

Citizen Centric TRANSPARENCY PLAN of CIDCO

Steps taken by CIDCO for bringing transparency in its functioning.

1. **All Data and Information on CIDCO's Website:**

All information sought by the various stakeholders of CIDCO has been put on its website. Also, agenda notes of the Board are also updated on the website.

2. **Setting up of Vigilance Dept in CIDCO:**

In March 2013, the CIDCO Board took the decision to have a full fledged Vigilance Department for improving the perception of fairness in CIDCO's dealings. An officer of the rank of Inspector General of Police heads this Department. The Vigilance Department has focused on preventive vigilance through identifying corruption prone processes in the organization, and recommending steps to make them less complicated and more transparent.

3. **Third Party Quality Monitoring of Engineering works:**

CIDCO has empanelled 10 expert agencies to undertake third party quality audit of ongoing engineering projects for all works. A detailed process description has been drawn up for the roles and responsibilities of CIDCO's engineering staff as well as for the site visits of the third party quality auditor. The reports submitted by these agencies are also monitored by the CVO for appropriate compliance.

4. **Integrity Pact:**

CIDCO is the first Maharashtra State PSU to adopt the 'Integrity Pact' in its contracts above Rs 5 crore. CIDCO has taken this new step for its tenders since September, 2014. Two Independent External Monitors, Shri DT Joseph, Retd Secretary, Shipping, Govt of India and Shri Jayant kumar Banthia, Retd Chief Secretary, Govt of Maharashtra, have been appointed to investigate bidder complaints in such contracts. The aim of this system is to raise the level of confidence of bidders in the integrity of public procurement system in CIDCO.

5. **Revamp of 12.5% Section in CIDCO:**

CIDCO gives 12.5% developed land as additional compensation to farmers whose lands are acquired for CIDCO 's projects. This department receives the maximum number of complaints about wrongful allotments or misconduct in the allotments under this scheme. An overhaul of the processes followed in this dept was undertaken and now village-wise allotments are taken up for all the remaining beneficiaries. Further, the entire decision making in the digitized files of this section, are open for public viewing through the kiosks in the citizens facilitation center of CIDCO. Allotments and handing over of the plots are also videographed and publicly displayed in the information kiosks.

6. **360 degree committee for transfers of employees:**

All transfers of employees are scrutinized and vetted by a 360° committee consisting of officers / employees from each level of the organization.

7. **Setting up of Citizen Facilitation Centers:**

CFCs have been set up to reduce points of public contact for the more corruption prone depts of 12.5% Estates and Joint Registrar of Co-operatives. All routine applications for various permissions and certificates required from these offices are submitted in the CFC. Any payments required are received in the CFCs' bank counters and all orders and decisions are received by the applicant at the CFC counter in a time bound manner.

8. **E-Payment through RTGS:**

Payments to contractors is an area prone to significant corruption. CIDCO has started 100% RTGS payments to contractors. CIDCO now also accepts tender fees and Earnest Money Deposit for tenders only through e-payment for all tenders above Rs 3 lacs. Shortly, we will also begin receiving online payments from citizens for water and service charges.

9. **High Level Extension Committee for all tenders:**

An independent committee under CVO and comprising of the Chief Engineer (unrelated to the project for which extension is sought), CIDCO's Financial Advisor, CIDCO's Project Management Consultant (who provides neutral technical inputs), deliberates on the public interest aspects of every Extension proposal over Rs.1.0 Cr. The final decisions of the MD regarding penalties to be imposed or delays to be condoned are based on the recommendations of this committee. This committee also gives its suggestions for improving the system so that the need for extensions is lowered for future similar projects.

10. **Fully transparent system for allotment of compensatory plots (22.5% Scheme) for NMIA:**

10 villages having 3500 families are affected by the NMIA Project. Based on the learning of the problems in giving land compensation under 12.5% scheme in the earlier Navi Mumbai Project, we have adopted a fully transparent scheme of allotting plots to the beneficiary PAPs immediately after receiving the due verification from the Raigad Revenue Authority. The plot no. of the compensatory land is being incorporated in the award of land declared by the Revenue Authority. The transparency in this compensatory plot allotment by CIDCO is ensured through a lottery conducted in the presence of local dignitaries and via randomization software certified by STQC IT Centre, Pune.

11. **Stake Holders' Group:**

Bi-monthly interaction on all CIDCO related issues is held with a 'stakeholders' group. All new concepts are tested before this stakeholders group before they are launched.

12. **Appointment of Administrators for each node in Navi Mumbai to resolve public grievances in a decentralized manner:**

Earlier, CIDCO administered its services on Engineering works, Estate, Public Health etc. in its areas through centralized respective department. In order to deliver CIDCO's services to the citizens of Navi Mumbai in a more effective manner, the nodal administrator system has been established,

similar to a district set up, which looks in to the administration of each nodal area, in a decentralized manner. This system has made it easier for the citizens to get their grievances heard and acted upon by CIDCO.

13. **Appointment of monitoring agency for supervising of all cleaning works:**

Complaints of negligence and corruption were being received regarding the work of sanitation. We have now set up an outsourced expert agency to monitor and supervise the work of cleaning and sanitation in CIDCO area.

14. **Computerized Grievance Redressal system & appointment of Chief Grievance Redressal Officer (CGRO) :**

CIDCO has set up a computerized grievance redressal system overseen by the CGRO, in order to ensure that public complaints are monitored and dealt with by the senior hierarchy of CIDCO.

15. **Vigilance lectures and meditation training in CIDCO:**

CIDCO has been conducting many programmes to create awareness about transparency by well known RTI Activists. The local colleges have also been encouraged to perform street plays on promoting no tolerance to corruption, all over CIDCO areas of Navi Mumbai. CIDCO also holds periodic meditation training for its employees to promote better work – life balance and an honest attitude towards work.

16. **Strict action against corruption and co-ordination with ACB:**

CIDCO's Vigilance Department keeps a close liaison with the Anti Corruption Bureau of Maharashtra. Any complaint of bribe is acted upon in conjunction with the legal action of ACB. The management and CIDCO's Vigilance Department encourage affected people to come forward with complaints of bribe demand and ensure that the case is registered in ACB for necessary action.

17. **E-Tendering of all project above Rs.3.0 lacs:**

CIDCO follows e-tendering in all projects with estimates above Rs.3.0 lacs. The process of opening of Technical and Financial bid is carried out transparently and bidders are encouraged to participate at the bid opening.

18. **Professional agencies for project monitoring:**

CIDCO has engaged the services of professional agencies like Crisil to monitor and supervise the performance of its projects. MIS reports generated by the Project Managers are monitored at the highest level.

19. **(A) Online system for receiving applications for all social facility plots:**

This system has started since January 2015. This is expected to encourage a larger participation from genuine applicants for creating the social facilities like schools, colleges, hospitals etc. in Navi Mumbai CIDCO area. The online system will also facilitate more transparency in the conditions for allotment of social facility plots.

(B) CIDCO has started allotting tenements of various categories, in the Mass Housing that it has built through the computerized lottery system based on

the software which is certified by STQC IT Centre, Pune. This has led to increased trust in the manner of allotment of tenements.

20. **Vigilance Website:**

CIDCO's Vigilance Department has its own website since January 2015 for complainants to lodge their vigilance related complaints. The unusual feature of this website is that, for the first time anywhere in the country, the complaint received on this vigilance website, will be publically viewable. In order to protect the identity of the complainants and the CIDCO officers against whom allegation are done in the complaints, the names and identities like Tel.No. etc. are masked before the complaints are made public. This is expected to "prevent" potential corrupt activities since the complaint will be in public domain.

Besides above 20 steps taken by CIDCO for bringing transparency in the system, the following are on the agenda in the near future :

1. GIS mapping
2. Auto DCR
3. E-office and complete computerization through SAP and digitalization of our records
4. Setting up of a citizen portal