

Towards Interactive and Responsive Administration

7.1.1 In its pursuit towards a more responsive, transparent and dynamic environment in the Headquarter and in the field offices, the Ministry of Company Affairs has undertaken several innovative measures and mechanisms.

E-Governance

7.2.1 The Ministry of Company Affairs has launched an ambitious e-Governance Project, namely “MCA21 e-Governance Project”. The Project envisages electronic-filing of companies’ documents through an interactive and paperless registration process through Internet. It also ensures uniform transmission of information amongst offices of Ministry of Company Affairs across the country.

7.2.2 The programme is outcome-based and focused on improving the quality of services to various stakeholders concerned with the corporate sector in the country. It is a programme aiming to transform Ministry of Company Affairs into a paperless, modern, professional, service-oriented and customer-centric organization.

7.2.3 The project follows a holistic approach, recognizing the imperative need to improve efficiency of Government processes through reform measures such as speed, decentralization, simplification, transparency, accountability and arriving at robust solution through proven technology solutions. The e- Governance Project will , interalia, bring about improvements in the

areas of management of Human Resources, pay-rolls, and reconciliation and monitoring of accounts. Such improvements would substantially benefit the officers and staff in the Ministry.

Investor Grievance Redressal Mechanism

7.3.1 With a view to improving the system of lodging of complaints by investors and processing, a new system for online lodging of complaints by the investors and depositors has been jointly developed by the Ministry of Company Affairs and National Informatics Centre. This system for lodging online complaints of investors and depositors was put on the website of the Ministry of Company Affairs, (<http://dca.nic.in>) in January, 2005. The new system facilitates the complainants to electronically lodge their complaints with the Investor Protection Cell. The system issues complaint Number as acknowledgment on-line for future reference. The complainant is able to know the status of his complaint at any time, thus making the system more user friendly and responsive.

7.3.2 In this regard further steps have been taken by the Ministry to educate the investors about the nuances and dynamics of investment to equip them with a better understanding of the system. This will enable them to take well-considered decisions before making any corporate investment.

7.3.3 Since 01.01.2001, the Investor Education and Protection Fund (IEPF) has been working for educating the investors and for creating greater awareness about investments in the corporate sector . So far, it has more than 20 NGO/ Voluntary Organisations (VOs) registered, and funded for the activities like organizing seminars/ interactive workshops/awareness programmes, publishing magazines, pamphlets, developing websites etc. A website, www.watchoutinvestors.com which is a national registry of economic defaulters and covering information on convictions by various regulatory bodies, has been created to help the investors protect themselves from unscrupulous promoters, companies and entities. Spots on education and awareness of investors have been telecast on Doordarshan and private channels. Panel Discussions on investor related issues have also been telecast over the Doordarshan. Besides, interactive Workshops with NGOs/ Voluntary Organisations(VOs) in this field and "Training the Trainers" programmes have been funded under the Investor Education and Protection Fund window.

Settlement of grievances of Officers and Staff

7.4.1 Keeping in view the need for settlement of grievances of officers and staff , a Staff Council is in place in the Ministry, which is an elected body. The Staff Council is headed by the Joint Secretary incharge Administration. It meets at least once in 2 months and all the grievances and problems are discussed and solved in this fora itself. It has proved to be a

very effective mechanism in creating a healthy atmosphere in the Ministry.

Vigilance

7.5.1 It is the policy of the Ministry of Company Affairs to eliminate corruption at every level and for this purpose there is a separate Vigilance Section working in the Ministry. Prompt action is taken whenever any credible complaint is received. To inculcate the importance of providing corruption-free environment to instill the virtues of an honest free system, the Ministry has observed Vigilance Awareness Week during 1-6 November, 2004. All level of officials had participated in the awareness drive which also involved them in Essay competition, debates etc.

Gender Issues

7.6.1 As regards Gender Issues, no discrimination is made on the basis of gender while allocating the work. The work is allocated on the basis of designation.

Representation of Scheduled Castes(SCs), Scheduled Tribes(STs) and Other Backward Classes(OBCs)

7.7.1 As on 4th December 2004, there were 1685 employees working in the Ministry including its subordinate and field offices. Of these, 298 were Scheduled Castes, 120 were Scheduled Tribes and 116 were Other Backward Classes. During the period, vacancies identified to be filled by SCs, STs and OBCs were 18, 13 and 13 respectively. Out of these, vacancies filled by SCs, STs and OBCs were 10, 9 and nil respectively.

Table 7.1

Statement showing the total number of Government servants and number of SCs, STs and OBCs amongst them for the year 2004-05
(For the period April, 2004 to December, 2004)

Group	Total No. of employees	No. of employees out of total employees			Total vacancies reserved during the period			Total No. of reserved vacancies filled up during the period		
		SCs	STs	OBCs	SCs	STs	OBCs	SCs	STs	OBCs
A	219	39	13	16	1	3	-	-	-	-
B	208	37	13	6	3	2	3	5	7	-
C	983	131	67	72	13	7	8	5	2	-
D	275	91	27	22	1	1	2	-	-	-
Total	1685	298	120	116	18	13	13	10	9	-

Progressive use of Hindi

7.8.1 There has been encouraging response in the use of Hindi in official work. Hindi Pakhwara was organised from 09.09.2004 to 23.09.2004. During this period, competition on various topics such as Essays, Poetry Recital, Debates etc. were held. On the conclusion of the Pakhwara, winners were given prizes by the Minister of Company Affairs.

PUBLICATIONS

7.9.1 The Ministry's publications during the year are given below :-

(a) Annual Report on the working & Administration of the Companies Act, 1956 :

Annual Report on the working and Administration of the Companies Act, 1956 is required to be laid before both Houses of Parliament in pursuance of the provisions of Section 638 of the Act. The 47th Annual Report as on 31.3.2003 was laid on the Tables of

both Houses of Parliament in 2004.

(b) Annual Report on the Working and Administration of the Monopolies and Restrictive Trade Practices Act, 1969 :

Annual Report on the Working and Administration of the Monopolies and Restrictive Trade Practices Act, 1969 is required to be laid before both Houses of Parliament in pursuance of the provisions of Section 62 of the Act. The 32nd Report pertaining to the provisions of the MRTP Act, 1969 for the period from 1st January 2002 to 31st December, 2002 was laid in both Houses of Parliament in 2004.

BUDGET PROVISIONS AND ACTUAL EXPENDITURE

7.10.1 Table 7.2 shows the budget provisions and actual expenditure incurred in respect of the Ministry of Company Affairs and its various field offices for the years 2003-2004 and 2004-2005 (April - December, 2004) and the fees realised under the Companies Act, 1956 and the Monopolies and Restrictive Trade Practices Act, 1969 during the period.

Table 7.2

Budget Provisions and Actual Expenditures

(Rs. in Crore)

Sl. No.	Year	Sanctioned Budget	Actual Expenditure	Revised Estimates	Fee realised under Companies Act and MRTTP Act
1	2003-2004	54.72	50.35	63.72	399.69
2	2004-2005 (upto 31.12.2004)	57.50	32.23*	54.63	331.28

* This does not include the amount which was authorised to Pay & Accounts of other Ministries to be accounted by Controller of Accounts directly.