Charges of misusing power for others loss 2. misappropriation 3. misuse of government position 4.misuse of nation's resources 5.self benefit from position; with every decision of MOG, OIG, MGG spending government money	Yes=100 each head; No=(-)150 each head
government Authority vs service	Intermediate review done for all MOG every 6 month for being rational, humble, honest by DAU	Yes=100; No=(-)150
	Intermediate review done for all OIG every 6 month for being rational, humble, honest by Government public media channels	Yes=100; No=(-)150
	Intermediate review done for all MOG every 6 month for being rational, humble, honest by each public media channels	Yes=100; No=(-)150
	Intermediate review done for all OIG every 6 month for being rational, humble, honest by each public media source, TV, Newspapers, magazines	Yes=100each; No=(-)150each
	Does the public media channel conclude the status by assigning index/score of each MOG/ OIG	Yes=200; No=(-)400

	Has government installed the action plan by government for corrective action if performance not good	Yes=200; No=(-)400
communication with government-complaints	Has government made any system of feedback from citizen/ people regarding law and order complaints	Yes=100; No=(-)150
	Is free reporting of crimes available as CRAG or not	Yes=100; No=(-)250
	Is every 15 days position furnished on public domain of each MGG/DOUEE regarding action taken/ latest position on citizen complaint	Yes=100; No=(-)150
	If citizen is set responsible for the crime/fault like suicide, social evils, social disharmony does MGG furnishes complete details on public domain detailing and proving it	Yes=100; No=(-)150
	Has government made any system of feedback from citizen/ people regarding public services complaints	Yes=100; No=(-)150
	Is every 15 days position furnished on public domain of MGG/ DOUEE regarding action taken/ latest position on citizen complaint	Yes=100; No=(-)150
	Has government decided the time frame for every possible decision on public complaint and published on public domain	Yes=100; No=(-)150
	Action Plan made by government making sequence of activities and accountable MGG activity wise in DAVM form	Yes=100; No=(-)150
	Extent of Action plan compliance made public in DAVM form every 15 days	Yes=100; No=(-)150
Authority to have response	Does Law exists for citizen authority/ right to have timely written response from government offices and its agencies on complaints and queries	Yes=100; No=(-)250
	Does 'Caalee' provides for concerned person is penalized in a manner that it effects its promotions to higher level if any case reported for not registering FIR/FCR/Crime repoting	Yes=100; No=(-)200
	Does 'Caalee' provides concerned person is penalized in a manner that it effects its promotions to higher level if any case reported for not taking timely action on FIR/Crime reporting and action taken placed on public domain	Yes=100; No=(-)150
	Does MGG concerned is penalized in a manner that it effects its promotions to higher level if any case reported for not taking timely action on complaint by citizen	Yes=100; No=(-)150

	Is law/rule instituted that all concerned government/ MGG publish statement/report every 15 days mentioning percentage of complaints for which timely response made with details of all complaints	Yes=100; No=(-)150
	Is the provision of CRAG available for reporting harrasment/ torture to complainant or family by anyone after lodging complaint	Yes=100; No=(-)150
	Are there any cases reported for harrasment to citizen/complainant by any faction of the society after lodging complaint	Yes=(-)100 each case
	Are there any cases reported for harrasment to citizen/complainant by government people after lodging complaint	Yes=(-)150 each case
	Are there any cases reported for killing /permanent disability to citizen/complainant by anyone after lodging complaint	Yes=(-)250 each case
	Are there any cases reported for killing /permanent disability to citizen/complainant or its helping person by anyone after asking for rights/government response as per the law	Yes=(-)400 each case
Knowledge of rules level	Is there a law that government Department DOUEE have exclusive library for people to see laws	Yes=100; No=(-)150
	Is there a law that government departments DOUEE have freely accessible public domain and putting details of all Laws, procedures and rules pertaing to citizen	Yes=100; No=(-)150
	Is there a law that government departments DOUEE have freely accessible public domain and putting details of all procedures and rules pertaing to department's working	Yes=100; No=(-)150
	Does government has procedures to check the citizen knowledge level about procedures and rules of government departments DOUEE every 6 months	Yes=100; No=(-)150
	Are the procedures and rules as above are also notified in regional language	Yes=100; No=(-)200
Justice delivery	Government has installed laws and procedures for delivery of justice within threshold time limit	Yes=100; No=(-)200
	Justice system index score assessed and furnished on public domain every six months	Yes=100; No=(-)150
	Government has installed laws and procedures for publishing the justice system score every six months on public domain	Yes=100; No=(-)150
True presentation of facts and statistics	Is there a law that government shall keep all statistics announced/published on the public domain with procedure/methodology/data based on which it was calculated	Yes=100; No=(-)250
	Has government installed laws and procedures for putting detailed procedure of assessing financial growth and figures on public domain	Yes=100; No=(-)150

	Has government installed laws and procedures for putting detailed procedure of assessing agriculture and industrial growth and figures on public domain	Yes=100; No=(-)150
	Has government installed laws and procedures for putting detailed procedure of assessing crime growth and figures on public domain	Yes=100; No=(-)150
	Has government installed laws and procedures for putting detailed procedure of assessing GDP and figures on public domain	Yes=100; No=(-)150
	Has government installed laws and procedures for putting detailed procedure of assessing agriculture and industrial produce and figures on public domain	Yes=100; No=(-)150
	Has government installed laws and procedures for putting detailed procedure of assessing environment, climate and figures on public domain	Yes=100; No=(-)150
	Has government installed laws and procedures for putting detailed procedure of assessing impact/loss on account of calamities, flood, earthquake, famine, draught and figures on public domain	Yes=100; No=(-)150
	Has government installed laws and procedures for putting detailed procedure of assessing rating/index/score of districts/regions and places figures on public domain and produce CMOGcolor map of districts	Yes=100; No=(-)150
	Has government installed laws and procedures for putting detailed figures relating to crimes on public domain alongwith name of the MGG incharge	Yes=100; No=(-)150
	Has government installed laws and procedures for assessing ability level, education, earnings, habitat, employment on public domain alongwith name of the MGG incharge	Yes=100each item; No=(-)150each item
	Has government installed laws and procedures for putting detailed analysis done by government for working out any statistics	Yes=100; No=(-)150
	Is citizen forum instituted by government where the MOG/MGG reply the questions/querries of people and public media with at least 250 people present	Yes=100; No=(-)150
	Is citizen forum instituted by government where the MOG/MGG reply the questions/querries of representatives of non-ruling political parties with at least 100 people present	Yes=100; No=(-)150
Role model behavior of government people	Does role model characteristics contains and assess personal character, character of family members, honesty, dutifulness, visit to constituency every month, eradication of social evils, eradication of crime and criminals, social harmony in area	Yes=50each item; No=(-)100each item
	Has government installed and notified/published criterion for an MOG as role model	Yes=100; No=(-)150

Non-contact financial transaction with DOUEE	Has government installed and notified/published criterion for all OIG (OIG1,2,3) as role model	Yes=100; No=(-)150
	Has government installed and notified/published criterion for all PL as role model	Yes=100; No=(-)150
	Has government installed and notified/published criterion for all MGG as role model	Yes=100; No=(-)150
	Does MOG put such details on its and government public domain which conform to a 'role model' at their levels	Yes=100; No=(-)150
	Does OIG of each level OIG1,2,3 put such details on its and government public domain which conform to a 'role model' at their levels	Yes=100; No=(-)150
	Does all PL put such details on its and government public domain which conform to a 'role model' at their levels	Yes=100; No=(-)150
	Does government certify the details in case of MOG, OIGs and PL	Yes=100; No=(-)200
	does political party certifies details in case of PL	Yes=100; No=(-)200
	does DAU certify details in case of MOG, OIG, PL	Yes=100; No=(-)200
	Is there a law that only electrocnic mode of payments of any fee etc to DOUEE is acceptable	Yes=100; No=(-)150
	Education system index/score	P, PP=100; NN, N=(-)200
	Education level- percent of population-A) <10th=100% (b)<gaduuation=70%	Yes=100; No=(-)150
	Effective education level = $[Ax(-)5+BX1+CX4)]\div 3$ -- -People in A-Labour job, B-Graduation+middle level business/service, C-occupied professionals Engineers,Doctor,CA, top four level private companies,	
	Effective knowledge level = $[Ax(-)5+BX1+CX4)]\div 3$ -- A-Labour job, B-middle business, C-occupied professionals	
	Opportunities level- percentage of B and C group rising @5% per year	Yes=100; No=(-)150
How government react to complaints including anonymous complaints	Public health service index/score	P, PP=100; NN, N=(-)200
	Public services index of district/region	P, PP=100; NN, N=(-)200
	Turn down the complaint rejecting it that the person is not known	Yes=(-)150
	Assure inquiry without any commitment	Yes=(-)50

Assure enquiry with concluding in <2months and placing details on public domain	Yes=100
completes enquiry but Do not publish report on public domain	(-)100
Publish report on public domain	Yes=100
Brings out MGG failure and details of action on MGG furnished on public domain	150
Has government developed system /procedure with rules to get feedback from people regarding people in society having crime orientation	Yes=100; No=(-)150
Has government developed system /procedure with rules to get feedback from people regarding people who belongs to a profession where most of the people visiting them are distressed and seeking their help	Yes=100; No=(-)150
Are such professions identified, say D-professions, in which the distressed people visit the principal person seeking their help	Yes=100; No=(-)150
Does government discard an informaion sent by anonymous person	Yes=(-)250;
Does MGG, DH, DD reside in colonies with citizen or seperately in government quarters	colony=100; government = (-)100
Are police head and police station incharge reside in colonies in houses like others are living in	Yes=100; No=(-)150