

SYSTEMIC IMPROVEMENT – CITIZENS SUGGESTIONS

INFORMATION TECHNOLOGY

No.	Suggestions	Response of the Commission
3	CMPF (Coal Mines Provident Fund) is not online which is a matter of serious concern that when everything is digitized then why an employee cannot see his own and updated CMPF balance through digital mode/online.	The issue was taken up with Coal Mines Provident Fund Organisation (CMPFO). It was intimated that CMPFO has started an in-house portal "SUNIDHI" on 2nd October 2020 for the settlement of PF, Pension and advance claims of the subscribers of all coal companies through the system. Once the portal is in place, all stakeholders will be connected directly with CMPFO through the website and mobile connectivity and subscribers would be able to check/view their PF balances online."
17	The CMPF office, Asansol is supposed to work in line with the clear and transparent way as other central government organization does. Though equipped with all sort of facility, the service delivered to officials is worst. No ATM Machine for updating account of individuals. Web Service for updating Accounts was once uploaded in its website for a brief period but was terminated. Alternative of switch option may be given to customer to choose in any private/Government undertaking banks and Others who do the same job under prevalent guiding rules of Gol.	The issue was taken up with Coal Mines Provident Fund Organisation (CMPFO). It was intimated that CMPFO has started an in-house portal "SUNIDHI" on 2nd October 2020 for the settlement of PF, Pension and advance claims of the subscribers of all coal companies through the system. Once the portal is in place, all stakeholders will be connected directly with CMPFO through the website and mobile connectivity and subscribers would be able to check/view their PF balances online."
34	Updation of department website with phone numbers, relevant rules and policies etc. for Railway Board	Railway Board has informed that internal instructions to field offices for appointment of Nodal Officers for regular updation and adequate information display have been issued vide letters dated 27.05.2021 and



		19.03.2021
35	Same as Suggestion no. 34	Same as taken against Suggestion no. 34
12	Centralization of all land departments across the country and digitization of land records	Land is a state subject as per schedule VII of the constitution of India, hence centralisation of revenue departments is not feasible. The Department of Land Resource has shared the efforts towards digitization of land records of all States & UTs. In this regard, the Digital India Land Records Modernization Programme-MIS 2.0 may be seen at the link https://dilrmp.gov.in which drills down to village level.
71	For full-fledged adoption of technology, a special fortnight - IT Pakhwada Week needs to be celebrated in all the Govt offices.	NIC, through Melty expressed willingness to conduct IT Pakhwada.
73	The websites of government agencies should be user friendly, displaying various citizens services indicating the fees payable by the citizens for the various public services and the fee structure should be displayed on the website of the Government office with regular updation	DARPG has issued relevant Circular on 19.2.2021. Link is at https://www.pgportal.gov.in/Home/Preview/QWR2aXNpb3J5VG9NaW5pc3RyeTE5MDlyMDIxLnBkZg%3d%3d
74	Interlink services of all Government Departments, Digitization of land records from independence and restoring of old documents	Land is a State subject as per schedule VII of the constitution of India. Further, details data about the digitization of land records of all States &UTs under the (Digital India Land Records Modernization Programme-MIS 2.0) may be seen at the link https://dilrmp.gov.in
2	Reliance on various methods of data encryption like Virtual ID & Aadhar, VPN, Virtual accounts etc. to prevent cyber fraud.	Several measures have been taken by RBI to ensure cyber security which inter-alia include Public Sector Banks (PSBs) having Board approved Cyber Security Policy reviewed annually, reviewing mechanisms in place to avoid cyber incidents and suggest preventive measures, setting up a Crisis Management Group to address and suggest ways to respond to cyber security related incidents and



		including periodic advisories based on market intelligence, etc. In addition, customer sensitisation through SMS, whats app, e-mail alerts etc. is done periodically to prevent them from sharing personal information such as card number, date of expiry/customer verification value/one time passwords etc.
6*	Contact information to be updated in all websites of Govt. departments and feedback to be given.	
11*	There is need for a unified platform to connect the public with administration and judiciary. The sender has developed such an online web application with services like Ask for Help, Inform, Legal Query, and to fix an appointment.	

