



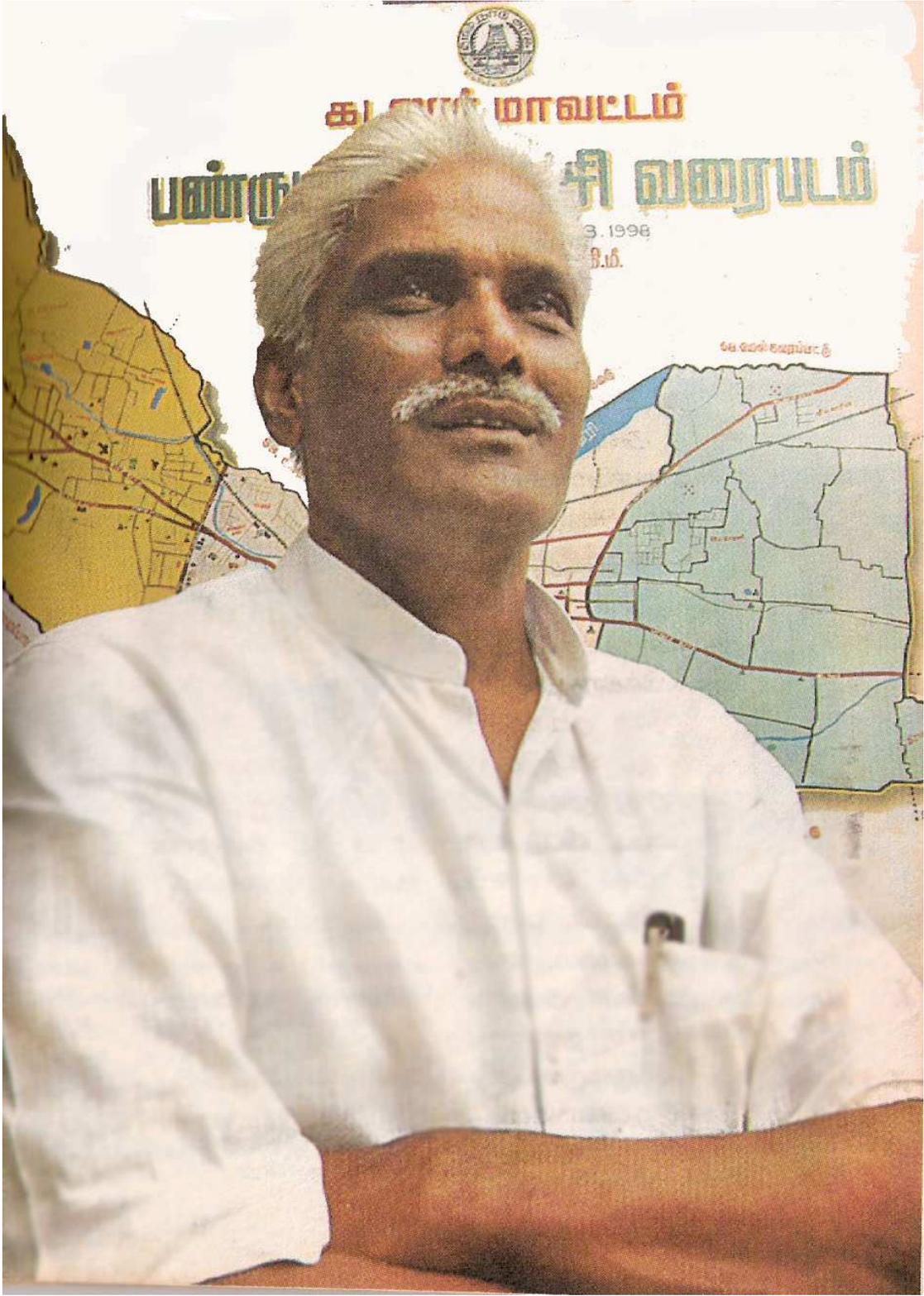
**The Guest of the Week Sri PANCHAVARNAM  
Chairman Panruti Municipality  
(Administration)**

Who among us does not entire a Government Office? How many of us do not suffer the ignominy of contemptuous distarian and irresponsible from the Government servants? Have we not frequented the office umpteen times just to know the amount of tax to be paid by us? If any of us has not experienced the above he should either be one greasing the itching forms are one close to the power center.

Things start from getting birth certificates for the child. This is the beginning of the relationship with a government office and a common citizen. It continues relentlessly till his heirs run from filler to post for his death certificate. Every one of us has in some way and another got to depend on government offices for one thing are another like water supply connection, property tax, water tax, income tax, electrical service connection, post office, ration shops, schools, colleges, University, collectrae, taluk office, police station, court, secretariate and so on and so forth.

தமிழ் மண்ணை வெண்கடம்!

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But the question is whether any citizen is treated with courtesy and dinette in any office for anything? Instead of trying to obtain a driving licence by complying with all rules and regulations making umpteen visits to the office and producing all relevant records one can get the licence within an our by

day the after getting leave official attends, you will get the reply that the section officer has gone on training and it will take 10 days for him to come back and that without signature the commissioner will not look in to the matter. Against such a casual reply if you think of approaching the



simply gratifying the officials concerned with ease.

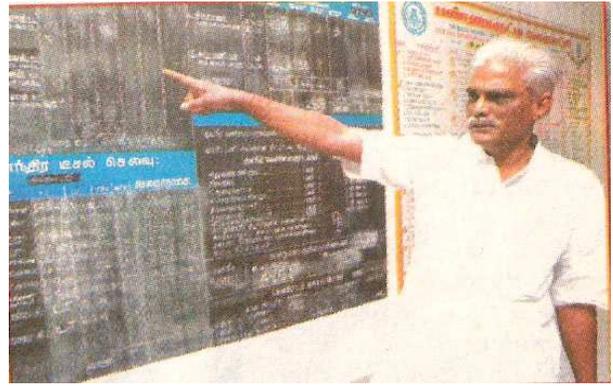
If you go to get the birth certificate of a new-born baby after applying for leave you, will find that the officer concerned was on leave. But it will take you at least half a day to know the fact. Whom can you ask to when he will come? If you go to the office on the

Commissioner you will come to feel that it is far easier to have a darshan of God Himself!. If you come out of the office in sheer frustration thinking how may time you will have to visit the office, a broker will present himself solicitously asking you about the nature of certificate you need.

Just pay the consideration due to him and you can go back home in peace with a carefree light mine sure In your belief that the certificate will reach you at your doors.

The Government servants will attend office and do work even on holidays if only their due share reach them. However for the citizens who do not have the means to dole out the shares due to the officer and officials they have no option but to run from pillar to post days weeks and months on end incurring displeasure, wrath and ire of the officials.

It is frequently stated that the limbs of hierarchy from the ordinary clerk right up to the Hon'ble Minister everyone is the master of the people. In deference and irresponsibility is blended in the blood of the officials. What is the way



Transparent administration and honest supervision are rare to come by and how long will it take to be within the reach of the common man. The degradation of the administration starts with the lack of responsibility among the supervisory officials who are expected to take the erring staffs to task.

Efficiency and integrity are the two eyes of administration neither the efficiency sans integrity nor the integrity sans efficiency will come of any use. It is imperative that in a democratic setup they should be no seek

**“Transparency in administration is our fitting reply to the demon of corruption.”**

out to prevent the delay of ten days for a work, which can be done in a minute? Chief Ministers and Ministers and officials may come and go with Kaleidoscopic speed but there is evidently no end to the thankless running about and humiliation suffered by the public?

racy between the public and the Governmental machinery.

To cite an example in mobile number 9842399099 you can easily cast the horoscope Panruti Municipal of you can get all the required certificates without spending a single pie, without greasing anyone's palms and without running about with ease. We in our Municipality insist on transparency in

administration which you cannot find in any other municipality in Tamil nadu.

For drinking water connection one week will be enough at the most. If it is not available within that time on enquiry by sending SMS the reason for not giving the connection within the time will be explained. All requisite details including the mobile Number of the official concerned will be furnished to you. This transparency in administration is our fitting reply to the demon of corruption.

We have adopted total transparency in all affairs of the municipalities to the knowledge of the public in writing. We have written on the Notice Board, all details about the complaints received every day and the action taken thereon with the respective dates.

We recorded the attendance of the staff through finger printing. If anybody absents for over 5 minutes for four days it will be deemed as leave for 1 day. There will be no stack of papers on the table. There will be only a computer in every table. Employees who took 3 days to search and find out a file will bring the same to the finger

tips within a matter of three seconds.

With just a single SMS people can get details required by them from their houses. Instead of coming all the way to the office to gather details people can get it through the Computer Search screen installed in the office.

We convened monthly meetings of the staff to enable every staff member to evince interest in his work and make self analysis. Just two years were enough to implement all these. If a small municipality can achieve this, where can be any obstacles for all the municipalities in Tamil Nadu to adopt this administrative

practice.

We have taken this transparency combined with immediate results avoiding delay right up to the top rung of the Tamil Nadu Government. People from abroad also came saw and expressed the appreciation, but unfortunately the Government of Tamil Nadu exhibits some hesitations in following this administrative practice of transparency. I believe and let us believe that atleast under the new regime there will be a sum rise and a good morning.

