

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 or criticism of 'any particular government system in the world'. Any explanation in this 'coinciding with any working Government system' shall be an unintentional coincidence only.

## Government diligence- Complaints Resolution

	Fearless and fairness (FAF) index of complaints/grievance registration	
Registration	Is there fast, all time operational and absolutely assured complaint registration on public domain and with confirmation of registration	Yes=100; No=(-)250
	Has the government established a public domain at National level for registration of complaints	Yes=100; No=(-)150
	Has the government established public domain at each district/unit-region level for registering the complaints	Yes=100; No=(-)250
	Does government display/evidence that the complaint can not be erased, deleted, modified, altered	Yes=100; No=(-)150
	Has government made mandatory that identity must be disclosed for registering complaint	Yes=(-)150
	Has government made provisions that without disclosing identity the facts can be registered for a response from the government based upon whatever submitted, if the matter exhibit complainant's concern and solution lies with GPP	Yes=100; No=(-)150
	Does the government confirm/undertake for having placed all Laws, rules and procedures on public domain	Yes=100; No=(-)250
	Does government undertake that a response by government mentioning something which is not on public domain and notified already, shall be 'mischaevious act' on part of government	Yes=100; No=(-)250
	Is complaint registration possible without human interface at concerned office DOUEE; submission and receiving confirmation on the spot	Yes=100; No=(-)200
	Is complaint registration require to contact personnel in concerned office/DOUEE and then only complaint registration possible	Yes=(-)200 more=(-)150; less=100
	Does complaint registration takes more than 30minutes	
	Is CRAG (auto generated crime report) available for crime reporting	Yes=200; No=(-)250
	Are there laws and rules instituted by Constitution of the nation and/Or ICE that reporting on a madiak/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=100; No=(-)250
	Do the laws/rules instituted above, registration of case based upon madiak/media report, mention that citizen shall be represented by DH till citizen is available	Yes=100; No=(-)150
	Are there laws and rules instituted by COG/ 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=100; No=(-)250
	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=100; No=(-)250

	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
Masterism	Is there independent single window office, at least one in 5sq km area, with CCTV records of every place, where citizen can register /report harrasment/torture by any government person/agency after registration of complaint	Yes=100; No=(-)250
	How many cases of complaints of harassment by government people after registration of complaint by citizen, recieved/registered	(-)50 each case
	How many cases of complaints of torture by government people after registration of complaint by citizen, recieved/registered	(-)150 each case
	How many cases of killing of people (complainant or family) after complaint registration	(-)500 each case
	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
Analysis	There can be three reasons for shortcoming in DOUEE services; category(A): due to corruption in DOUEE(intentional ignorance -II), unintentional (avoidable ignorance(AI) by DOUEE, inefficiency(IE) 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
	2.Mininum 80% complaints due to Unintentional ignorance dealt 3.minimum 70% complaints on account of inefficiency dealt	Yes=100 ; No=(-)150
	Can the auto-complaint registration system detect and notify the category II, AI, IE from the nature of complaint	Yes=100; No=(-)150
	Can the complainant mention the category II , if opt for it Government/DOUEE notify the action taken on staff/personnel regarding intentional ignorance-II, in monthly report	Yes=100; No=(-)150
	Government/DOUEE notify the action taken on staff/personnel regarding Unintentional ignorance-AI in monthly report	Yes=100; No=(-)150
	Government/DOUEE notify the action taken for complaints related to 'inefficiency' in monthly report	Yes=100; No=(-)150
	Government notify define complaints into categories(category B)-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
	3.Cases of 'lack of coordination' dealt and details of action taken to prevent slackened coordination in future	Yes=100 ; No=(-)150
	Can the auto-complaint registration system detect and notify the category 'policy related, procedure related, coordination related' from the nature of complaint	Yes=100; No=(-)150

Government/DOUEE notify the action taken regarding reviewing policies on 'policy related' complaints	Yes=100; No=(-)150
Government/DOUEE notify the action taken regarding reviewing procedures on 'procedure related' complaints	Yes=100; No=(-)150
Government/DOUEE notify the action taken for complaints related to 'inefficiency'	Yes=100; No=(-)150

Accountability	Has government/DOUEE 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 numbers	Yes=+100 ; No=(-)150
	Has DOUEE instituted laws/rules that within 10 days the first reply would be sent to complainant and placed on public domain also mentioning the category'A' and category'B' of the complaint and the time DOUEE would take to decide	Yes=150; No=(-)250
	If complaint is substantiated in category-II, does the procedure warrants to complete enquiry within 60days	Yes=+100 ; No=(-)150 >50%=10
	If complaint is substantiated in category-II, % of how many GPP Government people dismissed from service/position compared to complaints in II category	each % more; <50%=(-)20 each % less
	How many GPP punished- the data complaintwise published on public domain in a period not exceeding 3 months	Yes=150; No=(-)200