



8. STRENGTHENING & STREAMLINING SYSTEMS



- 8.1 One key issue in development of NE Region has been systemic inadequacy in planning, implementation and monitoring. As a result, on one hand there is problem of proper allocation of resources and on other hand project execution suffers from cost and time over-runs. Problem occurs even in case of certain key infrastructure projects. As a result, this Ministry has been entrusted task of monitoring many of projects of other line Ministries. Ministry has been trying to address situation through regular consultations and appropriate mechanisms. Apart from regular coordination, Ministry is closely monitoring implementation of certain key infrastructure projects assigned by Hon'ble Prime Minister. Improving and streamlining systems is key component for proper planning and execution. Progress of implementation of projects by line Ministries / Departments is updated and reports are sent to PMO on monthly basis. Detailed information is hosted on website of the Ministry (www.mdoner.gov.in).

8.2 Ministry has framed new guidelines for NLCPR and has also set up Technical Cell for quick review of DPRs. Representatives from States are called to make presentation and brief NLCPR Committee on their projects. In addition, Ministry is involving CPSUs to vet projects. It has taken initiative to organize Development Seminars in backward districts of North-Eastern Region. Seminars are attended by officials of Central Ministries apart from senior officials of State concerned and public representatives. Development Seminars provide vital inputs from grass-roots for planning and development by different agencies.
- 8.3 For strengthening supervision further, Ministry is in process of appointing retired engineers from Central Organizations as Independent Quality Monitors (IQM). IQMs will inspect projects to ascertain quality and progress of works by site inspections. Also, State Governments have been asked to make presentations before NLCPR Committee explaining Status of operationalization of completed projects, Action plan for completion of ongoing projects and importance of projects proposed in annual priority list submitted by them while considering annual priority list for retention of projects.

8.4 To encourage timely completion of projects an incentive scheme has been introduced. Under this every year, for best performing State in terms of completion rate of projects, incentive in terms of retention of additional projects worth upto Rs.20.00 crore as per their choice over and above their normal allocation is being given.

8.5 Ministry has brought out Human Development Report of North Eastern States. Report is an attempt to evaluate performance of NE States on sectors having direct impact on human



- development such as health, education and basic civic amenities. Report will help Central Ministries in better targeting of schemes and projects in these sectors in the region.
- 8.6 Ministry has also taken up issue of utilization and proper accounting of development funds with NE States. The matter has been regularly raised by Comptroller & Auditor General. In this regard, a number of meetings have been held with representatives of States and problems have been identified. States have been requested to streamline their procedures in consultation with respective Accountant Generals. Ministry is also supporting a training programme in financial management for young civil servants of these States.
- 8.7 Revitalization Committee of NEC has recommended involvement of Universities and Research Institutions of the region for evaluation and monitoring activities of NEC schemes.
- 8.8 All projects of the Ministry are continuously monitored through periodical progress reports received from State Governments, depicting both financial and physical progress of projects and also through review meetings and inspections by officers of the Ministry. Procedure adopted for release of funds to States for various projects stipulates conditions which ensure that State Governments furnish Utilisation Certificates and other documents to effect that funds have been utilized for the purpose for which these were sanctioned.
- 8.9 NEDFi is maintaining web based portal called “NER Databank” with a view to provide information about North East India at single source. Data on various sectors are being updated regularly. Details can be browsed at <http://db.nedfi.com/>. Corporation publishes “NEDFi Databank Quarterly Journal”- an economic journal on North Eastern Region on various sectors. NEDFi Databank Quarterly is an effort to attract investments and business to the region as well as be of use for research/study for students, policy makers and business persons.
- 8.10. **Funding to PSUs under this Ministry and other agencies during 2012-2013:** An amount of Rs. 2.00 crore has been sanctioned each to NERAMAC and NEHHDC as loan for meeting their working capital requirements during 2012-2013. During the year, an amount of Rs. 60.00 crore has been sanctioned to NEDFi as interest free loan, recoverable in lumpsum after 15 years from date of sanction, with the objective of disbursement of adequate funds in North Eastern Region for projects in Primary and MSME sectors and also to support Micro Finance Schemes. In this regard, a Memorandum of Understanding (MoU) was signed with NEDFi by this Ministry on 4th September, 2012 in which NEDFi's performance targets for 2012-13 have been specified for evaluation of pattern of utilization of funds provided by Ministry and its outcome.
- 8.11 Ministry has prepared Results Framework Document (RFD) for 2012-13 and Citizen's Charter providing objectives, success indicators, target values, standards for various services/tasks alongwith time frame for their undertaking by the Ministry. Details of RFD and Citizen's Charter are available on website of the Ministry (www.mdoner.gov.in). Ministry has duly and timely completed all mandatory requirements specified by Performance Management Division of Cabinet Secretariat as part of Results Framework Document.
- 8.12 To address public grievances, Centralized Public Grievance Redress & Monitoring System (CPGRAMS) has been put in place in the Ministry.
- 8.13 CPGRAMS is a tool to effectively monitor pending grievances. Software facilitates easy accessibility for redressing and uploading reports online and communicates to petitioners/ complainants. Ministry has appointed one Nodal Officer (Director Level) as Public Grievance Officer (PGO). Grievances/ complaints are addressed and monitored on regular basis. Ministry has achieved 100% disposal rate of public grievances/ complaints.
- 8.13 Details of allocation of funds and expenditure, scheme wise (plan / non-plan) during the year are at Annexure-III.