



DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
GOVERNMENT OF INDIA



चिंतन शिविर



सेवा और सुशासन

April 2024 - March 2025



सेवा और सुशासन (2024-25)

100 days Action Plan of DARPG (June – September, 2024)

CPGRAMS

As part of the 100 Days Agenda, a policy circular on Effective Redressal of Public Grievances was issued on 23.8.2024. The new policy guidelines directed all Ministries and Departments to strengthen grievance redressal by enhancing sensitivity, accessibility, and accountability. Adopting a “Whole of Government” approach, dedicated grievance cells were established and timelines reduced from 30 to 21 days, leading to the redressal of more than 26 lakh grievances in the year 2024, through the active involvement of more than 1 lakh Grievance Redressal Officers on the CPGRAMS platform.

Prime Minister’s Awards for Excellence in Public Administration, 2023

As part of the 100 Days Agenda, the Prime Minister’s Awards for Excellence in Public Administration, 2023 were launched on 8th January 2024 to recognize exceptional performance in governance. A total of 16 awards were instituted under two categories: Category 1: Holistic Development of Districts covering 12 Priority Programmes (10 awards), Category 2: Innovation by Central Ministries/Departments, States/UTs, and Districts (6 awards). The evaluation process included multi-stage shortlisting by Screening Committees, assessment by Expert and Empowered Committees, and final approval by Hon’ble Prime Minister. The recommendations of Empowered Committee chaired by Cabinet Secretary have been submitted & Jury Committee Meetings were held on 19-20 July 2024.

27th National e-Governance Conference 2024

The 27th National e-Governance Conference on the theme “**Viksit Bharat: Secure and Sustainable e-Service Delivery**” have been attended by about 1000 delegates, with 6 Plenary and 6 Breakout Sessions, was held on 3-4 September 2024 at Mumbai.

MoU with Gambia

Extension of MoU on ‘Refurbishing Personnel Administration and Government Reforms’ between Department of Administrative Reforms and Public Grievances, Govt. of India and Public Service Commission, Office of the President, The Republic of Gambia has been signed and exchanged in New Delhi on 18 June, 2024

MoU with Maldives - A protocol document for extension of the MoU between National Center for Good Governance (NCGG), DARPG and Maldives Civil Services Commission, Republic of Maldives was signed on 09th August, 2024 during the Hon’ble External Affairs Minister recent visit to Male, Maldives. The MoU was signed on Training and Capacity Building Program

MoU with Malaysia - MoU between Department of Administrative Reforms and Public Grievances, Govt. of India and Public Service Department, Prime Minister’s Department, Government of Malaysia has been signed on ‘Co-operation in the field of Public Administration and Governance Reforms’ for a period of five (05) years.

E-office adoption in Attached/Subordinate/Autonomous bodies e-office has been implemented in 133 attached/subordinate offices and autonomous bodies of Ministries/ Departments of Government of India as a part of its 100 days Agenda.

Issue of Guidelines for Special Campaign 4.0 for Institutionalizing Swachhata and Reducing Pendency in Government – On August 23, 2024, the Department of Administrative Reforms and Public Grievances (DARPG) issued guidelines for Special Campaign 4.0, scheduled from October 2 to 31, 2024, targeting institutionalization of cleanliness and reduction of pending matters across all Government of India offices, including overseas missions, banks, PSUs, and citizen-centric offices. The campaign aims to free office spaces, weed out obsolete files, preserve records of historical value, and generate revenue through disposal of scrap materials.

IIAS – DARPG INDIA CONFERENCE, 2025

In 2024-25, DARPG organized IIAS-DARPG India Conference 2025 at Bharat Mandapam from 10-14 Feb, 2025. The event comprises 66 breakout sessions & 7 Plenary Sessions witnessed the

participation of over 750 delegates from 58 countries. During the conference, DARPG facilitated significant international collaborations through multiple MoUs and high-level engagements.

Viksit Bharat@2047: Governance Transformed- A 710-page book, edited by distinguished authors and experts was launched, detailing India's governance evolution and providing a strategic roadmap for becoming a developed nation by 2047.

Bilateral meetings were held with delegates from Kenya, Bangladesh, Maldives, and Namibia.

India's Global Engagements - A three-member delegation led by Secretary, DARPG, attended the 3rd Biennial Pan-Commonwealth Heads of Public Service Meeting (April 2024, London), where India's grievance redressal platform, CPGRAMS, was recognized by the Commonwealth Secretariat as a model initiative.

PM Awards 2024 :- The Department of Administrative Reforms and Public Grievances organized the 17th Civil Services Day on 21st April 2025 at Vigyan Bhawan, New Delhi, under the theme "Viksit Bharat: Holistic Development of India with focus on Saturation Approach." The highlight of the event was the awards ceremony where the Hon'ble Prime Minister conferred the Prime Minister's Awards for Excellence in Public Administration, 2023 & 2024 to outstanding performers.

The event witnessed participation from senior officials across 84 Ministries and Departments, 36 States and Union Territories, and 789 districts. It was attended by over 3,000 officials physically at Vigyan Bhawan and over 50,000 officials virtually from across the country.

CPGRAMS:- Over 26 lakh grievances were addressed in 2024, 8,000+ officials were trained under the Sevottam scheme, and a Feedback Portal was launched to strengthen citizen engagement. These efforts were showcased through key events: National Conference on e-governance in Mumbai, National Workshop on Effective Redressal of Public Grievances in Delhi, Year-end Review by MoS (PP), etc.

Special Campaign 4.0 :- Special Campaign 4.0 at 5.9 lakh sites cleared 25.18 lakh files, freed 189.75 lakh sq. ft. of space, and generated ₹650.10 crores from scrap disposal, reinforcing a Whole of Government approach.

Good Governance Week 2024:- Good Governance Week 2024 under Prashasan Gaon Ki Ore covered 700+ districts, organizing 51,618 camps, resolving 3.4 lakh grievances, and disposing of nearly 3 crore service applications, enhancing citizen-centric governance.

Regional Conference:- In FY 2024-25, DARPG organized Regional and National Conferences on Good Governance in Raipur and Gandhinagar, fostering collaboration among government officials, NGOs, and experts. The events focused on citizen empowerment, technology-driven governance, and administrative reforms to enhance public service delivery.

National Good Governance Webinar Series :- National Good Governance Webinar Series hosted six sessions in 2024-25, engaging 1,000+ officials per session to promote replication of award-winning governance practices.

State Collaborative Initiative (SCI) Scheme:- The State Collaborative Initiative (SCI) Scheme supports State Governments in enhancing public service delivery. In FY 2024-25, ₹15.44 crore was allocated for 14 new projects across multiple states, focusing on e-office solutions, administrative reforms, and litigation management. A dedicated portal was developed to streamline project monitoring and progress tracking.

International Women's Day 2025: DARPG organized a webinar on International Women's Day 2025 celebrating women's contributions. During Sexual Harassment Prevention Week, an awareness workshop was conducted on workplace safety.

Constitution Day 2024 :- Constitution Day 2024 was marked with a webinar on constitutional values. Vigilance Awareness Week 2024 focused on promoting integrity, while Swachh Bharat Diwas 2024 saw a cleanliness drive at Nehru Park, New Delhi.

Workshop on Cyber Security :- On 7th October, 2024, DARPG organized cybersecurity workshops and a Cyber Swachhata Campaign to enhance digital hygiene and secure e-governance platforms. These initiatives, involving senior officials, aimed to strengthen cybersecurity in public administration.

Rajbhasha Kirti Puraskar:- The Department of Administrative Reforms and Public Grievances won the 2024-25 Rajbhasha Kirti Puraskar (First Prize) for excellence in Hindi, presented by Amit Shah to Secretary V. Srinivas on Hindi Diwas.



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