

Government Citizen direct communication- GCC

Note: This is a modelling, done based upon analysis of existing facts and evolving reasoning, as to how the 'Government' and 'Constituents of Governance' are likely to behave and function 'influenced by normal human attributes' under different 'probable conditions' and does not imply projection of 'any particular government system in the world'. Any explanation in this 'coinciding with any working Government system' shall be a coincidence only.

Spokesperson= Representative of government
 ROG= MOG, OIG, MMG authorized by highest
 department heirarchy to represent
 Upward Communication: Citizen to Government;
 Downward communication: Government to
 citizen

Essentials	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	Yes=100; No=(-)200
	Is there a law /rule notified by government that Government must maintain upward communication with the citizen	Yes=100; No=(-)200
	Is there a law/Rule notified by government that each government department DOUEE must maintain both downward and upward communication	Yes=100; No=(-)150
	Does government-citizen direct communication 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	Yes=100; No=(-)150
	Government's official spokesperson and public forum/ platform formed for announcements and notified	Yes=100; No=(-)150
	Does government announcements made by HOG/MOG alongwith responsible MGG amongst top two levels	Yes=100; No=(-)150
	Government's official spokesperson and official platform with symbols representing nation announced and notified	Yes=100; No=(-)150
	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
	Does government permit all madiak representatives to attend the government announcement sessions and welcome their queries and questions	Yes=100; No=(-)150
	Has Government established public domain and notified the type of announcements and details would be furnished as per the norms of Public domain	Yes=100; No=(-)150

Has Government made a law/rule that each DOUEE must have a public domain grade-A, for both way communication	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	Yes=100; No=(-)250
Official public domain formed by % of departments for GCC	100% departments =200; (-)20 each % less
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	Yes=+100 ; No=(-)150 100%
public related information, rules and procedures, policy, committments listed & earmarked by-- % departments	departments =200; (-)20 each % less 100%
public related information, policy, committments list updated every 3 months by-- % departments	departments= 200; (-)20 each % less
Government spokesperson nominated for making government's announcements- by name and designation	Yes=100; No=(-)150 100%
Government spokesperson for public interface nominated/ declared- by name and designation by-- % departments	departments =200; (-)20 each % less
Alongwith new items, Analysis & progress of all Previous commitments and issues presented by spokes person in every presentation/announcements	Yes=100; No=(-)250
Progress against previous commitments presented in DAVM form with statistics or not	Yes=100; No=(-)250
For new Government policies and decisions, DAVM projected achievements published for periodical targets, period not exceeding six months	Yes=100; No=(-)250
Official note by Government/DOUEE to media published and presented in DAVM form	Yes=100; No=(-)150
Government owns and declare website to accept comments from people. The comments and government response should be visible and available to everyone.	Yes=100; No=(-)150

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=(-)250
Government declared that providing fearless and effective upward communication is also its responsibility	Yes=100; No=(-)250
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 been received; some GPP is always responsible and deserves disciplinary action	Yes=100; No=(-)400
Citizen advisory forum appointed by government consisting of group of experts in related issues for officially advising the possible improvements in government decisions/policies on the basis of results available/achieved in past similar decisions	Yes=100; No=(-)250
Citizen forum are open for discussions by citizen on public domain; live on television;	Yes=100; No=(-)150
The government has to attend the public forums as a law	Yes=100; No=(-)250
Is communication from citizen side available without disclosing identity	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	=(-)20 ; >2%=40 each case
How many MMG punished- the data complaintwise published on public domain in a period not exceeding 3 months	Yes=+10 ; No=(-)10
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	Yes=150; No=(-)400
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	Yes=150; No=(-)250
Do the government confirm that if anything furnished by DOUEE is incorrect, false, fraudulent; service of one of top three GPP shall be terminated	Yes=+100 ; No=(-)150

Has government announced and notified the punishment to the concerned GPP and the highest GPP with name and designation if wrong/incorrect, false, fraudulent information is furnished to the people/citizen	Yes=150; No=(-)250
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=+100 ; No=(-)150
Is it mandatory for the government people or PL to acknowledge the communication	Yes=+100 ; No=(-)150
Can citizen communicate without being physically present	Yes=+100 ; No=(-)150
Are the records of communication maintained for back reference for five years	Yes=+100 ; No=(-)150
Have ICE/Government instituted laws/rules that citizen forum, separate from government citizen forum, are applicable to political parties also	Yes=+100 ; No=(-)150
Are laws/rules instituted that if political party emerges as having done unlawful and unsocial, case can be straightway be registered by the government	Yes=+100 ; No=(-)150
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	Yes=150 ; No=(-)200
Average time published for giving decisions for final resolution closing the complaints with DAVM analysis by MGG or not	Yes=150 ; No=(-)200
Free public domain available to register complaint without association of any official from department	Yes=200 ; No=(-)250
One person one table/one window registration of complaint in all Government and IGPI office or not.	Yes=100 ; No=(-)150
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 minutes	Yes=100 ; No=(-)150

Communication- Citizen to Governmentman
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

Free and direct registration of grievances permitted by all, each and every, government departments DOUEE	Yes=100; No=(-)150
The registration of grievances possible on public domain using internet from distant places.	Yes=100; No=(-)150
Has ICE/Government instituted law that registration of grievances should be a fearless process	Yes=100; No=(-)150
Does the citizen get written confirmation of registration of complain for its record	Yes=100; No=(-)250
Are all rules related to the public complaints placed on public domain and notified	Yes=100; No=(-)150
Are there laws and rules instituted by Constitution of the nation and/Or ICE that 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	Yes=250; No=(-)500
Do the laws/rules instituted above, registration of case based upon media report, mention that citizen shall be represented by DH till citizen is available	Yes=100; No=(-)150
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 initiate action/proceedings	Yes=250; No=(-)500
Is there fast and absolutely assured complaint registration on public domain and with confirmation of registration	Yes=100; No=(-)250
Is there independent single window office, at least one in 5sq km area, with CCTV records of every place, where citizen can register /report harrassment/torture by any government person/agency after registration of complaint	Yes=100; No=(-)250
How many cases of complaints of harassment by government people received after registration of complaint by citizen	(-)50 each case
How many cases of torture by government people after complaint registration	(-)150 each case
How many cases of killing of people (complainant or family) after complaint registration	(-)500 each case
How many cases of torture by government people after complaint registration	(-)150 each case

Down ward

Government communication to Citizen	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
	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 to be achieved	Yes=150; No=(-)250
	Government notify the DAVM status of all public services every six months and seek verification from the public/citizen on same public domain	Yes=100; No=(-)250
	The government spokesperson/representative has schedule of interacting with the media on public announcements platform but not more than once in a month.	Yes=100; No=(-)150
	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
	Has the government confirmed that the declarations of spokes person of government deemed to be declaration of the government	Yes=100; No=(-)150
	Based upon data of last six months, above schedule is how much complied	100%=100; (-)10 each % less
	Spokesperson discuss the cases of punishment to Government people causing harassment /torture to citizen and announce with details.	Yes=100; No=(-)200
	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=(-)250
	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	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	Yes=+100 ; No=(-)150
	Has government instituted rule that Highest level to apologise on occurrence of any such cases of furnishing wrong/incorrect false information also mentioning total number of apologies in any last six months	Yes=+100 ; No=(-)150

complaints class	The communication by government to citizen is real time on public platform direct and additionally using any media source like television, radio, newspaper, magazine , journals, articles etc.,	Yes=+100 ; No=(-)250
	If many government departments associated in a decision then spokesperson of all the DOUEE should appear in public deliberations and announcements simultaneously	Yes=+100 ; No=(-)250
	Citizen is able to find out outcome of its complaint from a distant place.	Yes=+100 ; No=(-)150
	Government has appointed separate spokesperson for issues/complaints related to MOG and OIG	Yes=+100 ; No=(-)150
	Government notify spoken or reported anomalies of MOG and OIG on public domain everyday	Yes=+100 ; No=(-)150
	Government submit opinion/advise/points of citizen advisory forum on its public domain	Yes=100; No=(-)150
	government furnishes 'that side' (citizen side) analysis of its decisions in DAVM form elaborating the benefits and loss to citizen	Yes=100; No=(-)150
	The ICE/Government has instituted that such TSTS analysis is done by each and every government organs for national level, regional level, district level	Yes=100; No=(-)150
	TSTS analysis details made public on public domain/ public media- national, regional, district	Yes=100; No=(-)150
	schedule of publishing analysis of complaints/ grievances, every 15 days, declared by government for each public services department DOUEE	Yes=100; No=(-)150
	Government confirms on public domain every month that the schedule of publishing analysis of complaints/grievances has been complied by all public services DOUEE upto till last month	Yes=100; No=(-)150
	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	Yes=100; No=(-)150 Yes=100
	The government notify detailed position every month pertaining to the last to last month elaborating	;No=(-)150 Yes=100 ; No=(-)150
	1.All system related complaints addressed	No=(-)150
	2.Minimum 80% individual complaints dealt	Yes=100 ; No=(-)150
	3.All 'not relevant' got confirmed by citizen advisory panel of experts	

There can be three reasons for shortcoming in 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	Yes=100; No=(-)150
The government notify detailed position every month pertaining to the last to last month elaborating 1.Action initiated on all complaints due to corruption to complete within 2months	Yes=100 ;No=(-)150 Yes=100 ; No=(-)150
2.Minimum 80% complaints due to nintentional ignorance dealt 3.minimum 70% complaints on account of inefficiency dealt	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	Yes=100; No=(-)150
Government notify detailed position every month pertaining to last to last month elaborating 1.All policy related complaints addressed and policy reviewed 2.All procedure related complaints dealt and procedures modified	Yes=100 ; No=(-)150 Yes=100 ; No=(-)150
3.Minimum 70% cases of inefficiency of application addressed	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	Yes=100; No=(-)150
Do Government notify every month, details of action against MOG OIG MMG causing harassment to people covering period upto six months back	Yes=100; No=(-)150 <5% of complaints= (-)100 ; 6- 10%=0 ; >10%= 50 each % more 100% cases-
How may MOG OIG MMG removed /services terminated, from Government service on account of torturing people	100 ; <100%=(-)50 each % less
Is Government notifying acceptance of action on complaint, by the citizen, and notify closing of complaint only after the acceptance	Yes=+100 ; No=(-)150
Is government making public the average time taken to settle the complaint accepted by citizen.	Yes=+100 ; No=(-)150
Do the government notify the number of complaints increasing or decreasing comparing yearwise data of preceeding 5 years	Yes=+100 ; No=(-)150

Are the complaints increasing or decreasing	Increasing=
Do the government notify and consider Media reporting as communication from citizen	(-)100 ;
Action taken by government on media reports put on public domain by Government	Decreasing =100
Citizen complaint against MOG, OIG is replied on public domain with in 2-3 days or not.	Yes=+100 ;
Harassment of citizen by MOG,OIG is replied by government in 2-3 days or not.	No=(-)250
	Yes=+100 ;
	No=(-)150
	Yes=+100 ;
	No=(-)150
	100% of substantiated complaints=100 ;
if complaint substantiates (enquiry period not exceeding 3 months) how many MOG OIG Government people dismissed from position	<100%=(-)50 each % less
Citizen complaint against MMG is replied by government on public domain with in 2-3 days or not.	Yes=+100 ;
	No=(-)150
	100% of substantiated complaints =100 ;
if complaint substantiates (enquiry period not exceeding one months) how many MMG Government people dismissed from position	<100%=(-)50 each % less
How many MMG punished- the data complaintwise published on public domain in a period not exceeding every 3 months	Yes=+100 ;
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	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	100%=100;
Ratio of % of MMG punished after complaints : number of complaints.	(-)20 each % less
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.	25 each case

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) Yes=+100 ; No=(-)150

The DAVM parameters should be well defined for duties related to: Yes=50; No=(-)50 each case

- (1)all public interface points interface
 - (2) all law and order points
 - (3) disposal of duties
 - (4) disposal of duties which can cause loss the citizen
 - (5) integration of society
 - (6) integration of nation
- overall economic growth of citizen

Centralized complaints

Is there a separate independent department/ DOUEE to register complaints of all departments and maintaining statistics Yes=200; No=(-)250

Is this independent department publishes automated and automatically updated statistics of complaints for every department every month Yes=100; No=(-)150

Does this independent department obtain the copy of response/resolution to complaint from the DOUEE against public complaints alongwith complainant 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=(-)25 each district less