	nt Citizen direct communication- GCC modelling, done based upon analysis of existing facts and ev Spokesperson= Representative of government ROG= MOG, OIG, MMG authorized by highest department heirarchy to represent Upward Communication: Citizen to Government;	
Essentials	Downward communication: Government to citizen  Government's responsibility assigned for direct communication with people/ citizen in the constitution; exists or not.	Yes=+100; No=(-)150
	Is there a law /rule notified by government that Government must maintain direct downward communication with the citizen Is there a law /rule notified by government that Government must maintain upward communication with the citizen	Yes=100; No=(-)200 Yes=100; No=(-)200
	Is there a law/Rule notified by government that each government department DOUEE must maintain both downward and upward communication  Does government-citizen direct communication	Yes=100; No=(-)150
	covers all citizen related policy, all citizen related rules and procedures, matters and decisions affecting citizen, commitments and assurances made by government in DAVM terms  Government's official spokesperson and public	Yes=100; No=(-)150
	forum/ platform formed for announcements and notified  Does government announcements made by HOG/MOG alongwith responsible MGG amongst top two levels  Government's official spokesperson and official	Yes=100; No=(-)150 Yes=100; No=(-)150
	platform with symbols representing nation announced and notified Is the schedule for government announcements notified to public at least one week in advance except urgent matters and immediate concerns	Yes=100; No=(-)150 Yes=100; No=(-)150
	Does government permit all madiak representatives to attend the government announcement sessions and welcome their quries and questions  Has Government established public domain and notified the type of announcements and details	Yes=100; No=(-)150
	would be furnished as per the norms of Public domain Has Government made a law/rule that each DOUEE must have a public domain grade-A, for both way communication	Yes=100; No=(-)150 Yes=100; No=(-)150
	Has government notified the government person and position responsible to ensure the fulfillment of prerequisites and norms of GCC Has government notified the DOUEE which have established public domain for direct Government-citizen communication	Yes=100; No=(-)250
	Has government notified the DOUEE which have NOT established public domain for direct Government-citizen direct communication  Official public domain formed by % of	Yes=100; No=(-)250 100% departments =200; (-)20
	departments for GCC Schedule of GCC communication made public by each DOUEE for face to face discussion and on the spot resolutions but not exceeding once in a month	each % less  Yes=+100; No=(-)150 100%
	public related information, rules and procedures, policy, committments listed & earmarked by % departments	departments =200; (-)20 each % less 100% departments=
	public related information, policy, committments list updated every 3 months by % departments Government spokeperson nominated for making government's announcements- by name and designation	200; (-)20 each % less Yes=100; No=(-)150 100%
	Government spokeperson for public interface nominated/ declared- by name and designation by % departments Alongwith new items, Analysis & progress of all Previous commitments and issues presented by spokes person in every	departments =200; (-)20 each % less Yes=100;
Q	presentation/announcements Progress against previous commitments presented in DAVM form with statistics or not For new Government policies and decisions, DAVM projected achievements published for periodical targets, period not exceeding six	No=(-)250 Yes=100; No=(-)250 Yes=100;
	months Official note by Government/DOUEE to media published and presented in DAVM form Government owns and declare website to accept comments from people. The comments	No=(-)250 Yes=100; No=(-)150
	and government response should be visible and available to everyone.  Government has any structured and organized public forum where the government officials/MMG directly related to a decision (not spokesperson) respond to people.	Yes=100; No=(-)150 Yes=100; No=(-)250
	Government declared that providing fearless and effective upward communication is also its responsibility Is there a rule instituted by ICE/Government and notified that if there is a deficiency in the government/public service and a complaint has	Yes=100; No=(-)250
	been received; some GPP is always responsible and deserves displinary action  Citizen advisory forum appointed by government consisting of group of experts in related issues for officially advising the possible improvements	No=(-)400
	in government decisions/policies on the basis of results available/achieved in past similar decisions  Citizen forum are open for discussions by citizen on public domain; live on television;	No=(-)150
	The government has to attend the public forums as a law Is communication from citizen side available without disclosing identity	Yes=100; No=(-)250 Yes=100; No=(-)150 <2% of complaints
	if complaint is substantiated (enquiry period not exceeding 6 months) how many MOG OIG Government people dismissed from position How many MMG punished- the data complaintwise published on public domain in a period not exceeding 3 months.	=(-)20; >2%=40 each case Yes=+10; No=(-)10
	period not exceeding 3 months The Constitution/ICE has instituted laws/ rules that Government should notify the details, objectives and achievables on public domain regarding any government GOSIP every six months on public domain The Constitution/ICE has instituted laws /rules	No=(-)10 Yes=150; No=(-)400
Ŷ	The Constitution/ICE has instituted laws /rules that Government should notify the DAVM details, objectives and achievables on public domain regarding any government GOSIP related to public welfare  Do the government confirm that if anything	, i
	furnished by DOUEE is incorrect, false, fradulent; service of one of top three GPP shall be terminated  Has government announced and notified the punishment to the concerned GPP and the highest GPP with name and designation if	Yes=+100 ; No=(-)150
	highest GPP with name and designation if wrong/incorrect, false, fraudulant information is furnished to the people/citizen the top person has to impose pre announced self-instituted punishment on self if such cases of furnishing wrong/incorrect, false information becomes five	Yes=150; No=(-)250 Yes=+100; No=(-)150
	becomes five Is it mandatory for the government people or PL to acknoledge the communication Can citizen communicate without being physically present Are the records of communication maintained	No=(-)150 Yes=+100; No=(-)150 Yes=+100; No=(-)150 Yes=+100;
	for back reference for five years Have ICE/Government instituted laws/rules that citizen forum, separate from government citizen forum, are applicable to political parties also Are laws/rules instituted that if political party emerges as having done unlawful and unsocial,	Yes=+100; No=(-)150 Yes=+100; No=(-)150
	case can be straightway be registered by the government The place, room and desk where complaint registration is done, is provided with a continuous video recording	yes=200; No= (-)250
	The solutions worked out against public grievances by MGG put for public information on public domain for all cases  Average time published for giving decisions for final resolution closing the complaints with DAVM analysis by MGG or not	Yes=150; No=(-)200 Yes=150; No=(-)200
	Free public domain available to register complaint without association of any official from department  One person one table/one window registration of complaint in all Government and IGPI office or not.	Yes=200 ; No=(-)250
	Auto registration of complaints without any person's interface and data compilation reg. complaints available in understandable local language in a manner that noone would go back without getting complaint registered within 30	Yes=100;
Upward Communic ation- Citizen to	minutes  ICE/ Government has instituted laws/rules that every DOUEE must have fully functional public domain for receiving complaints from citizen and conveying to citizen, the action taken	No=(-)150 Yes=150; No=(-)250
Governman	Free and direct registration of grievances permitted by all, each and every, government departments DOUEE  The registration of grievances possible on public	Yes=100; No=(-)150
	domain using internet from distant places. Has ICE/Government instituted law that registration of grievances should be a fearless process  Does the citizen get written confirmation of	No=(-)150 Yes=100; No=(-)150 Yes=100;
	registration of complain for its record Are all rules related to the public complaints placed on public domain and notified  Are there laws and rules instituted by Constitution of the nation and/Or ICE that	No=(-)250 Yes=100; No=(-)150
	reporting on a media about a crime must be considered by Government as communication from the citizen and government would initiate action/proceedings based upon the same Do the laws/rules instituted above, registration of case based upon media report, mention that	Yes=250; No=(-)500
	citizen shall be represented by DH till citizen is available Has the government placed Rules and regulations in place and notified that Media reporting about a crime shall be considered as reporting/communication from citizen and shall	Yes=100; No=(-)150 Yes=250;
	initiate action/proceedings Is there fast and abolutely assured complaint registration on public domain and with confirmation of registration Is there independent single window office, at least one in 5sq km area, with CCTV records of	No=(-)500 Yes=100; No=(-)250
	every place, where citizen can register /report harrassment/torture by any government person/agency after registration of complaint How many cases of complaints of harassment by government people received after registration of complaint by citizen	Yes=100; No=(-)250 (-)50 each case
Q	How many cases of torture by government people after complaint registration How many cases of killing of people (complainant or family) after complaint registration How many cases of torture by government	(-)150 each case (-)500 each case (-)150 each
tion	people after complaint registration  Government has instituted procedures and notified to citizen for official communication, free and true communication from government to citizen, as Government's responsibility	Yes=150; No=(-)250
t to Gluzen	The Government has instituted rules and procedures notified to public regarding notifying GOSIP details, objectives, achievables covering GOSIP details, government resources to be spent by government and corresponding goals	Yes=150;
	to be achieved Government notify the DAVM status of all public services every six months and seek verification from the public/citizen on same public domain The government spokesperson/representative has schedule of interacting with the media on	No=(-)250 Yes=100; No=(-)250
	public announcements platform but not more than once in a month.  The government spokesperson/representative has schedule of interacting with the experts panel of citizen forum on public announcements platform but not more than once in a month.	Yes=100; No=(-)150 Yes=100; No=(-)150
	Has the government confirmed that the declarations of spokes person of government deemed to be declaration of the government  Based upon data of last six months, above	Yes=100; No=(-)150 100%=100; (-)10 each % less
	schedule is how much complied Spokesperson discuss the cases of punishment to Government people causing harassment /torture to citizen and announce with details. Is there a rule that complaint registered by citizen should be resolved by government and	Yes=100; No=(-)200
	the final resolution to be accepted by the citizen and then only the complaint can be closed Do the government notify the details for each DOUEE every months as to how many complaints closed with citizen acceptance for complaints registered four months before	Yes=100; No=(-)250 100%=100; (-)20 each % less
	The data of number of complaints received, settled, closed etc. is available on public domain and can be viewed by citizen at any distant place Has government instituted rule that Highest level to apologise on occurrence of any such cases of	Yes=+100 ; No=(-)150
	furnishing wrong/incorrect false information also mentioning total number of opologies in any last six months  The communication by government to citizen is	Yes=+100 ; No=(-)150
	real time on public platform direct and additionally using any media source like television, radio, newspaper, magzine, journals, articles etc.,  If many government departments associated in a decision then spokesperson of all the DOUEE	No=(-)250
	should appear in public deliberations and announcements simultaneously  Citizen is able to find out outcome of its complaint from a distant place.  Government has appointed separate	Yes=+100; No=(-)250 Yes=+100; No=(-)150
	spokesperson for issues/complaints related to MOG and OIG Government notify spoken or reported anomalies of MOG and OIG on public domain everyday Government submit opinion/advise/points of	Yes=+100; No=(-)150 Yes=+100; No=(-)150 Yes=100;
	citizen advisory forum on its public domain government furnishes 'that side' (citizen side) analysis of its decisions in DAVM form elaborating the benefits and loss to citizen The ICE/Government has instituted that such	Yes=100; No=(-)150 Yes=100; No=(-)150
	TSTS analysis is done by each and every government organs for national level, regional level, district level  TSTS analysis details made public on public domain/ public media- national, regional, district	Yes=100; No=(-)150 Yes=100; No=(-)150
complaints class	schedule of publishing analysis of complaints/ grievances, every 15 days, declared by government for each public services department DOUEE Government confirms on public domain every	Yes=100; No=(-)150
	month that the schedule of publishing analysis of complaints/grievances has been complied by all public services DOUEE upto till last month Do the government define complaints into categories (Pertains to DOUEE)- system related(need major attention), individual's	
	deficiency, not relevant and publish details on public domain  The government notify detailed position every month pertaining to the last to last month	Yes=100; No=(-)150 Yes=100 ;No=(-)150 Yes=100; No=(-)150
	elaborating 1.All system related complaints addressed 2.Mininmum 80% individual complaints dealt 3.All 'not relevant' got confirmed by citizen advisory panel of experts  There can be three reasons for shortcoming in the services: due to corruntion in	No=(-)150 Yes=100; No=(-)150
	the services: due to corruption in DOUEE(intentional ignorance), unintentional (avoidable) ignorance by DOUEE, inefficiency in DOUEE system. Government split complaints into these and publish on public domain  The government notify detailed position every month pertaining to the last to last month.	Yes=100; No=(-)150 Yes=100 :No=(-)150
	month pertaining to the last to last month elaborating 1.Action initiated on all complaints due to corruption to complete within 2months 2.Mininmum 80% complaints due to nintentional ignorance dealt 3.minimum 70% complaints on account of inefficiency dealt	;No=(-)150 Yes=100; No=(-)150 Yes=100; No=(-)150
	Government notify define complaints into categories-policy related, procedures related, Coordination related and publish every month on public domain for last to last month Government notify detailed position every month pertaining to last to last month elaborating 1.All	Yes=100; No=(-)150 Yes=100; No=(-)150
	policy related complaints addressed and policy reviewed 2.All procedure related complaints dealt and procedures modified 3.Minimum 70% cases of inefficiency of application addressed	No=(-)150 Yes=100; No=(-)150 Yes=100; No=(-)150
	Do the government notify details every month to have concluded the complaint investigation case upto four months back, within four months and punish culprit government people within six months  Do Government notify every month, details of action against MOG OIG MMG causing	Yes=100; No=(-)150
*	action against MOG OIG MMG causing harassment to people covering period upto six months back	Yes=100; No=(-)150 <5% of complaints= (-)100; 6-
	How may MOG OIG MMG removed /services terminated, from Government service on account of torturing people  Is Government notifying acceptance of action on complaint, by the citizen, and notify closing of	10%=0; >10%= 50 each % more 100% cases- 100; <100%=(-)50
	complaint, by the citizen, and notify closing of complaint only after the acceptance  Is government making public the average time taken to settle the complaint accepted by citizen.  Do the government notify the number of complaints increasing or decreasing comparing	each % less Yes=+100;
	complaints increasing or decreasing comparing yearwise data of preceding 5 years  Are the complaints increasing or decreasing  Do the government notify and consider Media	Yes=+100; No=(-)150 Increasing= (-)100; Decreasing =100 Yes=+100;
	reporting as communication from citizen Action taken by government on media reports put on public domain by Government Citizen complaint against MOG, OIG is replied on public domain with in 2-3 days or not.	No=(-)250 Yes=+100; No=(-)150 Yes=+100; No=(-)150
	Harassment of citizen by MOG,OIG is replied by government in 2-3 days or not.  if complaint substantiates (enquiry period not	Yes=+100; No=(-)150 100% of substantiated complaints=1 00;
	exceeding 3 months) how many MOG OIG Government people dismissed from position Citizen complaint against MMG is replied by government on public domain with in 2-3 days or not.	<100%=(-)50 each % less Yes=+100; No=(-)150 100% of
	if complaint substantiates (enquiry period not exceeding one months) how many MMG Government people dismissed from position How many MMG punished- the data	substantiated complaints =100; <100%=(-)50 each % less
	complaintwise published on public domain in a period not exceeding every 3 months Is there a rule that complaint registered by citizen should be resolved by government and the final resolution to be accepted by the citizen and then only the complaint can be closed	Yes=+100; No=(-)150 Yes=100; No=(-)250
	Work out power of citizen communication communication with the ratio of % of cases/ complaints settled by Government for last four months  Ratio of % of MMG punished after complaints:	No=(-)250 100%=100; (-)20 each % less
	number of complaints.  Number of complaints of irregularities coming down in spite of free registration system, comparison of figures of two last periods (of four months each)	10 each % down
	spokesperson as a procedure meet citizen /gives official statement explaining the citizen complaints.  Are duties & responsibilities of GPP/MGG groups defined with DAVM parameters (at least the DO'NT should be in DAVM form to check this group is exceeding the defined limits)	25 each case Yes=+100; No=(-)150
	this group is exceeding the defined limits)  The DAVM parameters should be well defined for duties related to:  (1)all public interface points interface (2) all law and order points	No=(-)150 Yes=50; No=(-)50 each case
	<ul> <li>(2) all law and order points</li> <li>(3) disposal of duties</li> <li>(4) disposal of duties which can cause loss the citizen</li> <li>(5) integration of society</li> <li>(6) integration of nation overall economic growth of citizen</li> </ul>	
Centralized complaints	Is there a separate independent department/ DOUEE to register complaints of all departments and maintaining statistics Is this independent department publishes	Yes=200; No=(-)250
	automated and automatically updated statistics of complaints for every department every month Does this independent department obtain the copy of response/resolution to complaint from the DOUEE against public complaints alongwith complainant  Does this independent department notify	No=(-)150 Yes=100; No=(-)150
	Does this independent department notify statistics every month for the complaints of one month back mentioning total complaints received, total solved and total pending  Does each district adopts the Centrallized complaint registration and applied	Yes=150: No=