

**National Workshop**  
**on**  
**GOOD GOVERNANCE PRACTICES**



सत्यमेव जयते

**Department of Administrative Reforms &  
Public Grievances**

## **Record of Proceedings of the National Workshop on Good Governance Practices**

1. A National Workshop on *Good Governance Practices* was held on 25th December 2025 (Thursday) at CSOI, Chanakyapuri, New Delhi. 500+ Senior Officers and Nodal Officers of Special Campaign 5.0, attended the workshop across 84 Ministries and Departments along with Secretaries from various department such as Posts, MoRTH, External Affairs. As part of Good Governance Week 2025, The workshop focused on sharing best practices, administrative reforms, digital initiatives and Prashasn Gao ki Ore to address public grievances and improve public service delivery, renew commitment of the Government to reach out to the last person.
2. The Workshop commenced with registration and tea, followed by the arrival of the Chief Guest, Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh. A group photograph was taken with the Nodal Officers of Special Campaign 5.0, after which the programme formally began with the welcome and lighting of the lamp.



3. Smt. Rachna Shah, Secretary, DoPT, DARPG and DPPW, delivered the Welcome Address. In her address, she outlined the objectives and progress of Good Governance Week 2025, initiatives such as Prashasan Gaon Ki Ore, highlighting the Government's sustained focus on key administrative reforms, strengthening grievance redressal mechanisms, and measures promoting accountable and responsive administration. Commemorating the birth anniversary of the former Prime Minister, Bharat Ratna Late Shri Atal Bihari Vajpayee, she referred to his enduring legacy of citizen-centric governance, transparency, and accountability.



4. A short film on Special Campaign 5.0 was released during the Workshop. The film showcased Special Campaign 5.0 as one of the most successful campaigns, implemented from 2nd October to 31st October, with participation from 84 Ministries and Departments. The film highlighted key achievements, outcomes and best practices adopted by various Ministries and Departments, and also acknowledged and commended the dedicated efforts of Nodal Officers in successful implementation of the Campaign, demonstrating its impact in institutionalizing Swachhata, reducing pendency and improving workplace efficiency.



5. Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh released the assessment report of Special Campaign 5.0 and Annual report of CPGRAMS. MoS (PP) also launched the five initiatives of DoPT as follows:

- Compendium on Reservation for Ex-Servicemen (ESM)
- AI Powered Recruitment Rules Generator Tool
- Mobile App for eHRMS 2.0
- New Features on iGOT Karmayogi Portal
- Karmayogi Digital Learning Lab 2.0



6. This was followed by an address by the Hon'ble Minister of State for Personnel, Public Grievances and Pensions. In his address, the Hon'ble Minister emphasized that governance reforms under the leadership of the Hon'ble Prime Minister are anchored in the principle of "Minimum Government Maximum Governance", with sustained focus on administrative efficiency, transparency and measurable outcomes. The Hon'ble Minister highlighted that the Special Campaigns for institutionalising swachhata and reducing pendency, being undertaken since 2021, have transformed administrative workspaces across Government through closure of obsolete files, optimisation of office space and adoption of citizen-centric processes, resulting in significant revenue generation of Rs. 4100 crore+ through systematic disposal of scrap and e-waste. The Hon'ble Minister highlighted the need for outcome-oriented governance and continuous monitoring of reform initiatives.



7. Smt. Vandita Kaul, Secretary, Department of Posts shared the objectives, implementation strategy and outcomes achieved under the Special Campaign 5.0. The presentation highlighted citizen-centric initiatives, process improvements, digital interventions, and innovative practices adopted across the Department of Posts to improve efficiency and responsiveness.



8. A presentation on the initiative of government for increasing efficiency in decision making (IEDM) was made by Shri V. Umashankar, Secretary, Ministry of Road Transport & Highways (MoRTH) covering on Delegation, Delayering and Digitization in the MoRTH. It was highlighted that the Ministry has undertaken systematic reforms through delegation of powers, reduction of levels of file processing, and standardisation of processes, supported by extensive use of e-Office and digital tools, leading to faster decision-making and improved accountability.



9. Under the IEDM initiative, the adoption of Desk Officer System was presented by Shri Sibi George, Secretary (West), Ministry of External Affairs (MEA). The presentation outlined the reorganisation of work into functional desks, improved ownership of cases, reduction in hierarchical layers, and enhanced speed and quality of decision-making achieved through effective implementation of the Desk Officer System.



10. Under the IEDM initiative of digitization, Smt. Anjali Dhingra, Deputy Director General, NIC, made a presentation on e-Office 7.0, highlighting its nationwide adoption, key features, analytics dashboard, integration with emerging technologies, she noted e-Office's advanced features and digital workflows and its role in promoting paperless, transparent and efficient governance. The role of e-Office as a core digital backbone for transparent and efficient governance was emphasized.



11. Shri Ratnesh Jha, Executive Director (PG), Ministry of Railways, presented on the widespread impact of Special Campaign 5.0 initiatives carried out by the Ministry of Railways. The presentation showcased best practices in digitisation, swachhata, waste-to-wealth initiatives, optimisation of office space, environmental sustainability measures, and innovative reuse of scrap and waste material along with best practices such as Amrit Samvaad and cleaning of Amrit Bharat trains with drones.



# Photo Gallery







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