

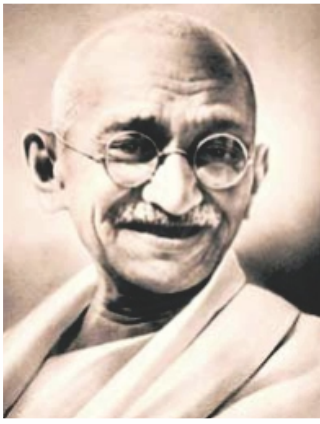


# Annual Report 2021-22

Lokpal of India



# GANDHIJI'S *Talisman*



“

"I will give you a talisman. Whenever you are in doubt, or when the self becomes too much with you, apply the following test. Recall the face of the poorest and the weakest man [woman] whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him [her]. Will he [she] gain anything by it? Will it restore him [her] to a control over his [her] own life and destiny? In other words, will it lead to Swaraj [freedom] for the hungry and spiritually starving millions?

Then you will find your doubts and your self melt away."

”

**- Mahatma Gandhi**

in 1948, expressing his deepest social thought



# Lokpal of India

## Annual Report

2021-22

(1<sup>st</sup> April, 2021 to 31<sup>st</sup> March, 2022)

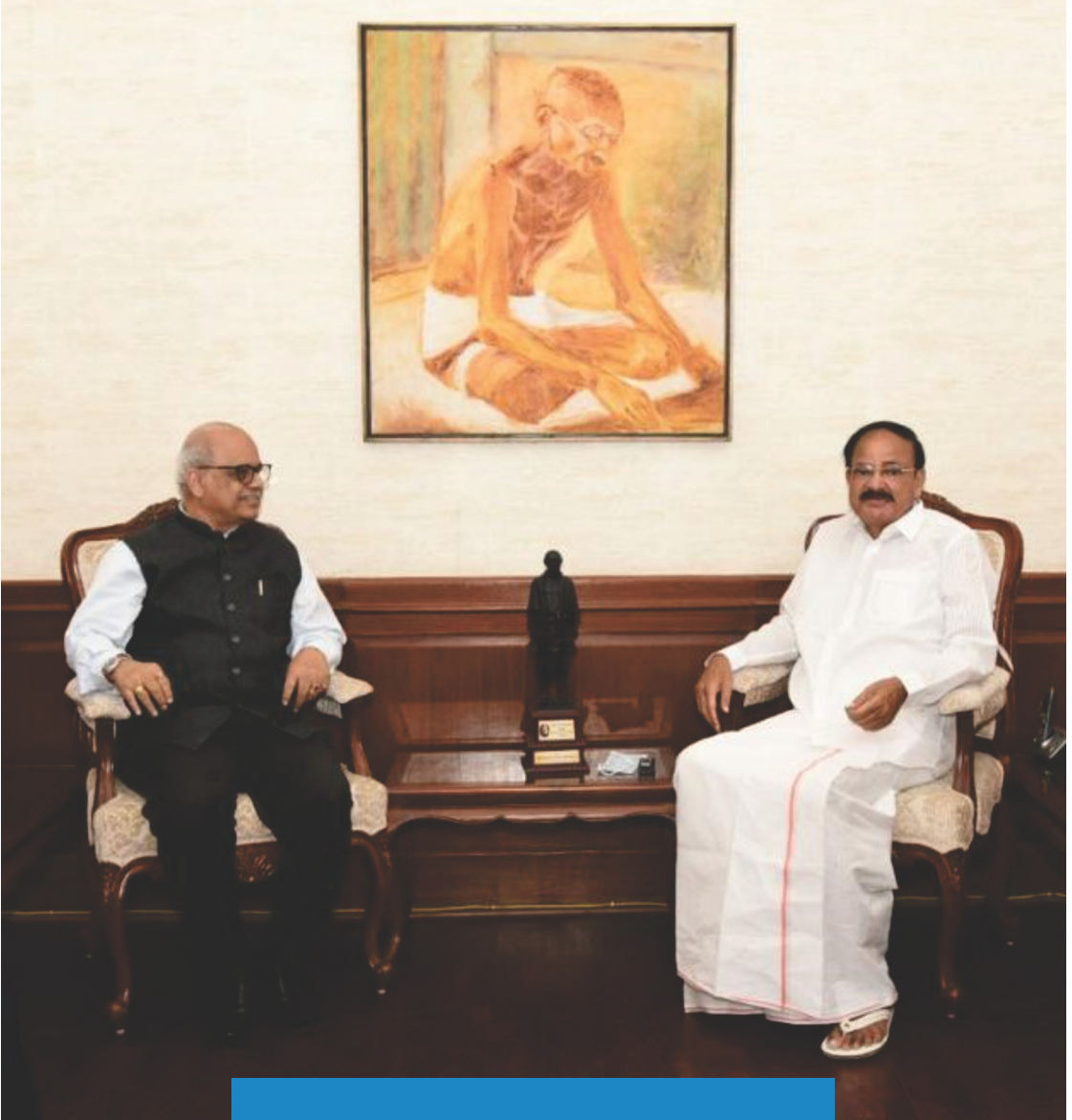


Chairperson, Lokpal of India  
presenting Annual Report 2020-21  
to Hon'ble President of India



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Calling on the Hon'ble Vice President  
of India on 29<sup>th</sup> March, 2022

# Foreword

New Delhi



**Justice Pradip Kumar Mohanty**  
Acting Chairperson

I feel honoured to present the 3<sup>rd</sup> Annual Report of Lokpal of India to the Hon'ble President of India. This report covers the activities of the Lokpal from 1<sup>st</sup> April, 2021 to 31<sup>st</sup> March, 2022.

The report is organized into 10 chapters which include information on various legal provisions, organization and establishment and e-Governance initiatives of the institution. A new chapter on 'Outreach' has been included highlighting initiatives taken by the Lokpal to reach a wider section of society and spread awareness about the functioning of Lokpal.

Further, the year has also witnessed an increase in the pace and efforts of institution building along with development of required physical infrastructure, human capital and regulations, systems and procedures. In this regard, LokpalOnline, a digital platform for the management of complaints was launched on 13<sup>th</sup> December, 2021. This platform will help the complainants to lodge complaints from anywhere, anytime. Also, steps have been taken to augment the office space and frame various regulations and procedures.

During this year, a significant decision was taken to consider complaints received in the Lokpal of India that are not as per the prescribed form. As seen in the report, more than 2200 complaints have been considered by various benches of the Lokpal of India during the year 2021-22. The office of the Lokpal has also been building synergies with various anti-corruption agencies for better coordination.

In addition to the above, significant efforts have been made to make this institution a lean and green organization to enhance productivity, reduce operational costs and minimize the impact on the environment.

Keeping this in view, only a minimum number of copies of the Annual Report 2021-22 will be printed and the remaining copies will be distributed through digital medium.

  
(Justice Pradip Kumar Mohanty)





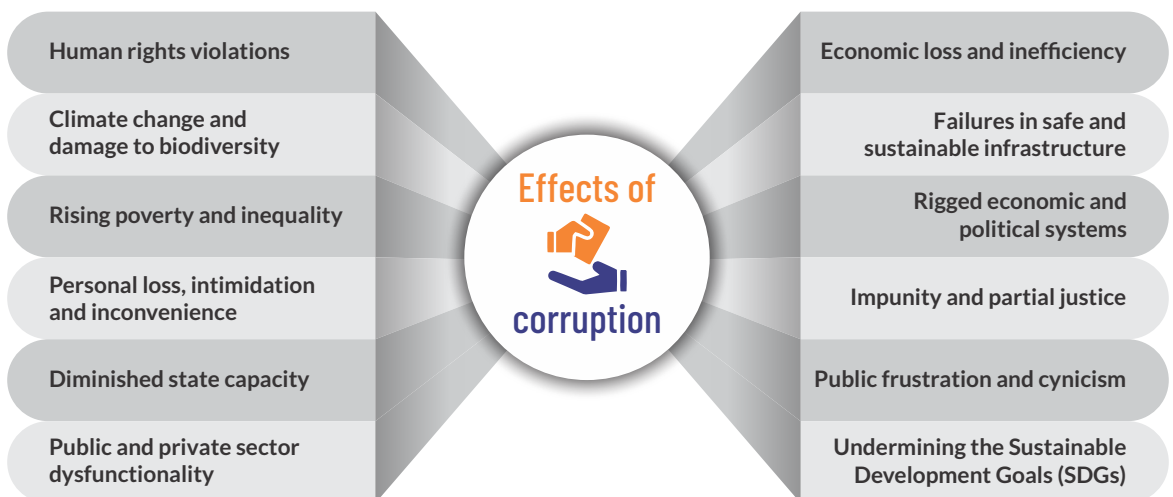
# 1. Introduction

Corruption is an age-old evil with a wide range of detrimental effects on individuals, societies, and nations. The scourge subverts socio-economic equality, rule of law, and human rights, distorting markets, justice, and quality of services, thus leading to dissatisfaction among citizens and an increasing disregard towards the system.

Corruption, which can occur at different scales, is both a dishonest and an illegal act committed by a person or organization in a position of authority to obtain unlawful benefits or abuse power for personal advantage. It can take numerous forms ranging from petty corruption involving favours between a small number of people to grand corruption that impacts the govern-

ment on a huge scale as well as widespread corruption that has become part of society's everyday functioning. It is a key element in socio-economic under performance and a major obstacle to national growth and development.

In order to tackle this menace, the Parliament of India enacted the Lokpal and Lokayuktas Act, 2013 with the objective to inquire into complaints and allegations of corruption. The jurisdiction of this law has been extended to all public functionaries as specified in section 14 of the Act, including officials of institutions in the non-government sector receiving grants from the government or foreign contributions.



**Figure 1: The wide-ranging effects of corruption**

## Historical Background

The term 'Lokpal' is a Sanskrit word, where etymologically, the word 'Lok' means 'People' and 'pala' means 'Protector'. It has been conceived as an Indian variant of 'Ombudsman', a concept with a Scandinavian origin referring to an official appointed to investigate complaints of citizens against the administration.

The origin and evolution of the debate around this institution in India can be traced as far back as the 1960s. The First Administrative Reforms Commission (ARC-1) in its interim report on the 'Problems of Redressal of Citizens' Grievances' in 1966, recommended the setting up of the institution of Lokpal at the Centre. Thereafter, the importance of the establishment of this institution has been stressed by various commissions. In 2002, the National Commission to Review the Working of the Constitution under Justice Venkatachaliah recommended the appointment of the Lokpal and Lokayuktas, whereas, in 2005, the Second Administrative Reforms Commission (ARC-2) recommended the establishment of the office of Lokpal without delay. The Lokpal and Lokayuktas Bill, 1968 to set up the Lokpal was introduced for the first time in the Fourth Lok Sabha followed by introductions in 1971, 1977, 1985, 1989, 1996, 1998, and 2001. The Lokpal Bill was finally introduced on 4<sup>th</sup> August, 2011, and was referred to the Department-related Parliamentary Standing Committee for examination on 8<sup>th</sup> August, 2011.

In view of the recommendations contained in the Standing Committee's Report, the

original Lokpal Bill, 2011, was withdrawn and a revised Bill 'The Lokpal and Lokayuktas Bill, 2011' was introduced in the Lok Sabha on 22<sup>nd</sup> December, 2011, passed on 27<sup>th</sup> December, 2011 with certain amendments and sent to the Rajya Sabha for consideration.

The Select Committee of the Rajya Sabha deliberated on the Bill and made several recommendations on issues like the creation of Lokayuktas in the States, Jurisdiction of Lokpal, Procedure of inquiry and investigation, Power to grant sanction, Reforms of CBI, Composition of the Selection Committee, Suspension of Chairman/ Member of Lokpal and Complaints made in 'good faith'. Out of 16 recommendations, 14 were accepted and the amended Lokpal and Lokayuktas Bill, 2011 was brought for consideration of the Rajya Sabha on 13<sup>th</sup> December, 2013. This Bill was passed with certain amendments on 17<sup>th</sup> December, 2013 and sent back to the Lok Sabha, which passed it on 18<sup>th</sup> December, 2013. The Bill received the Hon'ble President's assent on 1<sup>st</sup> January, 2014 becoming Act No. 1 of 2014. In terms of sub-section (4) of section 1 of 'The Lokpal and Lokayuktas Act 2013', the Act came into force on 16<sup>th</sup> January, 2014. The Act has been amended once in 2016, by the Lokpal and Lokayuktas (Amendment) Act, 2016.

The Hon'ble President of India administered the Oath of Office to Shri Justice Pinaki Chandra Ghose as the first Chairperson of the Lokpal of India on 23<sup>rd</sup> March, 2019. The appointment of the Chairperson was followed by administering of the Oath of Office by the Chairperson to four judicial members and four other members on 27<sup>th</sup> March, 2019.





## The United Nations Convention against Corruption (UNCAC)

The 'United Nations Convention Against Corruption' (UNCAC) is a legally binding multilateral treaty for anti-corruption aimed at reducing various types of cross-border corruption, trading in influence and abuse of power, and corruption in the private sector such as embezzlement and money laundering. The convention was ratified by India on 9<sup>th</sup> May, 2011 reaffirming India's commitment to fight corruption and undertake administrative and legal reforms that facilitate coherent and stern management of this issue by law

enforcement agencies. The treaty also aims to strengthen the enforcement of international law and judicial cooperation between countries by providing effective legal mechanisms for international asset recovery.

The Lokpal and Lokayuktas Act, 2013 was enacted, *inter alia*, for more effective implementation of this convention. The establishment of the Lokpal of India vide this Act thus contributes significantly to the implementation of India's obligations under the 'United Nations Convention Against Corruption' (UNCAC), as it provides a statutory basis and provisions for independent investigation and prosecution of authorities.



## Setting up of Lokpal of India – Timeline

**3<sup>rd</sup> April, 1963**

Suggestions made for setting up of a Parliamentary Commission on the pattern of Ombudsman to tackle corruption

**1966**

First Administrative Reforms Commission (ARC) recommends two-tier machinery consisting of Lokpal and Lokayuktas to redress the grievances of the public

**1968**

Lokpal and Lokayuktas Bill presented for the first time in the Fourth Lok Sabha

**1969**

The first Jan Lokpal Bill passed in the 4<sup>th</sup> Lok Sabha

**1971**

Bill tabled again in Lok Sabha

**1977**

Bill tabled for 3<sup>rd</sup> time

**1985**

Bill tabled for 4<sup>th</sup> time

**1989**

Bill tabled for 5<sup>th</sup> time

**1996**

Bill tabled for 6<sup>th</sup> time

**1998**

Bill tabled for 7<sup>th</sup> time

**2001**

Bill tabled for 8<sup>th</sup> time

**2002**

National Commission to Review the Working of the Constitution (NCRWC) also recommends constitutional provisions for the appointment of Lokpal and Lokayuktas

**2005**

Bill tabled for 9<sup>th</sup> time

**2008**

Bill tabled for 10<sup>th</sup> time

**9<sup>th</sup> May, 2011**

India ratifies the United Nations Convention Against Corruption

**4<sup>th</sup> August, 2011**

The Lokpal Bill introduced



**8<sup>th</sup> August, 2011**

Bill referred for examination to the Department-related Parliamentary Standing Committee

**22<sup>nd</sup> December, 2011**

Based on the recommendations of the Standing Committee, the Lokpal Bill, 2011, was withdrawn and a revised Bill titled 'The Lokpal and Lokayuktas Bill, 2011' introduced

**27<sup>th</sup> December, 2011**

Lok Sabha passes the Bill

**17<sup>th</sup> December, 2013**

Rajya Sabha passes the Bill

**1<sup>st</sup> January, 2014**

Received assent from the President of India

**16<sup>th</sup> January, 2014**

Came into force

**23<sup>rd</sup> March, 2019**

First Chairperson of Lokpal of India takes oath of office

**27<sup>th</sup> March, 2019**

Swearing in Ceremony of the Members

“

प्रक्षालनाद्धि पंकस्य  
दूरात् स्पर्शनिम् वरम्।

Rather than cleaning the dirt later,  
it is better not to let it get dirty in the first place.

”

## 2. Legal Provisions

The Lokpal of India functions under the provisions of the Lokpal and Lokayuktas Act, 2013.

### The Salient Features of the Act

#### Section 4: Appointment of Chairperson and Members

The Chairperson and the Members of the Lokpal are appointed by the President after obtaining recommendations of a Selection Committee consisting of the Prime Minister, the Speaker of the House of the People, the Leader of the Opposition in the House of the People, the Chief Justice of India, or a sitting Supreme Court judge nominated by him and one eminent jurist to be nominated by the President based on the recommendations of the other members of the Selection Committee.

The Chairperson and every Member shall hold the office for a term of five years or until he/ she attains the age of seventy years, whichever is earlier.

#### Section 7: Salary, Allowances and Other Conditions of Service of Chairperson and Members

The salary, allowances and other service conditions of the Chairperson and Members are the same as those of the Chief Justice of

India and those of a Judge of the Supreme Court, respectively. The salary, allowances and pension payable to and other conditions of service of, the Chairperson or the Members cannot be varied to their disadvantage after their appointment.

#### Section 10: Secretary, other Officers and Staff of Lokpal

The Secretary to the Lokpal in the rank of Secretary to Government of India is appointed by the Chairperson from a panel of names sent by the Central Government. The Director of Inquiry and the Director of Prosecution, not below the rank of Additional Secretary to the Government of India or equivalent, are also appointed by the Chairperson from a panel of names sent by the Central Government.

#### Section 13: Expenses of Lokpal

The administrative expenses of the Lokpal, including all salaries, allowances, and pensions payable to or in respect of the Chairperson, Members or Secretary or other officers or staff of the Lokpal, are charged upon the Consolidated Fund of India.

#### Section 14: Jurisdiction of Lokpal

The Lokpal can inquire or cause an inquiry to be conducted into any allegation of corruption made in a complaint in respect of the following, namely:



- (a) any person who is or has been a Prime Minister:

Provided that the Lokpal shall not inquire into any matter involved in, or arising from, or connected with, any such allegation of corruption against the Prime Minister,

- i.) in so far as it relates to international relations, external and internal security, public order, atomic energy, and space;
- ii.) unless a full bench of the Lokpal consisting of its Chairperson and all Members considers the initiation of inquiry and at least two-thirds of its Members approve of such inquiry.

- (b) any person who is or has been a Minister of the Union;

- (c) any person who is or has been a member of either House of Parliament;

- (d) any Group 'A' or Group 'B' officer or equivalent or above, from amongst the public servants, defined in sub-clauses (i) and (ii) clause (c) of section 2 of the Prevention of Corruption Act, 1988, when serving or who has served, in connection with the affairs of the Union;

- (e) any Group 'C' or Group 'D' official or equivalent, from amongst the public servants, defined in sub-clauses (i) and (ii) of clause (c) of section 2 of the Prevention of Corruption Act, 1988, when serving or who has served in connection with the affairs of the Union subject to the provision of sub-section (1) of section 20;

- (f) any person who is or has been a chairperson or member or officer or employee in anybody or Board or corporation or authority or company or society or trust or autonomous body (by whatever name called) established by an Act of Parliament or wholly or partly financed by the Central Government or controlled by it;

- (g) any person who is or has been a Director, Manager, Secretary or another officer of every other society or association of persons or trust (whether registered under any law for the time being in force or not), by whatever name called, wholly or partly financed by the Government and the annual income of which exceeds such amount as the Central Government may, by notification, specify.

The Central Government by a notification dated 20<sup>th</sup> June, 2016, has specified this amount as one Crore Rupees. Only the grants or financial assistance given by the Central Government are required to be taken into consideration for determining the annual income for this purpose; and

- (h) any person who is or has been a Director, Manager, Secretary or another officer of every other society or association of persons or trust (whether registered under any law for the time being in force or not) in receipt of any donation from any foreign source under the Foreign Contribution (Regulation) Act, 2010 in excess of ten lakh rupees in a year or such higher amount as the Central Government may, by notification, specify.

## Section 20: Preliminary Inquiry and Investigation

The Lokpal on receipt of a complaint, if it decides to proceed further, may order preliminary inquiry against any public servant by its Inquiry Wing or any agency (including the Delhi Special Police Establishment) to ascertain whether there exists a prima facie case for proceeding in the matter; or may order investigation by any agency (including the Delhi Special Police Establishment) where there exists a prima facie case.

The Lokpal shall if it has decided to proceed with the preliminary Inquiry, by a general or special order, refer the complaints or a category of complaints or a complaint received by it in respect of public servants belonging to Group A or Group B or Group C or Group D to the Central Vigilance Commission constituted under sub-section (1) of section 3 of the Central Vigilance Commission Act, 2003.

During the preliminary inquiry, the Inquiry Wing or any agency (including the Delhi Special Police Establishment) shall conduct a preliminary inquiry and on the basis of material information and documents collected, seek the comments on the allegations made in the complaint from the public servant and the competent authority and after obtaining the comments of the concerned public servant and the competent authority, submit a report to the Lokpal, within sixty days from the date of receipt of the reference.

A bench consisting of not less than three members of the Lokpal of India shall consider every preliminary inquiry report, and after giving an opportunity of being heard to the public servant, decide whether there exists a

prima facie case, and proceed with one or more of the following actions, namely:

- (a) an investigation by any agency or the Delhi Special Police Establishment, as the case may be;
- (b) initiation of the departmental proceedings or any other appropriate action against the concerned public servants by the competent authority; and
- (c) closure of the proceedings against the public servant and to proceed against the complainant under section 46.

In case the Lokpal decides to proceed to investigate a complaint, it shall direct any agency (including the Delhi Special Police Establishment) to carry out the investigation as expeditiously as possible and complete the investigation within six months from the date of its order:

Provided that the Lokpal may extend the said period by a further period not exceeding six months at a time for the reasons to be recorded in writing:

In case the Lokpal decides to proceed further for ordering an investigation under clause (b) of section 20 (1) of the Act, the Lokpal shall, before ordering such investigation, call for the explanation of the public servant so as to determine whether there exists a prima facie case for investigation.

In respect of the cases referred by the Lokpal, the investigation agency shall submit the investigation report to the Court having jurisdiction and forward a copy to the Lokpal. A bench of at least three members will consider the report and may grant sanction to







file the charge sheet or direct for closure of report before the Special Court or direct the competent authority to initiate departmental proceedings. The Lokpal may also direct its Prosecution Wing or the investigation agency to initiate prosecution in the Special Court.

### Section 21: Persons likely to be prejudicially affected to be heard

If at any stage of the proceeding, the Lokpal is of the opinion that a person other than the accused is likely to be prejudicially affected by the preliminary inquiry, he is to be provided a reasonable opportunity of being heard and to produce evidence in his defence consistent with the principles of natural justice.

### Section 22: Public servant or any other person to furnish information, etc.

The Lokpal or the investigating agency may require any public servant or any other person to furnish information or produce documents relevant to the preliminary inquiry or investigation.

### Section 23: Power of Lokpal to grant sanction for initiating prosecution

The Lokpal shall have the power to grant sanction for prosecution under clause (a) of sub-section (7) of section 20 of the Act, notwithstanding anything contained in section 197 of the Code of Criminal Procedure, 1973 (2 of 1974) or section 6A of the Delhi Special Police Establishment Act, 1946 (25 of 1946) or section 19 of the Prevention of Corruption Act, 1988 (49 of 1988). However, no prosecution under this section shall be initiated against any public servant accused of any offence alleged to have been

committed by him while acting or purporting to act in the discharge of his official duty, and no Court shall take cognizance of such offence except with the previous sanction of the Lokpal. Also, this section shall not be applicable for persons holding office as per the Constitutional provisions and in respect of which procedure for removal of such person has been specified.

### Section 25: Supervisory powers of Lokpal

Lokpal shall have the powers of superintendence over, and to give direction to the Delhi Special Police Establishment in respect of the matters referred by the Lokpal for preliminary inquiry or investigation to the agency. Any officer of the Delhi Special Police Establishment investigating a case referred to it by the Lokpal shall not be transferred without the approval of the Lokpal.

The Central Vigilance Commission shall send a statement to the Lokpal in respect of action taken on complaints referred to it for a preliminary inquiry. On receipt of such a statement, the Lokpal may issue guidelines for effective and expeditious disposal of such cases.

### Section 28: Power of Lokpal to utilise services of officers of Central or State Government

The Lokpal may utilise the services of any officer or organisation or investigating agency of the Central Government or any State Government, for the purpose of conducting any preliminary inquiry or investigation, as the case may be. The officer or organisation or agency whose services are utilised shall inquire or, as the case may be, investigate into any matter pertaining to the preliminary



inquiry or investigation and submit a report thereon to the Lokpal within a period as specified.

### Section 29: Attachment of Assets

Where the Lokpal has reason to believe that a person accused of having committed an offence relating to corruption is in possession of any proceeds of corruption, the Lokpal may provisionally attach such property for a period not exceeding ninety days from the date of the order. The Lokpal, when it provisionally attaches any property, shall, within thirty days of such attachment, direct its Prosecution Wing to file an application stating the facts of such attachment before the Special Court and make a prayer for confirmation of attachment of the property till completion of the proceedings against the public servant in the Special Court.

### Section 32: Transfer or Suspension of Public Servant

Where the Lokpal is *prima facie* satisfied that the continuance of a public servant in his post while conducting the preliminary inquiry is likely to affect such preliminary inquiry adversely; or such public servant is likely to destroy or in any way tamper with the evidence or influence witnesses, the Lokpal may recommend to the Central Government for transfer or suspension of such public servant from the post held by him till such period as may be specified in the order. The Central Government shall ordinarily accept the recommendation of the Lokpal except for the reasons to be recorded in writing in a case

where it is not feasible to do so for administrative reasons.

### Section 33: Power of Lokpal to give directions to prevent destruction of records during preliminary inquiry

The Lokpal may issue appropriate directions to a public servant entrusted with the preparation or custody of any document or record to protect such document or record from destruction/ damage /altering/ secreting or to prevent the public servant from transferring or alienating any assets allegedly acquired by him through corrupt means.

### Section 35: Special Courts for Trial of Cases

The Central Government shall constitute such number of Special Courts, as recommended by the Lokpal, to hear and decide the cases arising out of the Prevention of Corruption Act, 1988 (49 of 1988) or under this Act.

The Special Courts shall ensure completion of each trial within one year from the date of filing of the case in the Court. In case the trial cannot be completed within one year, the Special Court shall record reasons therefor and complete the trial within a further period of not more than three months or such further periods not exceeding three months each, for reasons to be recorded in writing before the end of each such three months period, but not exceeding a total period of two years.





## Section 37: Procedure for Removal from the Office

The Chairperson or any Member can be removed from his/ her office by order of the President on grounds of misbehaviour after the Supreme Court, on a reference being made to it by the President on a petition signed by at least one hundred Members of Parliament has, on an inquiry held in accordance with the procedure prescribed in that behalf, reported that the Chairperson or such Member, as the case may be, ought to be removed on such ground.

## Section 46: Prosecution for False Complaint

Whoever makes any false and frivolous or vexatious complaint shall, on conviction, be punished with imprisonment for a term which may extend to one year and with a fine which may extend to one lakh rupees. In case of conviction of a person for having made a false complaint, such person shall be liable to pay compensation to the public servant against whom he made the false complaint in addition to the legal expenses for contesting the case by such public servant. However, no action will be taken in case of complaints made in good faith. The cognizance of an

offence under this section shall be taken only by a Special Court.

## Amendment to various other Acts

In order to make the Lokpal and Lokayuktas Act, 2013 a comprehensive legislation, minor amendments necessitated in various laws dealing with the issue of corruption have also been made within the Lokpal and Lokayuktas Act, 2013. Consequently, legislations like the Commissions of Inquiry Act, 1952; Prevention of Corruption Act, 1988; Code of Criminal Procedure, 1973; Central Vigilance Commission Act, 2003 have been suitably amended to bring conformity with the provisions of the Lokpal and Lokayuktas Act, 2013.

## Provision for making Rules under the Act

As per section 59(1) of the Act, the Central Government may, by notification in the Official Gazette, make rules to carry out the provisions of this Act.

An overview of the various rules notified by the Government of India for effective functioning of the Lokpal is as follows:

### Amendments to various Acts



- (i) The Search Committee (constitution, terms and conditions of appointment of members and the manner of selection of panel of names for appointment of Chairperson and Members of Lokpal) Rules, 2014 and amendment thereto;
  - (ii) Lokpal (Finance and Account) Rules, 2020;
  - (iii) Lokpal (Complaint) Rules, 2020; and
  - (iv) Set of Recruitment Rules for various posts.
- iii.) Procedure for preliminary inquiry under the Lokpal and Lokayuktas Act, 2013' aims to streamline the process for preliminary inquiry with the objective of speedy resolution of complaints.
  - iv.) The process of issuance of 'Notice for Giving opportunity of being heard' has also been captured in a separate set of instructions which aim at implementing the principle of natural justice *Audi Alteram Partem* i.e. no one should be condemned unheard thereby laying down a process for giving the concerned public servant, an opportunity of presenting his/her defence before the Lokpal.
  - v.) A set of guidelines for processing matters arising out provisions of section 38 of the Lokpal and Lokayuktas Act, 2013 lay down the process for dealing with complaints against officials of the Lokpal and agencies under or associated with the Lokpal of India. The guidelines elaborate on issues such as giving an opportunity of being heard to the concerned officer/employee/agency, setting up of a committee to look into allegations, action to be taken on recommendations of the committee and time frame of inquiry.

## Streamlining of processes through instructions issued by the Lokpal

Towards the objective of ease in conduct of business of the Lokpal, the institution has put in place a set of procedures to address various areas and provide clarity and mechanism for complaint handling and consequential decision making:

- i.) The procedure covers issues such as mode of receipt of a complaint, diary of complaints, process of scrutiny of complaint, procedure to be followed in case of defects, allocation of a complaint to a Bench, recording of proceedings, extension of time sought by the agencies for submitting reports, and process of dealing with preliminary inquiry report received from the inquiring agency.
- ii.) Bringing clarity for the citizens by providing the interpretation of the term 'Non-judicial Stamp Paper' as per prevailing procedures in different States, while also ensuring uniformity and consistency in filing of complaints etc. before different fora.

Systemic improvements are dynamic and a matter of constant evolution and upgrade based on experience, changing scenarios and feedback. This is a continuous process and the Lokpal is alive and open to improving upon its internal processes and procedures to keep pace with the evolving situations with the ultimate objective of prompt and fair processing and efficient discharge of the statutory responsibilities of the Lokpal.



## 3. The Lokpal of India



It is in my nature to be a friend of the friendless...

- Sardar Vallabhbhai Patel



### Chairperson and Members

The President of India administered the Oath of Office to Justice Pinaki Chandra Ghose as the first Chairperson of the Lokpal of India on 23<sup>rd</sup> March, 2019, in a ceremony held at the Rashtrapati Bhavan. Subsequently, four judicial members and four other members were administered the Oath of Office by the

Chairperson on 27<sup>th</sup> March, 2019 at the Vigyan Bhawan, New Delhi. Shri Justice Dilip Babasaheb Bhosale resigned from his position on 12<sup>th</sup> January, 2020 due to personal reasons and Shri Justice Ajay Kumar Tripathi, unfortunately, expired on 2<sup>nd</sup> May, 2020. A brief profile of the Chairperson and Members is as under:



Chairperson and Members of the Lokpal of India



## Shri Justice Pinaki Chandra Ghose

Justice Pinaki Chandra Ghose obtained a B. Com. degree from St. Xavier's College and LL.B. degree from the University of Calcutta. He also became Attorney-at-Law at the High Court of Calcutta. Thereafter, he joined Calcutta Bar in the year 1976. He served as Executive Chairman of West Bengal State Legal Services Authority and as Executive Chairman of Andaman & Nicobar State Legal Services Authority. In July 1997, he was appointed as a Judge of the Calcutta High Court. He was appointed Acting Chief Justice of Andhra Pradesh High Court in 2012 and subsequently, served as permanent Chief Justice of the High Court of Andhra Pradesh. During his tenure as Chief Justice of Andhra Pradesh, High Court, he also served as Chancellor of NALSAR, Hyderabad. On 8<sup>th</sup> March, 2013, he was elevated as a Judge of the Supreme Court of India and demitted his office on 27<sup>th</sup> May, 2017. He served as a Member of the National Human Rights Commission, New Delhi from 29<sup>th</sup> June, 2017 to 21<sup>st</sup> March, 2019. He was awarded the Honorary Doctorate Degree (LL.D. Honoris Causa) by AMITY University, Gautam Buddha Nagar, UP on 25<sup>th</sup> November, 2019. He was appointed as the first Chairperson of Lok Pal on 23<sup>rd</sup> March 2019.



## Shri Justice Pradip Kumar Mohanty

Justice Pradip Kumar Mohanty joined the Bar Council in 1978. He mainly practiced Constitutional, Criminal and Civil Law, and also handled cases in other branches of law. He was elected as a Member of the Orissa State Bar Council and continued as such for three terms. He was also elected as Secretary of the Orissa High Court Bar Association in the year 2000. He was sworn in as Additional Judge of the Orissa High Court on 7<sup>th</sup> March, 2002 and as a Permanent Judge on 6<sup>th</sup> March, 2004. He was appointed five times as Acting Chief Justice of the Orissa High Court. He also served as Judge, Acting Chief Justice, and subsequently Chief Justice of the High Court of Jharkhand. He served as the Executive Chairman, Odisha State Legal Service Authority from December, 2012 to April, 2016. He also served as Chancellor of NLU, Cuttack, and NUSRL, Ranchi. He has been serving as a Judicial Member of the Lokpal of India since 27<sup>th</sup> March, 2019.





## Smt. Justice Abhilasha Kumari

Justice Abhilasha Kumari was enrolled as an Advocate on 26<sup>th</sup> March, 1984, in the High Court of Himachal Pradesh. She has represented various Universities, Boards, and Corporations of Himachal Pradesh as Standing Counsel. She also remained Central Government Standing Counsel from 1995 to 2002. Subsequently, she served as Additional Advocate General for the State of Himachal Pradesh. She has practised in all branches of law including civil, criminal, constitutional, service, and company law. She was elevated as an Additional Judge of the Himachal Pradesh High Court on 2<sup>nd</sup> December, 2005. She was transferred to the High Court of Gujarat and took oath as an Additional Judge on 9<sup>th</sup> January, 2006. She was appointed as a Permanent Judge of the High Court of Gujarat on 25<sup>th</sup> September, 2006. She was appointed as the Chief Justice of the Manipur High Court on 9<sup>th</sup> February, 2018 and has the distinction of being the first lady Chief Justice of Manipur. She was appointed as Chairperson of the Gujarat State Human Rights Commission on 17<sup>th</sup> May, 2018. She has been serving as a Judicial Member of the Lokpal of India since 27<sup>th</sup> March, 2019.



## Shri Dinesh Kumar Jain

Shri Dinesh Kumar Jain did his B.Tech. and M. Tech. from the Indian Institute of Technology, Kanpur. He further did a Master of Business Administration from the University of Hull, United Kingdom. He joined the Indian Administrative Service (IAS) in 1983 and was allotted Maharashtra Cadre. In the Government of India, he has worked as Joint Secretary (MGNREGA), Ministry of Rural Development and Additional Secretary, Ministry of Agriculture & Farmers Welfare. He served in various capacities in Govt. of Maharashtra including Secretary, Rural Development, Secretary, Information Technology, and Finance Secretary. He was appointed Chief Secretary to the Government of Maharashtra in May, 2018. He has been serving as a Member of the Lokpal of India since 27<sup>th</sup> March 2019.



## Smt. Archana Ramasundaram

Smt. Archana Ramasundaram is a post-graduate in Economics from the University of Rajasthan and has also acquired an M.S. degree in Criminology from the University of Southern California, USA. She joined the Indian Police Service (IPS) in 1980 and was allotted Tamil Nadu Cadre. She worked as Superintendent of Police, Nilgiris, SP (Vigilance and Anti-Corruption), and Deputy Inspector General of Police, Vellore Range. She also served as DIG, Central Bureau of Investigation (CBI), in the Government of India and was the first woman to be promoted as a Joint Director in the CBI. As Additional Director General of Police in Tamil Nadu, she headed the Directorate of Prosecution, Economic Offences Wing, Crime Branch CID, Training and Police Housing Corporation.

She was promoted as Director General of Police in 2012 and posted as the Chairperson, TN Uniformed Services Recruitment Board. She also served as DG, National Crime Records Bureau, New Delhi, during 2015-16. On her appointment as the Director-General of Sashastra Seema Bal (SSB) in February 2016, she earned the distinction of being the first woman to head a Paramilitary Force/ Central Armed Police Force in India. She was awarded the President's Police Medal for Meritorious Service in 1995 and the President's Police Medal for Distinguished Service in 2005. She has been serving as a Member of the Lokpal of India since 27<sup>th</sup> March, 2019.



## Shri Mahender Singh

Shri Mahender Singh did his Master's in English in 1980. In 1981 he joined Indian Revenue Service (Customs & Central Excise). During his career, he handled challenging assignments in the field of anti-smuggling, anti-drug trafficking, and Central Excise Intelligence across the country. He is credited with detecting a large number of cases of smuggling and tax evasion as well as cracking down on international drug syndicates. He was twice awarded the 'Appreciation Certificate' by the Union Finance Minister. He was elevated as a Member (GST) in the Central Board of Indirect Taxes & Customs (CBIC) in May, 2017. As the Member (GST), he led a team of officers which successfully implemented GST - the biggest tax reform in India - launched on 1<sup>st</sup> July, 2017. He has been serving as a Member of the Lokpal of India since 27<sup>th</sup> March, 2019.







## Dr. Indrajeet Prasad Gautam

Dr. I.P.Gautam, did his Master's Degree in 1976 and obtained his L.L.B. Degree from Lucknow University in 1980. He has obtained a Ph.D. degree from the CEPT University, Ahmedabad. Dr. Gautam began his career with the Indian Revenue Service (IT) as Assistant Commissioner of Income Tax and later joined the Indian Administrative Service in 1986 and was allotted Gujarat State Cadre. He has held various posts such as SDM, Collector, Joint MD GIIC; Director (Finance), Sardar Sarovar Narmada Project; MD, Gujarat Power Corporation; Secretary Energy; Secretary, Home; Secretary, Ports, and Municipal Commissioner of Rajkot & Ahmedabad. As Principal Secretary to the Government of Gujarat, he headed many key Departments like Urban Development, Urban Housing, Ports & Transports. He has also headed and implemented nationally/ internationally acclaimed projects like Sabarmati Riverfront, BRTS, Kankaria Lake Front, and Metro Rail Project of Ahmedabad. He has also served as the Managing Director of Gujarat Metro Rail Corporation Ltd., for more than five years. He has been serving as a Member in the Lokpal of India since 27<sup>th</sup> March, 2019.

## Logo and Motto of the Lokpal of India

### Logo of the Lokpal

For any public organization, communication with the public and visibility in the public sphere is a *sine qua non* (an essential condition). Also, for the seamless functioning of any organisation, it is imperative to have a feeling of belongingness, togetherness, and *esprit de corps* (a feeling of pride and mutual loyalty). A logo, being a visual identity, acts as a tool to achieve the above-mentioned objectives.



A nationwide competition was held through the 'MyGov' platform of the Government of India to design the logo and motto of the Lokpal. A total of 2,236 entries were received, out of which the design of Shri Prashant Mishra of Allahabad, was selected and adopted as the official logo by the Lokpal of India.

The logo depicts the literal meaning of Lokpal – 'Lok' meaning people and 'pal' meaning

protector, i.e. protector of the people. The logo symbolizes protection and care by the Lokpal of India for the people of the country by establishing justice as per law. The tricolour in the logo depicts the national character of the Institution while the figures depict the following:

- ombudsman (judges' bench)
- people (three human figures)
- vigilance (Ashoka Chakra, forming eye-pupil)
- law (shape of the book in orange colour) and
- judiciary (two hands are placed below forming a unique balance)

### Motto of the Lokpal

A motto is not just a short collection of words but represents a set of beliefs, ideals or principles that the organization stands for. A nationwide competition for the design of the motto was also held through the 'MyGov' platform of the Government of India. As no entry was found suitable, the full bench of the Lokpal of India selected the following opening shloka of Isha Upanishad:

ईशा वास्यमिदं सर्वं यत्किञ्च जगत्यां जगत्।  
तेन त्यक्तेन भुञ्जीथा मा गृधः कस्यस्विद्धनम् ॥

The following line of this shloka was adopted as the motto of the Lokpal of India to be used along with the logo.

“मा गृधः कस्यस्विद्धनम्” (in Sanskrit)  
“किसी के धन का लोभ मत करो” (in Hindi)  
‘Do not covet the wealth of others’ (in English)



## 4. Organisation and Establishment

The Lokpal and Lokayuktas Act, 2013 provides for a Secretary, in the rank of Secretary to Government of India, other officers and staff to assist the Lokpal of India. Thus, while Chairperson and Members consider and make decisions on complaints received, the Lokpal Secretariat provides all administrative and infrastructural support to the Organisation, including registering complaints, providing secretarial assistance to Benches, and coordinating with external agencies like CBI/ CVC for inquiry or investigation. The Secretariat also handles all issues pertaining to research and policy, development and implementation of e-Governance initiatives such as 'Lokpal Online' and Lokpal website.

### Statutory Posts

There are three statutory posts for the Secretariat of Lokpal of India viz. Secretary, Director of Inquiry, and Director of Prosecution. The post of Secretary is in the rank of Secretary to the Government of India and posts of Director (Inquiry) and Director (Prosecution) are in the rank of Additional Secretary to the Government of India. The appointment of officers on these posts is made by the Chairperson from the panel of names sent by the Government of India.

### Other Officers and Staff

In addition to the above, a total of 70 posts at the level of Joint Secretary and below apart from 12 posts of staff car driver have been sanctioned to meet the initial staffing needs of the office of the Lokpal. These posts are

being continually filled as per the evolving needs of the organization.

Lokpal has also been engaging services of contractual and outsourced staff to meet its functional needs.

To facilitate the appointment of staff in the Lokpal, certain posts have been encadred into various services of the Central Government, namely Central Secretariat Service (CSS), Central Secretariat Stenographers' Service (CSSS), and Central Secretariat Clerical Service (CSCS) and there has also been some lateral intake by way of deputation, including under the Central Staffing Scheme.

### Engagement of Young Professionals

In the ever-changing dynamic socio-economic scenario, rigorous research and analysis form the cornerstone of the functioning of any modern organization. Keeping this in view, a policy for engagement of 'Young Professionals' on a contractual basis has been adopted and Young Professionals have been engaged.

### Internship Scheme

An internship scheme has been formulated to engage students pursuing graduate/ post graduate degrees, and research scholars enrolled in recognized universities/ institutions within India, as interns. The scheme aims to provide these select youth with exposure to the internal workings of the Lokpal of India.

## Presentation of Annual Report

Every year, an Annual Report with respect to the working of Lokpal of India has to be presented to Hon'ble President of India in terms of section 48 of the Act. The Report is then laid on the Tables of both Houses of the Parliament. The report for the year 2020-2021 was presented to Hon'ble President of India on 8th March, 2022, and laid on the Table of the Lok Sabha and the Rajya Sabha on 6th and 7th April, 2022, respectively.

## Office Premises

The Lokpal of India began operations from a temporary office established at The Ashok Hotel, New Delhi on 28<sup>th</sup> March, 2019. On 14<sup>th</sup> February, 2020, the office of the Lokpal was relocated to a portion of the erstwhile ICADR Building in Vasant Kunj Institutional Area, Phase- II, New Delhi, taken on rent from the Department of Legal Affairs.

## Permanent Office

The Lokpal of India is in the process of acquiring permanent office space at World Trade Centre, Nauroji Nagar, New Delhi, being constructed by NBCC (India) Limited under the Ministry of Housing and Urban Affairs, Government of India. The space is expected to accommodate offices for various divisions/ wings of the Lokpal. The proposed office of the Lokpal is envisaged to embrace environment-friendly operations, with a lean and modern workforce.

It is expected that NBCC (India) Limited will make this office space available in the 2<sup>nd</sup> half of the year 2023.

## Budget provision and Expenditure

The budget of the Lokpal of India is provided separately under Major Head 2062 (Vigilance), Minor Head 00.102 Lokpal (Charged) in Demand No.73 of the Ministry of Personnel, Public Grievances and Pensions.

A provision for Rs. 39.67 Crore had been made initially in BE 2021-22, which was revised to Rs. 25.88 Crore. The Lokpal of India incurred an expenditure of Rs. 25.14 Crore during 2021-22. The amount included utilization of Rs. 10 Crore allocated to major works paid to NBCC (India) Limited for acquiring office space. The utilisation of funds has been lower than provision for domestic travel and medical expenses. Details of the head-wise budget provision and expenditure is at Annex.

In BE 2022-23, a provision of Rs. 34 Crore has been made in the Budget. The amount includes provisions for salaries, office expenses, rent, wages, medical reimbursement, travel, professional services, and major works, where provisions for major works shall be utilized for payments towards the acquisition of office from NBCC (India) Limited, Ministry of Housing and Urban Affairs, Government of India.





(Amount in Rs. lakh)

Object head	BE 2021-22	RE 2021-22	Expenditure 2021-22	BE 2022-23
Salary (01)	700	600	591.51	1,000
Wages (02)	10	10	9.00	12
Overtime (03)	0	0	0	1
Medical (06)	70	25	17.71	60
Domestic Travel (11)	100	5	3.76	12
Foreign Travel (12)	0	0	0	5
Office Expenses (13)	800	600	567.16	600
Rents (14)	800	260	248.67	400
OAE (20)	50	8	10.42	50
Minor Works (27)	400	30	21.32	160
Professional Services (28)	37	50	45.03	100
Other Charges (50)	0	0	0	0
Major Works	1,000	1,000	1,000.00	1,000
<b>Total</b>	<b>3,967</b>	<b>2,588</b>	<b>2,514.58</b>	<b>3,400</b>



## International Women's Day Celebration

International Women's Day (IWD) was celebrated in the office of the Lokpal of India on 8th March, 2022. The campaign theme for IWD 2022 was #BreakTheBias. The session was chaired by Smt. Archana Ramasundaram, Member, Lokpal of India. The celebrations commenced with her congratulating all the staff present on this occasion. Then she read out an inspiring message received from

Justice Smt. Abhilasha Kumari, Judicial Member, Lokpal of India who could not be present due to some other engagement. This was followed by an informal yet focussed interactive session during which the women participants shared their views and suggestions on the subject of women empowerment and gender equality. The Member shared her views emphasizing that women should raise their voices, take a bold stand and fight against gender discrimination in the society.



International Women's Day Celebration  
on 8<sup>th</sup> March, 2022.



## 5. Details and Status of Complaint Resolution

As per provisions of the Lokpal and Lokayuktas Act, 2013, a complaint against a public servant alleged to have committed an offence punishable under the Prevention of Corruption Act, 1988 can be made to the Lokpal of India in the form as may be prescribed. The form of complaint has been prescribed under the Lokpal (Complaint) Rules, 2020, as notified by the Central Government on 2<sup>nd</sup> March 2020, in terms of section-59(2)(a) read with section 2(1)(e) of the Lokpal and Lokayuktas Act, 2013.

### Benches in Lokpal of India/ Sitting of the Benches

All complaints received in the office of the Lokpal are being considered by Benches that have been constituted. As of March, 2022, there are four Benches in the Lokpal of India namely:

- i.) Full Bench, presided over by the Chairperson, Shri Justice Pinaki Chandra Ghose
- ii.) (Div. Bench-I), presided over by the Chairperson, Shri Justice Pinaki Chandra Ghose
- iii.) (Div. Bench-II), presided over by the Judicial Member, Shri Justice P.K. Mohanty

- iv.) (Div. Bench-III), presided over by the Judicial Member, Smt. Justice Abhilasha Kumari

The sittings of the benches have been held online during the Covid-19 pandemic. During 2021-2022, a total of 19 sittings of full bench and 37 sittings of division bench have been held.

### Status of Complaints received in Previous Years (2019-20 and 2020-21)

Before the notification of the rules, the Lokpal of India took cognizance of complaints in whatever form these were submitted. During 2019-20, a total of 1,427 complaints were registered, which were mostly considered and disposed of by the Lokpal.

During 2020-21, a total of 2,355 complaints were received in the office of the Lokpal of India which include 131 filed in the prescribed format and the remaining 2,224 were non-format complaints. All such complainants of non-format complaints were advised to file their complaints in the prescribed format, in terms of Gazette Notification dated 2<sup>nd</sup> March, 2020.

Out of the 131 complaints filed in the prescribed format, 21 were returned to complainants advising them to rectify certain deficiencies and resubmit. The remaining 110 were registered and taken up for further consideration. As of 31<sup>st</sup> March, 2021, out of these 110 complaints registered, 88 were disposed of, while 16 were pending with various agencies for preliminary inquiry and 6 were under consideration of Lokpal. Thus, 22 complaints were carried forward to the next year (2021-22) for further consideration.

## Complaints received and action taken during 2021-2022

A significant number of complaints that were received and also carried forward from the earlier years have been disposed of during 2021-22. Further, several steps have also been taken to address the new complaints.

Some of the key highlights of action taken in this regard are as under:

- i.) A total of 5,680 complaints were received during 2021-22, out of which 169 were in the prescribed format and the remaining 5,511 were not in format. In all cases of non-format complaints, complainants were advised to file these in the prescribed format. A copy of the Rules and a fillable form was also made available on the website of the Lokpal of India [<https://lokpal.gov.in>];
- ii.) Out of the 169 complaints in the prescribed format, 149 complaints were taken up for further consideration, the remaining 20 were found to be lacking in the required information and were

returned to the complainants for rectification; and

- iii.) There were 10 pending complaints that were carried forward from 2019-20 which have been disposed of. Out of the 22 pending complaints carried forward from 2020-21, 12 complaints have been disposed of and remaining 10 are pending for inquiry with other agencies.

Keeping in view the large number of non-format complaints being received by the Lokpal of India, a corrigendum dated 10<sup>th</sup> February, 2022 to the office circular No. 01/2021 dated 28<sup>th</sup> July, 2021 was issued to take up all complaints (both format and non-format) received in the Lokpal of India.

As a result, it was decided to take up all non-format complaints received in the office including 2,224 from 2020-21 and 5,511 from 2021-2022. A significant majority of the non-format complaints are received via e-mail where a complainant sends multiple emails on different dates with different subjects but about the same issue. Such duplicate emails are being merged as a single complaint.

As of 31<sup>st</sup> March, 2022, out of 2,224 non-format complaints received in 2020-21, 1,699 have been registered. Of those, 1,479 have been disposed of and the remaining are under consideration. Similarly, out of the 5,511 non-format complaints received in 2021-22, 410 have been registered, while the rest are under consideration. Further, 349 out of these 410 complaints have been disposed of by the end of March, 2022.

A tabular statement of complaints received, registered, disposed of and pending during 2021-2022 is as under:





Type of Complaint	Received	Registered	Disposed of	Pending (Total)	Pending with other agencies
Format (2021-22)	169	149	121	28	8
Non-format (2021-22)	5,511	410	349	5,162	5
Non-format (2020-21)	2,224	1,699	1,479	220	21

Altogether, 2,290 complaints have been handled during 2021-22 which include:

- 10 complaints that were carried forward from 2019-20 and 22 complaints in format that were carried forward from 2020-21
- 149 complaints in format received during 2021-22; and
- 2,109 non-format complaints (1,699 received in 2020-21 and 410 received in 2021-22).

In case of non-format complaints, the complainants are advised to file the complaint in the prescribed format by giving necessary information related to the complaints.

## Status of Inquiries handled during 2021-22

As per the provisions of the Lokpal and Lokayuktas Act, 2013, a preliminary inquiry shall ordinarily be completed within a period of ninety days from the date of receipt of the complaint, and reasons to be recorded in writing, within a further period of ninety

days. The inquiry agency also has to seek the comments on the allegations made in the complaint from the public servant and the competent authority during the preliminary inquiry. However, on a few occasions, an extension is sought by the inquiry agency, to complete the inquiry.

As per the provisions of the Act, after considering the preliminary inquiry report, an opportunity of being heard is to be given to the public servant by the bench of Lokpal, before ordering an investigation by any agency/ initiation of departmental proceedings/ closure of proceedings. Such investigation has to be completed within a period of six months from the date of the order of investigation by the Lokpal. This period can further be extended for a period not exceeding six months at a time, for reasons to be recorded in writing. And after considering such an investigation report, the comments of the competent authority and the public servant are also to be obtained, before taking further steps in the matter.

A tabular statement of inquiries ordered, received and related complaints that have been disposed of, is as under:

No. of preliminary inquiries ordered	On receipt of PI reports, opportunity of being heard u/s 20(3) given to the public servants	No. of preliminary inquiries pending	No. of preliminary inquiries received & complaints closed after considering PI report by different benches, Lokpal of India
28	03	08	17

During 2021-22, the different benches of the Lokpal of India have ordered preliminary inquiries in 28 cases to be conducted through CBI/ CVC. Out of these, 17 cases were closed by the respective benches after considering the preliminary inquiry Report received from the concerned agency. In 8 cases, preliminary inquiry report is still awaited while in 3 cases, opportunity of being heard has been given to the public servants under section 20(3) of the Act.

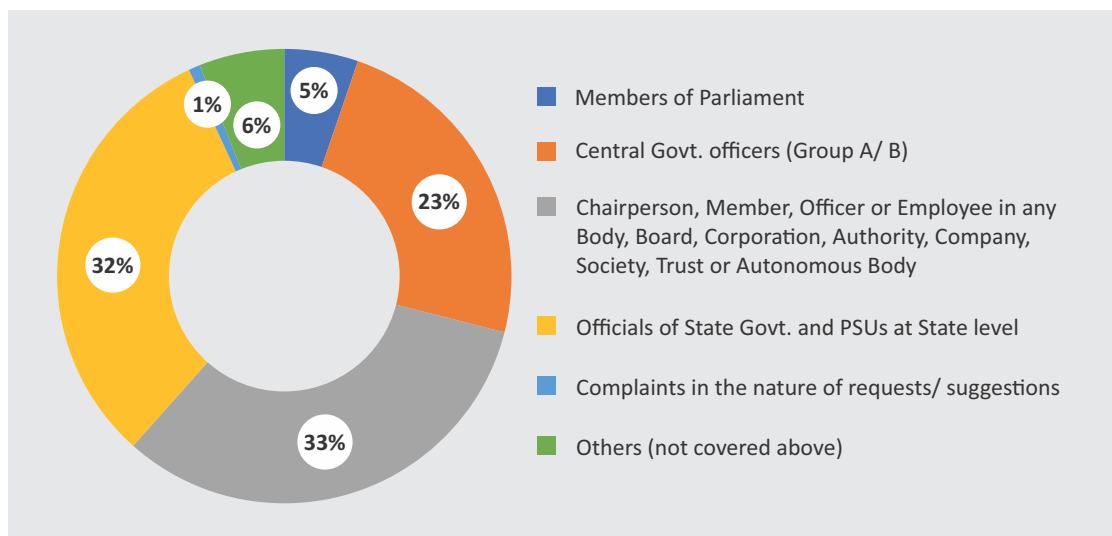
## Analysis of Complaints received in Format in 2021-22

A complaint can be filed against various categories of public servants included in section 14 of the Act. An analysis of the complaints received against public servants in the prescribed format in the year 2021-22 is provided in the table below:

S. No.	Category of Public Servant	No. of complaints
i.)	Members of Parliament	08
ii.)	Central Government Group A or Group B officials	35
iii.)	Chairperson, Member, Officer or Employee in any Body, Board, Corporation, Authority, Company, Society, Trust or Autonomous Body established by an Act of Parliament or wholly or partially financed by the Central Government or controlled by it.	49
iv.)	State Government Officials and Officials of Public sector undertakings, Statutory Bodies and Autonomous Bodies at State Level	47
v.)	Complaints in the nature of requests, comments or suggestions	01
vi.)	Others (not specifically covered under the above categories)	09
<b>Total</b>		<b>149</b>



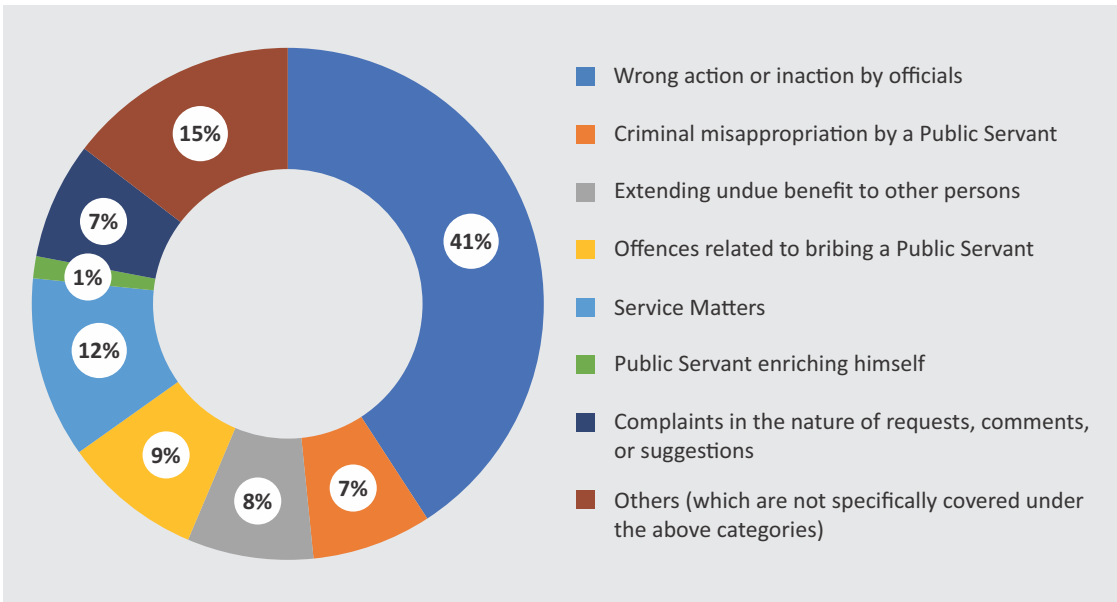
**Figure 2: Complaints against different category of Public Servants**



A broad classification of complaints based on the nature of allegations is as shown below:

S. No.	Nature of allegations	No. of complaints
i.)	Wrong action or inaction by officials	61
ii.)	Criminal misappropriation by a Public Servant	11
iii.)	Extending undue benefit to other persons	12
iv.)	Offences related to bribing a Public Servant	13
v.)	Service Matters	17
vi.)	Public Servant enriching himself	2
vii.)	Complaints in the nature of requests, comments, or suggestions	11
viii.)	Others (which are not specifically covered under the above categories)	22
<b>Total</b>		<b>149</b>

Figure 3: Nature of allegations against Public Servants



## 6. Outreach

Reaffirming India's commitment to fight corruption and undertake administrative and legal reforms, Lokpal of India has taken up several activities to raise awareness by passing requisite orders and participating in public forums to garner public faith in the system. Resultantly, people have been coming forward to report instances of corruption and file their complaints.

Year	No. complaints received*
2019-20	1,427
2020-21	2,355
2021-22	5,680
<b>Total</b>	<b>9,462</b>

\* Including non-format complaints

The figures for the total number of complaints including non-format received by the Lokpal of India show an upward trend over the years with more than nine thousand complaints filed overall. There still exists scope for enhanced outreach by the Lokpal of India as most complaints received are non-format, lacking crucial information. Outreach would also help reach a wider section of society and spread awareness about the

provisions of the Lokpal and Lokayuktas Act, 2013.

The web portal of Lokpal of India [<https://lokpal.gov.in>] is a major tool for outreach that provides requisite information regarding the institution to general public. Annual Reports are also made available in the public domain with information regarding the status of complaint resolution, along with periodic updates on activities undertaken by the Lokpal.

To raise legal awareness, all the relevant acts are made available in pdf formats at a single place, viz. the 'Acts and Rules/ Regulations' tab. The documents for Acts like Lokpal and Lokayuktas Act, 2013; Prevention of Corruption Act, 1988; Delhi Police Establishment Act, 1946; Central Vigilance Commission Act, 2003, etc. as well as procedure for dealing with complaints, carrying out preliminary inquiry, etc. are available online for easy reference.

A dedicated 'Complaint Corner' tab provides link to lodge a complaint, and relevant information, viz. guidelines for filing a complaint, complaint statistics and other data.

## Conferences/ Workshops

In order to increase awareness about the Lokpal of India and various facets related to corruption, Chairperson and Members of the Lokpal regularly interact with public servants and also general public through participation in various conferences/workshops across the country.

Chairperson, Lokpal of India, Shri Justice Pinaki Chandra Ghose delivered the 3<sup>rd</sup> Foundation Day Lecture on 'Rule of Law' at Karnataka State Law University, Hubballi on 23<sup>rd</sup> August, 2021 through a virtual medium. He also attended the Joint Conference of Central Vigilance Commission (CVC) and Central Bureau of Investigation (CBI) at Kevadia, Gujarat on 20<sup>th</sup> October 2021. The Chairperson also addressed the 1<sup>st</sup> Regional

Conference of Chief Vigilance Officers of North India held in New Delhi on 23<sup>rd</sup> March, 2022. A lecture on 'The role and significance of Lokpal in India' was also delivered by the Chairperson at School of Law, KIIT, Bhubaneswar on 26<sup>th</sup> March, 2022.

Shri Dinesh Kumar Jain, Member, Lokpal of India, delivered a lecture to Officer Trainees (OTs) 2020 Batch of IP&TFS Officers at National Institute of Communication Finance (NICF), New Delhi on 8<sup>th</sup> September, 2021. He also delivered a lecture on the Theme 'Independent India @ 75: Self Reliance with Integrity' organized by Mumbai Port Trust on 1<sup>st</sup> November, 2021 during the Vigilance Awareness Week, 2021. He also addressed the Chief Vigilance Officers (CVOs) during the First Regional Conference of North-India based CVOs organized by the Central Vigi-



Shri Justice Pinaki Chandra Ghose, Chairperson, Lokpal of India addressing 1<sup>st</sup> Regional Conference of CVOs of North India in New Delhi



lance Commission (CVC) at Punjab National Bank HQ, Dwarka, New Delhi on 23<sup>rd</sup> March, 2022.

Smt. Archana Ramasundaram, Member, Lokpal of India, delivered a lecture on the topic '*Investigation of Corruption Cases and Role of Lokpal*' at the North Eastern Police Academy, Meghalaya, to the Cadet SIs of Assam Police on 28<sup>th</sup> March, 2022, followed by an interaction with the trainees.

A Joint Conference of Central Vigilance Commission and Central Bureau of Investigation was organized on 20th October, 2021 at Kevadia, Gujarat. The conference was inaugurated by Hon'ble Prime Minister Shri

Narendra Modi and the key note address was delivered by Shri. Justice Pinaki Chandra Ghose, Chairperson, Lokpal of India. The conference was attended by more than 250 CVOs of different organizations (PSUs) including CBI Zonal Heads and ACB heads of State Governments.

Dr I.P. Gautam, Member, Lokpal of India attended the inaugural session on 20th October, 2021 and also made a presentation on '*Leveraging Technology in Structures and Processes*'. The Member also participated in the programme '*Mudda Aapka- Lokpal Online*' on Sansad TV on 15th December, 2021 throwing light on the direct access to '*Lokpal Online*' by the general public.



**Shri Dinesh Kumar Jain, Member, Lokpal of India administering Integrity Pledge to CVOs of various organisations at Gateway of India, Mumbai**



Hon'ble Prime Minister Shri Narendra Modi delivering video message to Joint Conference of CVC and CBI



Smt. Archana Ramasundaram, Member, Lokpal of India, at the North Eastern Police Academy, Meghalaya







(L-R) Shri Subodh Kumar Jaiswal, Director, CBI; Shri Suresh N.Patel, CVC; Shri Justice Pinaki Chandra Ghose, Chairperson, Lokpal of India; Dr. I.P.Gautam, Member, Lokpal of India; Smt. Sangeeta Singh, State Vigilance Commissioner, Gujarat; Shri Dinesh Kumar Khara, Chairman, State Bank of India at the Joint conference of CVC & CBI at Kevadia, Gujarat.

## 7. Tackling the CoVid-19 Pandemic

The impact of the coronavirus pandemic on India and the world has been manifold. Despite the intensity of the pandemic, various steps were taken to ensure that the developmental and operational activities of the Office of Lokpal of India were executed with minimal disruption.

Not only were all directions and SOPs issued by MHA (Ministry of Home Affairs) and DoPT (Department of Personnel and Training) implemented from time-to-time, but various measures were also taken such as staggering the duty roster of staff and instituting an enhanced online workspace to minimise risks of transmitting infections. Further, four camps were organized by the Administration to conduct RAT/ RT-PCR tests for all employees to detect CoVid-19 infections, especially when the number of cases were increasing in the city.

In addition to this, regular sanitization drives were conducted in the office and surrounding premises, and an adequate number of masks and hand gloves were procured and distributed to all employees. Precautionary steps such as checking of body temperature of officials and staff entering the office premises and installation of automatic sanitizer machines were also undertaken. Arrangements were made in consultation with local authorities for the vaccination of all officials as per the schedule announced by the Government of India.

During the lockdown period, while only a few mandatory staff visited the office to ensure essential work, remaining work was carried out through e-office. This period was also used for the preparation of launch of 'Lokpal Online' portal, as well as framing recruitment rules, procurement/ finalization of office space, etc.



## 8. E-Governance Initiatives

With an objective to bring efficiency and transparency to its functioning, reduce expenditure on human resource, and enhance its outreach to the general public, the Lokpal of India has been increasingly adopting IT and various tools of e-governance in its operations.

A brief overview of the e- governance tools and projects under implementation are as under:

### Website of Lokpal of India

The website of the Lokpal of India, accessible at <https://lokpall.gov.in> has been developed to connect with various stakeholders and convey information about the different initiatives and activities of the institution, apart from statutory provisions, rules and regulations, data and statistics, and other developments in the organisation. The informative and user friendly website,

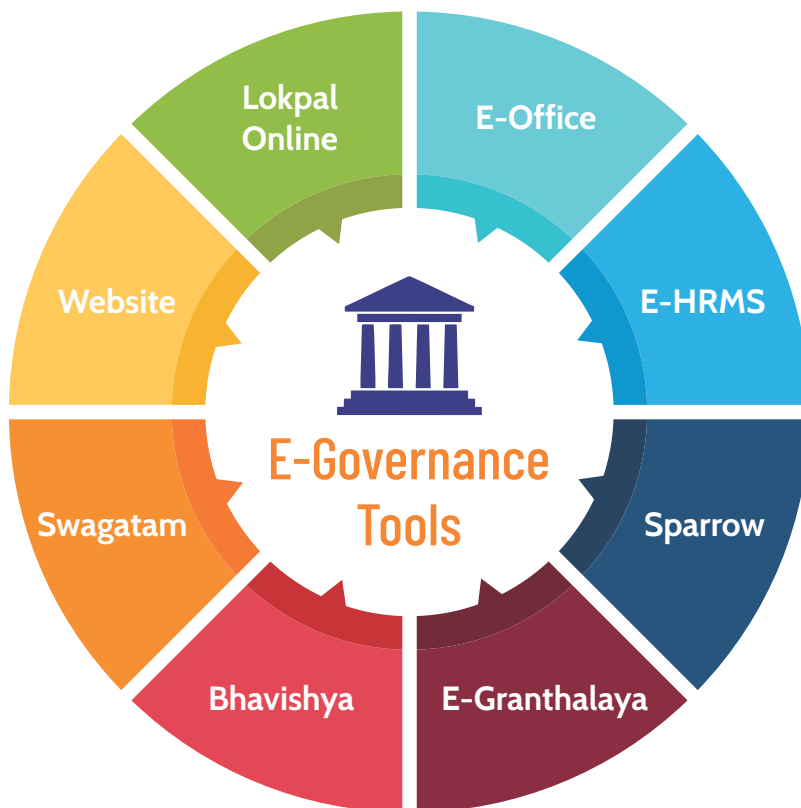


Figure 4: E-governance tools implemented by the office of Lokpal of India

developed and maintained by National Informatics Centre (NIC), has been operational since 16<sup>th</sup> May, 2019.

## Lokpal Online: Complaint Management Software

Lokpal Online was inaugurated by the Chairperson, Lokpal of India on 13<sup>th</sup> December, 2021 as a digital platform for management of complaints. The platform, developed by the National Informatics Centre (NIC), aims to improve productivity, quality, and efficiency in the complaint management process by replacing the old manual process with an electronic system. The system is accessible for all citizens of the country to file complaints from anywhere, anytime at <https://lokpalonline.gov.in>.

The 'Lokpal Online' software is hosted on NIC cloud and developed as an open source technology. It is designed to facilitate the entire process of handling complaints during its entire lifecycle, starting from initial filing to final disposal. To further facilitate this process, modules are being developed to enable citizens to file their complaints online as well as track the status on a dashboard from anywhere.

The system is interactive and user-friendly communicating with users on a continuous basis at different stages of their complaints. It also has the provision for downloading a copy of the order passed by the Lokpal after the final disposal of a complaint. At the backend, the system has provision for generating analytical reports from the database of complaints on a real-time basis. The issues of



Inauguration of 'Lokpal Online' software





## SPARROW (Smart Performance Appraisal Report Recording Online Window)

SPARROW (Smart Performance Appraisal Report Recording Online Window) is an online system to facilitate the processing of Annual Performance Appraisal Report (APAR) of officers and employees and has been implemented in the Secretariat of Lokpal of India. During the year 2021-22, APARs of 20 regular employees on roll were generated through this system.

## E-Granthalaya: Library Management System

E-Granthalaya: Library Management System is a digital platform developed by NIC for maintaining government libraries. E-Granthalaya has been useful to transform traditional libraries into E-Library with digital library services which includes, automation of in-house activities of libraries, digital library integration, and providing various online member services using single window access system. The system has been imple-

mented in the Secretariat of the Lokpal of India.

## Bhavishya: Pension Sanction & Payment Tracking System

Bhavishya is an online pension sanction & payment tracking system to ensure the payment of all retirement dues and delivery of Pension Payment Order (PPO) to retiring employees. The system provides for tracking pension sanctions and payments online by the employee as well as administrative authorities. This system has been implemented and this office has issued two PPOs during 2021-22 through this system.

## Swagatam: Visitors Management System

The Swagatam e-visitors management system is a cloud-based application software that provides an online mechanism for visitors seeking an appointment with officials in the Lokpal of India.



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**Quote of the week** Always aim at complete harmony of thought and word and deed. Always aim at purifying your thoughts and everything will be well. - Mahatma Gandhi

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- Instructions on Closure of Office Premises amid detection of COVID-19 positive cases in the office - Reg. (j) from GN 11/11/2020
- Taking Staff posted in Lokpal of India on the Strength of the Department - Reg. (j) from GN 04/08/2020
- Release of Annual Increment to the Officers/Officials posted in Lokpal of India - Reg. (j) from GN 28/07/2020
- Preventive Measures to be taken in the Office of Lokpal in respect of nCOVID-19 outbreak - Reg. (j) from GN 12/06/2020
- Taking the staff. already workine in Lokpal. on strength of Lokpal upon postine orders

**आज का शब्द**  
Alternative - विकल्प, वैकल्पिक

**EVENTS**

- No Event Available

**Employee Corner**

eoffice.gov.in Report Issue Submit Feedback eOffice Training Learning Resources

Figure 6: Screenshot of e-Office

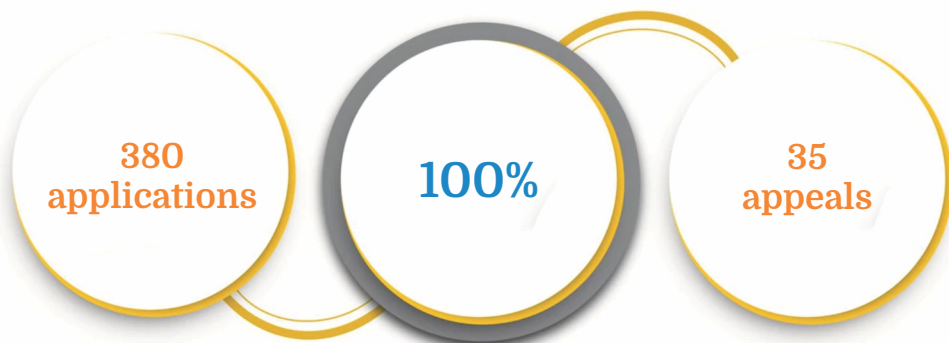
## 9. Right to Information Act, 2005

In terms of the provisions under section 4 of the Right to Information Act, 2005, all relevant Acts, rules, regulations, instructions, manuals, annual reports, guidelines for the filing of complaints and statistics of the complaints, etc. are placed on the website of the Lokpal of India (<https://lokpal.gov.in>) at regular intervals for information to the public.

### RTI Applications and Appeals

In 2021-22, the Lokpal of India received 380 applications for seeking information under the Right to Information Act, 2005. All these applications were disposed off within the time limit prescribed in the Act. Further, 35 appeals were received during this period and all these appeals also have been disposed off within the prescribed time limit.

100% of RTI applications and appeals received by Lokpal in 2021-22 have been disposed off



**Democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold Governments and their instrumentalities accountable to the governed.**

- Right to Information Act, 2005





## 10. Road Ahead

The institution building is an ongoing process and requires both infrastructure and human resources for discharging the statutory obligations.

The existing office space of the Lokpal is being expanded to accommodate additional staff and officers to handle increasing number of complaints. Adequate refurbishment, networking has been carried out in the additional accommodation provided by the Department of Legal Affairs in the campus of New Delhi International Arbitration Centre at Vasant Kunj, New Delhi.

The Lokpal of India website is being given a more contemporary look and feel, with changes in both its aesthetic and functional

aspects to make it more user-friendly. Similarly, Lokpal Online, the complaint management software is being finetuned by adding more functional modules. Similarly, engagement of translators for translating the complaints received in regional languages is under consideration to improve ease of filing complaints for the general public.

A compendium of existing rules/ regulations, internal policies and circulars will be prepared for streamlining work processes and educating public servants and complainants. The Institution will also collaborate with various government agencies like CVC, CBI, ED, etc. to discuss best practices, develop synergy and seamless coordination.

## Budget Provision and Expenditure during 2021-22

Major Head : 2062 Vigilance  
 Minor Head : 00.102 Lokpal (Charged)  
 Sub Minor Head : 01 Establishment

(Amount in Rs. lakh)

Head	Descriptions	Expenditure in 2020-21	Budget allocation & Expenditure during 2021-22		
			BE	RE	Expenditure
2062.00.102. 01.00.01	Salaries	476.17	700.00	600.00	591.51
2062.00.102. 01.00.02	Wages	9.00	10.00	10.00	9.00
2062.00.102. 01.00.03	Over Time Allowance	0	0	0	0
2062.00.102. 01.00.06	Medical Treatment	12.43	70.00	25.00	17.71
2062.00.102. 01.00.11	Domestic Travel Expenses	0.36	100.00	5.00	3.76
2062.00.102. 01.00.12	Foreign Travel Expenses	0	0	0	0
2062.00.102. 01.00.13	Office Expenses	502.76	800.00	600.00	567.16
2062.00.102. 01.00.14	Rent, Rates & Taxes	284.09	800.00	260.00	248.67
2062.00.102. 01.00.20	Other Administrative Expenses	6.42	50.00	8.00	10.42
2062.00.102. 01.00.27	Minor work	33.30	400.00	30.00	21.32
2062.00.102. 01.00.28	Professional Services	33.17	37.00	50.00	45.03
2062.00.102. 01.00.50	Other Charges	0	0	0	0
<b>Total</b>		<b>1,357.70</b>	<b>2,967.00</b>	<b>1,588.00</b>	<b>1,514.58</b>
4059.01.051. 14.00.53	Major Work Acquisition of Land & Construction of Building (LOKPAL)	0	1,000.00	1,000.00	1,000.00
<b>Grand Total</b>		<b>1,357.70</b>	<b>3,967.00</b>	<b>2,588.00</b>	<b>2,514.58</b>





भारत के लोकपाल  
Lokpal of India

मा गृधः कस्यचित्दनम






# Lokpal of India

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