

The reasons being put forward by the complainants who are against any interaction with ACB in the future are:

1. It's no use going to the ACB.
2. They had to use their own money in the trap and most of them had not got the money back.
3. There is no confidentiality. Fear of leakage was there.
4. They had to call ACB again and again for getting their requests heard.
5. The staff at ACB harassed them.
6. They were made to wait for long hours in the office with no one to attend.
7. The facilities at ACB (water, electricity, the whole feeling) were inadequate.

4.3 Recommendations on basis of the Survey

4.3.1 Creating Awareness

In the age of Internet, newspaper also has widespread penetration in the Indian society. Newspaper reaches different sections of the society and caters to the masses. ACB will have to advertise more prominently in newspapers. Advertisement of ACB has to be done through local and national newspapers to increase the awareness among the common citizens. There has to be a clear listing about the functions performed by ACB, its limitations and the assistance citizens can expect from ACB. ACB has to be positioned in the citizen's mind that they approach the ACB office in the case of bribery without any hitch.

Though the confidence level of ACB among the citizen's is high, to make it better, regular cases of success to be publicized in local newspaper and TV channels without compromising on confidentiality. This would definitely give a clear picture of the process followed by ACB to trap the accused. A sense of fear (if any) amongst the citizens in approaching the ACB will be eradicated.

A quarterly seminar can be organized in the colleges to educate the youths about the functioning of ACB and the importance of Anti Corruption.

4.3.2 Refund Policy

Majority of the people to whom we spoke were not happy with the refund process. They are expected to use their own money to trap the accused and this amount is not refunded after the process.

We suggest separate section comprising of a couple of officials to be opened to deal with refunding of money to the complainants. It is a known fact that each and every process in a government office will take time as it has its own protocol to follow. This section should keep track of the entire process and return the money back to the complainant once the process is over. This instills confidence in the complainant and general public. An acknowledgement from the

complainant to be taken once the money is returned in order to avoid further complications. ACB should also enforce more stringent rules in order to combat this situation.

4.3.3 Confidentiality

Confidentiality of the complainants was not maintained in few cases. Trust being one of the important aspects, which has to be addressed by ACB. ACB will have to impose strict rules on the officers working on a particular case. In case of any complains by the complainant about the leakage of information, appropriate enquiry has to be conducted on the officials involved and suitable action needs to be taken.

There were a few grievances voiced by the complainants with respect to the trap execution. They were apprehensive about the fact that they themselves had to go and offer money, which subsequently helps in catching the accused. This sometimes puts the complainant in an uncomfortable position.

We suggest setting up a trap with one of the ACB official. ACB official can disguise himself as a common man and interact with the same person against whom the complaint has been lodged. This will set a trap for ACB to catch the accused. We understand that this process is going to take more time as compared to the complainant approaching the accused, but it would definitely help the citizens and would motivate them to lodge complaints. In case of the ACB official failing to simulate the required scenario, the complainant can be used in setting up the trap.

4.3.4 ACB officials

There is a concern from a few of the complainants about the sincerity of the ACB officials. There is a common perception among the citizens that the police officials are corrupt. Seeing the same police officers as ACB officials, a common man's confidence in the system reduces drastically.

People have to be made aware that the police and ACB are two different departments altogether. Also the way ACB officials interact with the public has to be different from the way police interact. There needs to be more importance given to the complainant. Any signs of corruption in ACB have to be removed. This is very essential to build up the image of the ACB.

4.3.5 Process

There were a few issues raised by the complainants about them not receiving a copy of FIR (First Information Report). Complainant would require an acknowledgement for the complaint lodged for further interaction in the subsequent days. We suggest ACB to make sure that a copy of the FIR or an

acknowledgement is handed over to the complainant once the complaint is lodged.

There needs to be more attention provided to the complainant. Complainant has to be made more comfortable and should not be put under stress. ACB will have to take care of the following:

- Time taken to lodge a complaint in ACB and produce relevant details. There were issues raised with respect to the time spent by the complainant in ACB's office to lodge a complaint and produce other details. This is annoying for any complainant. We suggest streamlining the entire process, automating the process wherever required and improving the speed of processing.
- The number of times complainant has to visit the ACB's office to furnish details or verify certain facts. This has to be reduced and made sure that the complainant is informed in prior about the documents to be furnished and other processes to be followed. This will help him/her in managing their time.

4.3.6 Improvement in Infrastructure

The basic amenities of any office like water, electricity and rest room are not in a good condition that creates inconvenience not only to the visitors but to the internal staff as well. Also this affects the morale of the employees of the organization thus affecting the overall functioning of the organization. So additional funds can be allocated for the improvement of the basic facilities.

4.3.7 Reward System

In the present system, the complainants have to repeatedly visit ACB office to interact with the ACB officials. This creates lot of monetary loss to the complainant. To compensate the same and to encourage the common citizen's to come out with their grievances, a reward system can be devised to encourage more number of complainants. A certain amount of fund is required to be allocated from the Government for that on a quarterly basis.

4.3.8 Setting an Example

The guilty should be exposed in public so that people come to know the seriousness of the punishment. Also this kind of initiative will inhibit others from venturing into such kind of misdemeanors and encourage common people to come forward and record their complaints to the ACB.