

Summary of Findings & Recommendation

Survey 1 - ACB Perception/Awareness Survey

Objective

The objective was to assess awareness of ACB and perception about ACB in general public. Survey was conducted with 516 respondents manually and 114 online.

Findings

- More than 3/4th of the people surveyed have been asked to pay bribe at some point of time.
- 85% of people who have been asked to pay bribe, have ended up paying the same.
- Less than 50% of respondents were aware of ACB.
- Awareness level w.r.t. help line / toll free number is very low at 6%.
- Awareness level w.r.t. website also stands very low at 12%.
- 'Cheaper than paying fine' and 'To get the work done faster' have turned out to be the major reasons why people have preferred to pay bribe.
- 50% of respondents are willing to lodge a complaint with ACB.
- 60% of them are willing to lodge an online complaint.
- Awareness about the way ACB operates is very low at 6.4%
- Less than 10% of respondents felt that ACB is performing its role effectively.
- The awareness of ACB was higher in case of educated people. This has been concluded from online survey.

Recommendations

Based on the above findings, we come to a conclusion that the awareness level among the public is not satisfactory. Therefore, we recommend the following to increase the awareness among the public:

- An awareness programme, which will be spread over a period of 4 – 6 months which use various means of reaching to the specific sections of people is recommended.
- Hire a professional advertising agency to carry out this awareness programme successfully.
- We need to come up with innovative advertisements, which attract the attention of public. A few examples that can be referred to in this regard are:
 - Electricity – The recent advertisement going on in TV wherein the local stops and then everybody is concerned about conserving electricity.
 - AIDS awareness (Balbir Pasha Series) – This advertisement series was run to spread awareness among the general public regarding AIDS. A similar series of advertisements can be used to spread awareness about ACB.
 - Cartoons – ACB can use cartoons or character to spread awareness about the way ACB operates and other details about the organization.

Survey 2 – ACB Service Effectiveness

Objective

The objective of this was to conduct a survey among the past complainants in order to identify the effectiveness of the services provided by the Anti-Corruption Bureau, harassment, if any, faced by the complainant after lodging the complaint and suggest improvements.

Findings

- Majority of complainants have confidence in ACB before lodging complaints with ACB
- Majority of complainants did not have any major apprehensions before lodging complaints and number increases during the process.
- In more than 90% of trap cases initial reaction time taken by ACB was less than 2 days.
- Around 80% of complainant didn't receive threats after lodging the complaints.
- Above 40% of complainants' work was affected after lodging complaint with ACB.
- Around 80% of complainants feel that ACB was successful in solving the problem.
Around 75% of complainants will approach ACB again in future if need arises.

Recommendations

- All complainants need to be made aware about the entire process involved in trap as well as the court case in a positive manner.
 - Feedback form should be brought in practice, wherein complainant can be asked to fill this form once the process of trap is completed. This will act as a tool in getting active feedback from the complainants.
 - A Senior Officer from ACB should devote time on weekly basis to hear the problems faced by complainants in ACB/with ACB officials.
 - All the complainants should be felicitated with some non monetary award such as memento etc. This will increase the goodwill of ACB and new people will be encouraged to lodge complained with ACB and existing complainant will feel proud of filling complaints with ACB.
 - The process of refund of money to complainant need to be expedited. This will instill the confidence in complainant and general public.
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Trap Cases Analysis of ACB & Recommendation to prevent corruption

Objective

The objective was to analyze the past trap cases of corruption in three state government departments (**Police, MSEB, RTO**). Study the processes involved in the services of these departments to identify loopholes that lead to corruption and suggest recommendation to curb corruption.

Police

Findings

- 187 trap cases were analyzed for police and around 43% cases were from rural areas
- Highest percentage (around 50.8 %) of trap cases was registered against police constables.
- Among the reasons for paying bribe, “Not filing a case” was observed in 44% of the trap cases which is most occurred reason for bribe in Police. Another notable reason for asking bribe is “To Take action”

Recommendations

- Lectures and awareness programs can be organized by senior police officers in schools, colleges, government offices etc. to increase awareness among young people about various important laws, bailable and non-bailable offences, rights of the citizens, remedial measures in case of any violation of the rights etc.
- The training program of the police personnel needs to give more emphasize on the importance of ethics in jobs, ill effects of corruption, methods to stay away from corruption.
- ACB officials who are transferred back to the police department can be made to speak on the issue of corruption, its ill effects and the actions that can be initiated against the guilty etc. to their fellow colleagues which will deter them from demanding bribes.
- Online lodging of complaints with automatic generation of acknowledgment number should be started. But once implemented, it can be very useful in curbing corruption by reducing interaction level with police officials. The online lodging of complaint will make the process transparent.
- Wage level of the police staff is low and dearness allowance of officials needs to be linked to dearness of the city of posting.

MSEB

Findings

- 96 trap cases were analyzed over the period of last three years related to MSEB.
- 77% of cases were related to rural area.
- Highest numbers of cases were filled against Junior Engineer followed by lineman.
- Among the reasons for paying bribe, new connection was the most frequent reason followed by not filing a complaint and reduction in bills.

Recommendations

- **Acknowledgement for the D-1 forms:** It is necessary to provide an acknowledgement for the D-1 forms while issuing new connection. It will provide a written proof given to applicant indicating the date and time of application which reduces scope for corruption.
- **Display of seniority / waiting list:** The seniority list for the new connections needs to be displayed in concerned MSEB offices so as to increase the transparency and decrease the scope of corruption.
- **Spot billing:** The old method of billing provides scope for manipulation of the readings. To counter this, spot billing has been introduced in several urban areas. The need of the hour is to extend this to all the other areas.
- **Automatic meter readers:** Currently, MSEB has started installing automatic meters for several industrial consumers. These meters directly transmit their readings to the MSEB office through a modem and can be monitored from the office itself for any defects or tampering. It needs to be extended to all industrial consumers. The option of extending these meters to all domestic consumers can also be explored in the future.
- **Single window system for most services:** The department currently has a few 24-hour centers akin to ATM systems where the consumers can deposit their bills etc. The number of such centers should be increased and they can be used to act as single window systems to provide various services like accepting application forms, complaints for faulty meters, bills etc. and a token should be issued for the same.
- **Verifying abnormal consumption:** The consumers whose consumption pattern show abnormal behavior needs to be detected by use of advanced automated software so as to ensure that they are not indulging in any illegal activity like power theft or meter tampering etc.
- **Flying squads:** The department needs have dedicated flying squad having sophisticated devices which will carry on regular checks so as to ensure that the residents are not conniving with the meter readers to cheat the MSEB through faulty meters and false billings.
- **E-tendering extended to zonal offices:** Currently, the e-tendering is available only at the Head Office. The system of e-tendering should be extended to zonal offices also so as to ensure reduction in corruption in awarding tenders.
- **Increasing awareness among public:**
 - Contact Number of higher officials, vigilance office and Anti Corruption Bureau should be displayed at proper locations in the offices.
 - A citizen's charter containing all the necessary processes should be made available to the general public and awareness about CGRF (Consumer Grievance Redressal Forum) should also be increased

RTO

Findings

- Around 64% of the trap cases were from rural areas
- In more than 60% of the trap cases, there was an involvement of Motor Vehicle Inspectors (MVI)
- The maximum number of cases were w.r.t the illegal entry of vehicles

Recommendations

- **Citizen Charter:** The citizen charter should be made available in all the RTO offices and information about its availability should be displayed in the concerned offices.
- **Modernization of border check posts:** The process of modernization of border check posts needs to be expedited to curb the corruption due to inter-border “Illegal Entry”.
- **Automatic Motor vehicle testing machine:** We recommend the use of “Automatic Vehicle Checking Machine” for inspection of vehicles. The presence of automatic machine will reduce the discretion available and hence reduce the corruption.
- **Information Availability:** In addition to “Citizen Charter”, Leaflets, Pamphlets or Posters containing information on major services, contact numbers of concerned officers , rights of consumer etc. can be provided in all RTO offices which will help increase awareness.
- **Separate Website:** There is a need for a separate website for providing information regarding RTO offices, processes for various services, contact number, complaint procedures etc. This again will help increase the awareness level in the general public.
- **Video-recording of all tests:** CCTVs should be used during all driving tests as well as motor vehicle verification tests so as to have proper records of all the tests conducted which will reduce the scope of corruption by reducing the free hand given to the inspectors.
- **Computerized Examination for Driving:** The automatic driving test for the issue of licenses should be extended to all 45 offices from the current 9 offices. It reduces the discretion of the inspector to favor a particular candidate and thus provides less scope for corruption.

General Recommendations:

- Newspapers should be furnished with information about any trap cases made so as to increase the coverage of the work being undertaken by the ACB and thus improve the confidence level of the public and their likelihood of lodging a complaint.
- The ACB officials can be made to visit some of the offices that have highest number of complaints and lecture to the general public as well as the department staff on corruption, its ill-effects, the legal measures that can be initiated against the guilty so as to discourage corruption.
- The awareness of Anti Corruption Bureau and the way it operates is very low. A proper awareness program should be developed to increase awareness among public. *(The detailed awareness program has been mentioned in the main report)*
- The number of the offices and staff in Anti Corruption Bureau, Maharashtra need to be increased. It will help in increasing the awareness due to more presence in various areas in Maharashtra and it will become more convenient for the general public to approach ACB.
- Training about Corruption, its Legal provisions and ill effects on the society need to be made compulsory in trainings of Public servants.