

Annexure 1

Terms of Reference of the Commission

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TERMS OF REFERENCE

- (i) This Commission has been set up to improve the welfare of the disadvantaged, marginalized and deprived sections in Punjab and achieve good Governance based on high ethical standards. The motivation for the Commission comes from the fact that the present system of governance is not optimally suited to the challenges of unequal access of social programs and skewed distribution of benefits of the various economic programs based on gender, caste and class. The mandate of the Commission is to suggest changes in the processes, procedures, rules regulations and design of the public services and in respect of the social development programs to improve the delivery of services, ensure dignified access of these services to the disadvantaged, marginalized; and deprived sections of society including women.
- (ii) The Commission will identify the vital schemes, programs and services of the Government of Punjab that affect the welfare of people and document in detail the existing procedures, rules regulations and the design of public service and social development programs. Based on 'best practices' in other States and other welfare-oriented countries, the Commission will identify the changes that ought to be introduced.
- (iii) The Commission will work out the details of a sustainable model of governance with inbuilt provisions for consultations with the target group flexibility to the implementing agencies; customizing programs according to local needs; citizen- centric decision-making; and ensuring accessible and hassle-free delivery of programs and services to the disadvantaged, marginalized and deprived sections.

2. The following will be the Mandate of the Commission:

- (1) Social and economic development of the economically and socially marginalized sections of the society and issues of dignity, livelihood and income generation has been the stated thrust of various government programmes. There is sufficient evidence to suggest that the benefits of these programmes are not fully availed by the target groups due to various constraints including faulty programmes design, caste, gender and class-based exclusion, adverse selection, corruption etc. The Commission shall look into the ways and means to ensure and improve the impact of these programmes on the target groups.
- (2) The Commission will focus on improving the access of deprived and marginalized in various social and economic programs; in provisioning of basic civic services; in provisioning of social security schemes.
- (3) The Commission will also consider modalities of making access of citizens's to programs, services and schemes harassment and corruption-free by suggesting changes in processes, procedures, rules regulations and design of the public services and social development and welfare programs.
- (4) The Commission shall not only focus on delivery of civic and social services but also on procedures, norms and rules of civic utilities.
- (5) Improving the access to programs, services and schemes for the socially deprived groups will require addressing challenges of drug addiction, female sex de-selection, caste based social assertions and other social ills that have afflicted Punjab society.
- (6) To ensure corruption and harassment-free delivery of services, the Commission will suggest changes in the institutional

arrangements, especially institutions that relate with the participation of grass root actors, and improvements in the grievance redressal mechanisms to ensure accountability of service providers. Use of e-governance will be suggested where required. Rights, needs and concerns of the poor and marginalized populations will be kept upfront in making these recommendations.

- (7) Improvement in social access is not possible without strengthening rights and access to law and order services; the Commission will therefore make suggestions for strengthening citizenship rights in provisioning and use of police services.

3. The Commission will be generally guided in its deliberations by the following:-

- (a) Evolve measures that reduce delays and ensure promptness in delivery of services and to suggest progressive interventions to make administration more accessible and outcome oriented. These interventions will include: process simplification; flexibility to implementing agencies; delivery systems customized to local needs; strengthening citizen centric decision making ;p facilitating accessibility of user groups to decision-making processes; augmenting facilities for submission and redressal of grievances and providing replies
- (b) thereto; setting up consultative mechanisms for receiving suggestions, ensuring freedom of information; and, encouraging transparency.
- (c) Optimization of existing human and financial resources and evolving equity based, sustainable models for public agencies to deliver services.

- (d) Reducing the overlap of responsibilities of public agencies in provisioning of services, schemes and programmes and making suggestions that improve and streamline coordination between various public agencies.
 - (e) Examining the role of the third tier of government to improve implementation, execution and supervision of public programmes, schemes and services. In making these suggestions the capacity of PRIs and ULBs will be kept in mind.
 - (f) Evolve measures that help overcome the limitations of various deprived and marginalized groups in accessing public services and programs. This could be achieved by integrating rights based governance with processes-transparency and community participation in public services and programmes.
4. The Commission shall be assisted by Task Groups. The sectors, schemes, programs and services for which task groups will be formed will be decided by the Chairperson and members of the Commission. Task Group will make detailed recommendations indicating changes required in procedures, rules regulations specifically indicating the modalities of bringing about the suggested change and the resources and other inputs required for implementation. The recommendations of the task groups will be approved by the Commission. The task group will also oversee and follow up on implementation of the accepted recommendations.