प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

सत्यमेव जयते

9 Years Of Seva & Sushasan

Department of Administrative Reforms and Public Grievances

PM’s MESSAGE

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

“Effective grievance redressal systems are vital for a democracy. We are integrating technology and ensuring stronger grievance redressal mechanisms.”

-International Conference on Consumer Protection in Delhi on 26th October 2017

“ At the core of Good Governance is service delivery at the grassroots level. In Amrit kaal, we remain resolute in our efforts towards making a positive impact in people's lives and creating a developed India. ”

-Independence Day Address at Red Fort, 15th August 2021

“The country has put a lot of trust in you, work while maintaining that trust. In your service, the basis of your decisions should be only the interest of the country.”

-Civil Services Day, 2023

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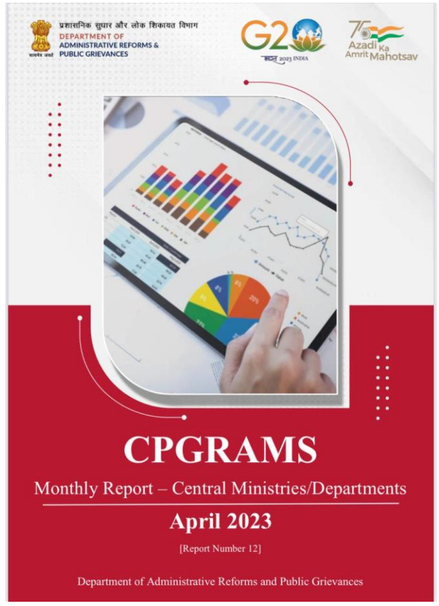
CPGRAMS – KEY HIGHLIGHTS

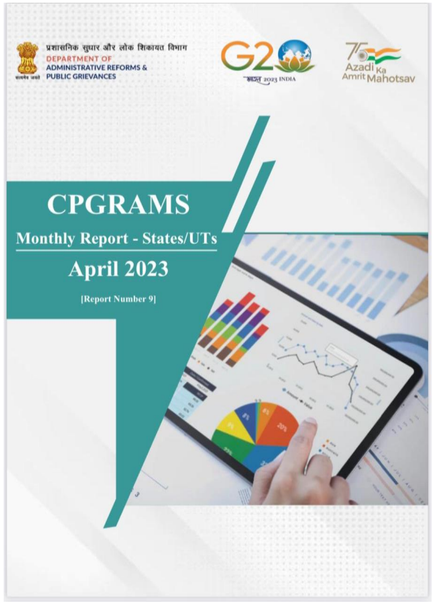
- Introduced CPGRAMS 7.0 in all the **90 Ministries/Departments**
- **Technology upgradation** from **CPGRAMS 5.6 to 7.0**
  - Action Taken Reports (ATR) introduced
  - Grievance Redressal Index (GRI) presented
  - Use of AI/ML by IIT-Kanpur and analysis by Data Strategy Unit
- Nodal **Appellate Authorities** operationalised in all the Ministries
- Timeliness to redress grievances reduced from **60 to 30 days**
- CPGRAMS Portal has been operationalised in the **21 regional languages** along with **Hindi & English**
- **PMO PG Portal migrated to CPGRAMS 7.0** w.e.f. from Feb 18, 2023
- The **pendency** in the Central Ministries/Departments has come down to **all time low of ~67 thousand grievances**
- **Feedback call centre** operationalised and **CSCs were integrated**

CPGRAMS – PUBLICATIONS

12 Monthly Reports for **Central Ministries/Departments** and **9 Monthly Reports** for **States/ UTs** have been published.

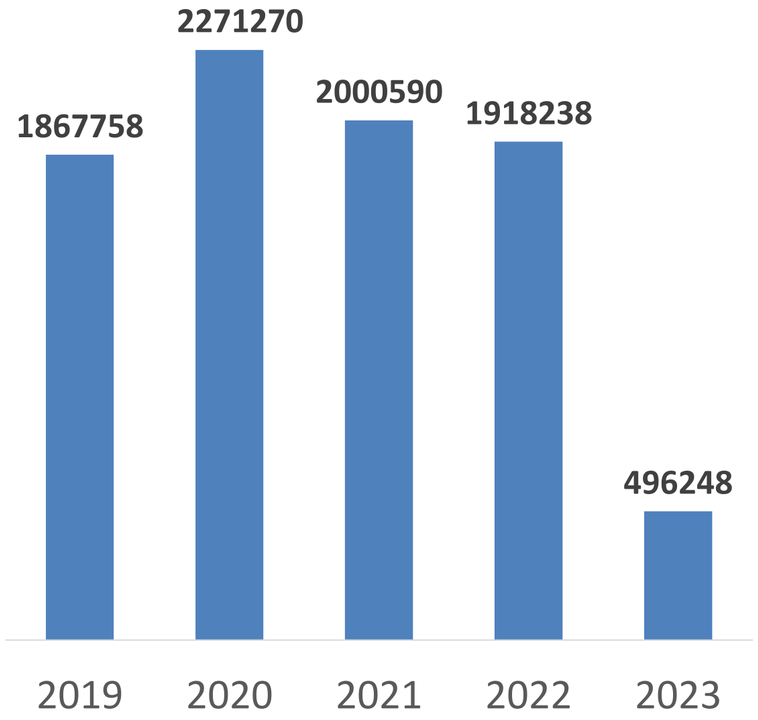
An **Annual CPGRAMS report** for 2022 was launched on 19th December 2022.





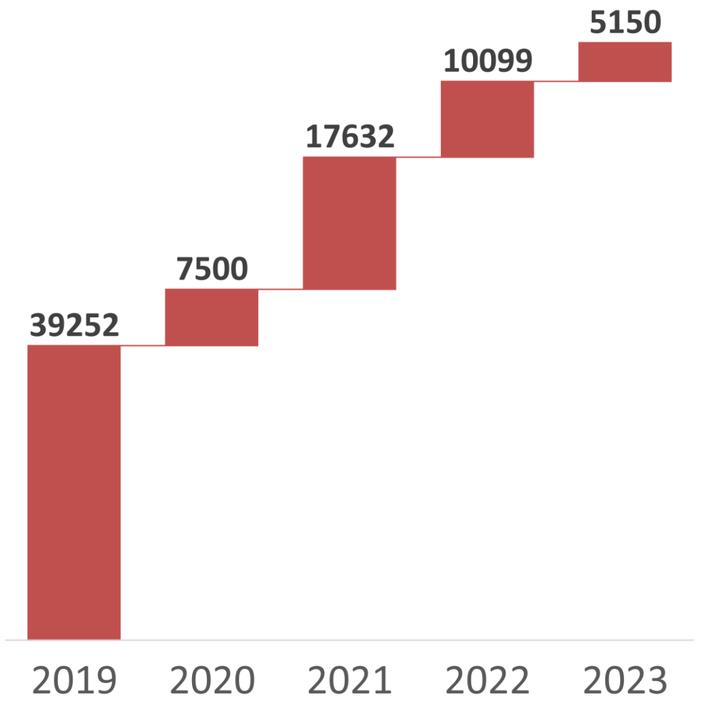
CPGRAMS – IMPACT

Grievances Received



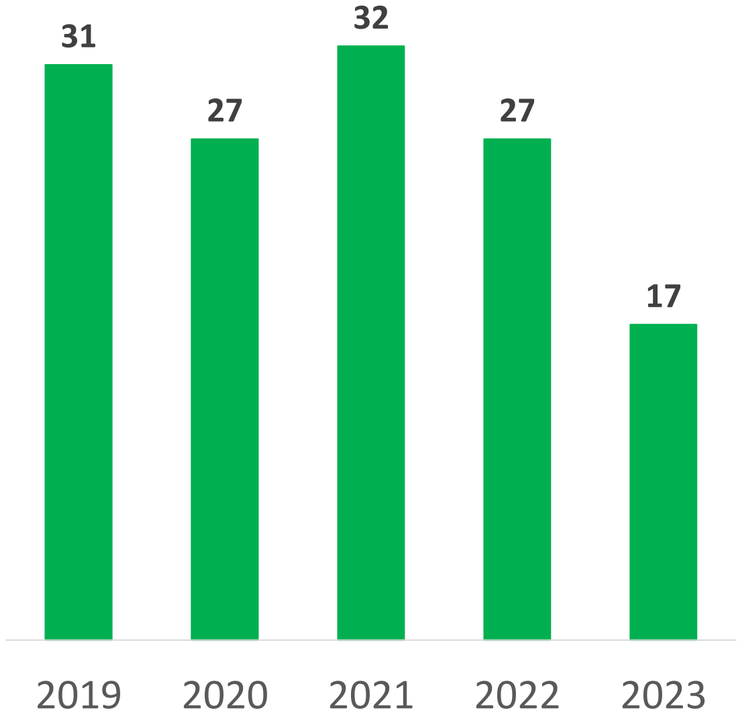
*On an average, **20 lakhs grievances** Are registered annually*

Increase in number of GROs



***79,633 GROs** are mapped on CPGRAMS portal*

Fall in Average Org Disposal Time



*Fall in grievance resolution time. Average disposal time **within 30 days***

1229 Categories, **18329** Sub-Categories are active on the CPGRAMS 7.0 portal

CPGRAMS – 10+4 STEP CPGRAMS REFORMS POST CHINTAN SHIVIR BY HON'BLE PM

- Universalization of CPGRAMS 7.0
- One Nation – One Portal
- Technological Enhancements
- Inclusivity and Outreach
- Language Translation
- Training and Capacity Building
- Grievance Redressal Index
- Monitoring Process
- Feedback Call Centre
- Data Strategy Unit

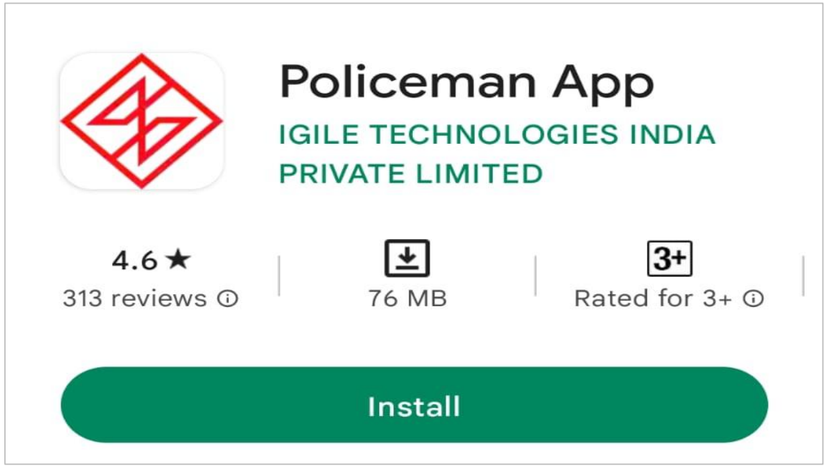
- Citizen Connect
- Improving the Quality of Disposal
- Strengthening existing citizen Grievance Redressal System
- Re-imagining Service Delivery

Meeting of Hon'ble Prime Minister with the Department Officials

STATE COLLABORATION INITIATIVE AND SEVOTTAM

State Collaboration Initiative (SCI)

- The SCI aims to promote and support improvement in public administration for improving service delivery through a programmatic approach
- Under this scheme, DARPG provides **financial assistance of Rs 2 Crores**
- DARPG has **funded 77 projects out of which 40 projects have completed**



Best Practice of District Ayodhya- Technology based Policeman Application for all Police HRM and Training

Sevottam

- Sevottam Scheme was revived and **19 State ATIs were funded in** FY 2022-23 for capacity building of State GROs
- **Two National Seminars on Sevottam** organized at Gurugram on 16th Sep 2022 and at Pune on 23rd May 2023

National Seminar on Sevottam at Pune

PRIME MINISTER'S AWARDS (PMA) FOR EXCELLENCE IN PUBLIC ADMINISTRATION

The Prime Minister's Awards for Excellence in Public Administration is a scheme established in 2006 by Government of India to identify, recognize, and reward the exceptional and innovative work carried out by Districts/Organizations of the Central and State Governments.

743 Districts participated in the PMA'22 and **2520 nominations** were received under the scheme. **16 nominations** were shortlisted to be conferred by Hon'ble PM on April 21 2023 – Civil Services Day 2023

Timeline of restructuring the scheme

2014 To recognize the accomplishments of District Collectors in Priority Programs, Innovations, and Aspirational Districts

2020 To reward District Collectors for their contributions to the district's economic growth.

2021 To foster constructive competition, innovation, replication of best practices. This approach focuses on last mile connectivity, good governance and qualitative achievements along with quantitative parameters

CIVIL SERVICES DAY

21st April 2023 marked the observance of the **16th National Civil Services Day**.

The theme of Civil Services Day 2023 was "**Viksit Bharat - Empowering Citizens & Reaching the last mile**".

Hon'ble Vice-President of India, Shri Jagdeep Dhankhar inaugurated the 16th Civil Services Day celebrations in the presence of Hon'ble MOS PP and Cabinet Secretary.

In the period 2019-2023, **62 PM's Awards were conferred**

CIVIL SERVICES DAY

President of India
@rashtrapatibhvn

Greetings to all civil servants, past and present, on Civil Services Day! Your service to the nation has been truly commendable. The civil services have upheld the highest values of public administration, as envisaged by Sardar Patel, forming a framework for good governance.

7:21 AM · Apr 21, 2023 · **151.3K** Views

Vice President of India
@VPIndia

On Civil Services Day, I compliment all Civil Servants for their tireless & commendable efforts in ensuring that developmental benefits reach every citizen of our nation.
Your role is all the more important in Amrit Kaal in building a more just, equitable & prosperous India.

7:47 AM · Apr 21, 2023 · **17.9K** Views

Narendra Modi
@narendramodi

Greetings to all civil servants on Civil Services Day. At 11 AM, will be joining a programme in Delhi to mark this occasion.
pib.gov.in/PressReleseDet...

9:42 AM · Apr 21, 2023 · **245.3K** Views

Dr Jitendra Singh
@DrJitendraSingh

PM Sh @narendramodi to confer Prime Minister's Awards for Excellence in Public Administration on National #CivilServicesDay at Vigyan Bhawan, New Delhi.

Rajnath Singh
@rajnathsingh

Greetings and best wishes to all civil servants and their families on the Civil Services Day. They have been instrumental in furthering India's progress & prosperity and also helping the citizens. This day is an occasion for them to rededicate themselves in service to the nation.

10:49 AM · Apr 21, 2023 · **19.3K** Views

Dr Mansukh Mandaviya
@mansukhmandviya

Greetings to all Civil Servants on the occasion of Civil Services Day.

Our Civil Servants are serving the nation diligently, ensuring the welfare of citizens and working tirelessly towards creating a new India.

Nitin Gadkari
@nitin_gadkari

On Civil Services Day, my greetings to all the hard-working civil servants who are working tirelessly for the betterment of India.
#CivilServicesDay #CivilServicesDay2023

General Vijay Kumar Singh
@Gen_VKSingh

On National Civil Services Day, warm wishes to our civil servants who have played a vital role in nation building.

Dr. S. Jaishankar
@DrSJaishankar

On Civil Services Day, extend my best wishes to all the civil servants and their families.

Their dedication and service to the nation is invaluable and their contributions, instrumental for India's progress.

2:25 PM · Apr 21, 2023 · **65.9K** Views

Om Birla
@ombirlakota

Warm greetings on the occasion of Indian #CivilServicesDay. The nation is proud of the dedicated & tireless service of civil servants towards building a strong, self-reliant and prosperous India.

7:57 AM · Apr 21, 2023 · **2,427** Views

Sarbananda Sonowal
@sarbanandsonwal

Greetings to all civil servants on the occasion of #CivilServicesDay. The administrative spine of India that keeps the nation moving, my salutations to your dedication and hardwork to serve the people.

9:45 AM · Apr 21, 2023 · **1,566** Views

Narendra Singh Tomar
@nstomar

नागरिक सेवा प्रणाली देश की प्रशासनिक मशीनरी की रीढ़ है...

सभी लोक सेवा अधिकारियों और देशवासियों को हार्दिक शुभकामनाएं...

#CivilServicesDay #Civilservicesday2023

Piyush Goyal
@PiyushGoyal

Warm greetings on the National Civil Services Day.

I commend the members of the civil services fraternity who work with remarkable commitment & professional excellence to improve the quality of life of every Indian citizen.

Jyotiraditya M. Scindia
@JM_Scindia

#CivilServicesDay2023 के अवसर पर सभी प्रशासनिक अधिकारियों को आत्मीय बधाई। नीति निर्धारण से लेकर उसके कार्यान्वयन द्वारा देश निर्माण में आपका योगदान बहुमूल्य है।
Translate Tweet

4:03 PM · Apr 21, 2023 · **22.2K** Views

Hardeep Singh Puri
@HardeepSPuri

Greetings on the occasion of #CivilServicesDay2023!
Sardar Vallabhbhai Patel Ji, India's Iron Man had described civil services as the Steel Frame of India. Public servants continue to serve the nation & the people with dedication & professionalism.

G Kishan Reddy
@kishanreddybjp

I extend my profound greetings to the Civil Services Fraternity on #CivilServicesDay.

I thank them for their significant contribution and dedication towards nation building.

Amit Shah
@AmitShah

On Civil Services Day, we applaud the civil servants for their effective and committed service that has been crucial to the development and growth of our country.

May India's civil services continue to strive to build a more powerful nation.

1:11 PM · Apr 21, 2023 · **27.3K** Views

Kiren Rijiju
@KirenRijiju

On #CivilServicesDay, I convey my greetings to all Civil Servants who are working tirelessly for the nation. Whenever I had addressed the Traninee Officers, I recall PM @narendramodi Ji's words that Ministers, MPs, Bureaucrats & Armed Forces aren't doing jobs but services.

Ashwini Kr. Choubey
@AshwiniKChoubey

'राष्ट्रीय सिविल सेवा दिवस' के अवसर पर सभी सिविल सेवकों को हार्दिक बधाई एवं शुभकामनाएं।
Translate Tweet

Dharmendra Pradhan
@dpradhanbjp

Greetings to all Civil Servants on #CivilServicesDay. Their spirit of public service and their role in ensuring progress at the grassroots is commendable. I also bow to the great #SardarPatel for envisioning the 'steel frame' for serving the nation and for good governance.

Narayan Rane
@MeNarayanRane

देश की प्रगति में अपना योगदान देते हुए जनता के हितों की रक्षा एवं सेवा में हमेशा समर्पित व प्रतिबद्ध रहने वाले समस्त लोकसेवा अधिकारियों को सिविल सेवा दिवस की हार्दिक शुभकामनाएं!

#CivilServicesDay

e-GOVERNANCE – NATIONAL AWARDS

National Awards for e-Governance are presented every year for exemplary implementation of e-Governance initiatives to recognize and promote excellence in implementation of e-Governance initiatives.

Purpose of the Award:

- ✓ Recognize achievements in the area of e-Governance
- ✓ Disseminate knowledge on effective methods of designing and implementing sustainable e-Governance initiatives
- ✓ Encourage incremental innovations in successful e-Governance solutions
- ✓ Promote and exchange experiences in solving problems, mitigating risks, resolving issues and planning for success.

National Awards for e-Governance 2022 Categories

- Excellence in Government Process Re-engineering for Digital Transformation
- Excellence in providing Citizen Centric Delivery
- Excellence in District level initiative in e-Governance
- Outstanding research on Citizen Centric Services by Academic/Research Institutions
- Excellence in adopting emerging technologies

e-GOVERNANCE – NATIONAL CONFERENCE

DARPG and Ministry of Electronics & Information Technology (MeitY), in association with the Government of Jammu and Kashmir organized the **25th National Conference on e- Governance (NCeG) on 26th – 27th November, 2022** at **Jammu.**

The theme of this Conference was **“Bringing Citizens, Industry and Government Closer**”.

The 25th NCeG was a platform for discussion on the latest technologies for promoting e-Governance and sharing knowledge and insights on the themes identified for the Conference.

22th NCeG , Shillong, Meghalaya

24th NCeG , Hyderabad, Telangana

25th NCeG , Jammu (Katra), J&K

NATIONAL WEBINAR ON GOOD GOVERENANCE

- As a mandate, DARPG conducts a series of National Good Governance Webinars, one Webinar a month over the year 2022-23, **commencing from on 28th April, 2022.**
- The **13 webinars are planned on different themes** under the good governance initiatives that have been felicitated with the Prime Minister's Award for Excellence in Public Administration, since its inception in 2006.
- The awardees present their exemplary work in these National Webinars, to **highlight the best practices** adopted by the award-winning initiatives for replication by other States/Districts.

NATIONAL WEBINAR ON GOOD GOVERENANCE

NGGWS	Date
13th Webinar on PM's Award Winning Initiative under the theme 'Innovation - State'	27/04/2023
12th Webinar on PM's Award Winning Initiative under the theme 'Namami Gange'	31/03/2023
11th Webinar on PM's Award Winning Initiative under the theme 'Aspirational District'	24/02/2023
10th Webinar on PM's Award Winning Initiative under the theme 'Innovations at District Level'	27/01/2023
9th Webinar on PM's Award Winning Initiative under the theme 'Jal/Water Management'	30/12/2022
8th Webinar on PM's Award Winning Initiative under the theme 'Innovations'	25/11/2022
7th Webinar on "PM's Award Winning Initiative under the theme 'Jan Bhagidari' through Swachh Bharat Mission"	28/10/2022
06th Webinar on "PMs Award Winning Initiatives on the theme Public Service Delivery"	30/09/2022
05th Webinar on "PMs Award Winning Initiatives under the theme Environment"	26/08/2022
4th Webinar on "PM's Award Winning Initiatives under Redressal of Public Grievances"	29/07/2022
3rd Webinar on "PM's Award Winning Initiatives under Aspirational District Programme"	24/06/2022
2nd Webinar on "PM's Award Winning Initiatives in Health Sector - Sickle Cell Anemia Control Programme, Gujarat and Making Medicines Affordable - Chittorgarh, Rajasthan"	27/05/2022
1st Webinar on "Improving Service Delivery Sakala & e Seva"	28/04/2022

REGIONAL CONFERENCES

Regional Conferences on “Excellence in Governance” : - Consequent to the ‘Conference of Chief Ministers’ held in 1997, an Action Plan to facilitate Citizen Charter and accountable administration, effective and speedy public grievances redress system, transparency and Right to Information and dissemination of best practices has been adopted by DARPG

The main objective of the Conference is to generate awareness amongst the participants about the recent reforms for promotion of good governance. Seniors officers of Government of India responsible for implementing good governance, officers from States Governments and experts in the area of governance and administration are the main partner/participants of these conferences.

Bhopal Regional Conference

Mumbai Regional Conference

Itanagar Regional Conference

REGIONAL CONFERENCES

#	City	Date
1	Bhopal	Mar, 2023
2	Mumbai	Jan, 2023
3	Itanagar	Aug, 2022
4	Bengaluru	Jul, 2022
5	Srinagar	May, 2022
6	IITM Research Park, Chennai	Mar, 2022
7	Bhubaneswar	Dec, 2021
8	Lucknow	Nov, 2021
9	Srinagar	Jul, 2021
10	Nagpur	Dec, 2019
11	Jammu	Dec, 2019
12	Jammu	Nov, 2019

#	City	Date
13	Thiruvananthapuram	Dec, 2018
14	Kohima	Oct, 2018
15	Bhopal	Sep, 2018
16	Guwahati	Dec, 2017
17	Goa	Sep, 2017
18	Nainital	Jul, 2017
19	Jaipur	Dec, 2016
20	Guwahati	Sep, 2016
21	Bengaluru	Dec, 2015
22	Raipur	Jan, 2015
23	Bhubaneswar	Nov, 2014

Lucknow Regional Conference

Srinagar Regional Conference

CENTRAL SECRETARIAT MANUAL OF OFFICE PROCEDURE (CSMOP)

The **CSMOP, 16th edition** aims to increase efficiency in decision making and creates a foundation for building a robust knowledge management system.

The latest edition incorporates the administrative reforms ushered in the Central Secretariat under the "**Initiatives for Increasing Efficiency in Government**" and the "**Special Campaign for Disposal of Pending Matters**".

The **focus is on the 4 pronged approach** of Delayering, Delegation, Operationalization of Desk Officer System, Digitization of CRUs and Implementation of eOffice 7.0 as part of the silent transformation under way in the context of "**Maximum Governance – Minimum Government**".

INITIATIVE FOR INCREASING EFFICIENCY IN DECISION MAKING

FOUR-PRONGED APPROACH

DELAYERING

Review of levels of disposal and channels of submission

DELEGATION

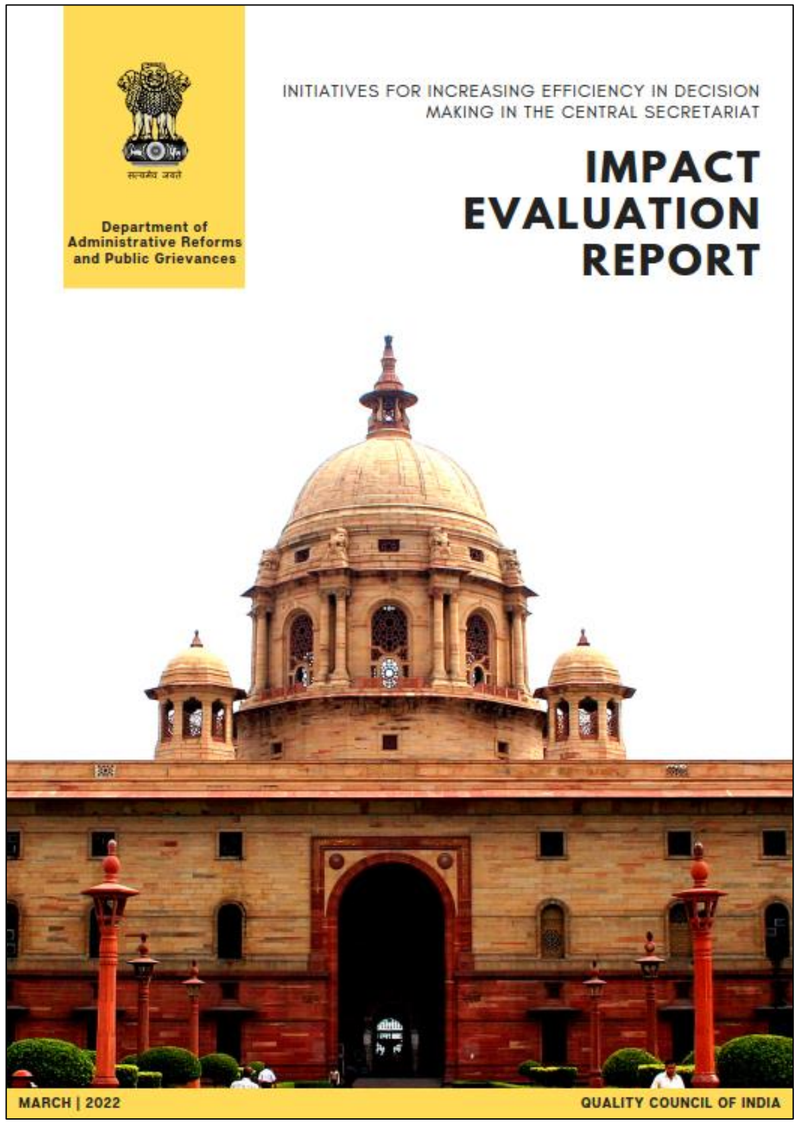
Delegation of powers in ministries/departments

DESK OFFICER SYSTEM

Operationalization of Desk Officer System

DIGITISATION

Digitization of Central Registration Units and Adoption of eoffice 7.0

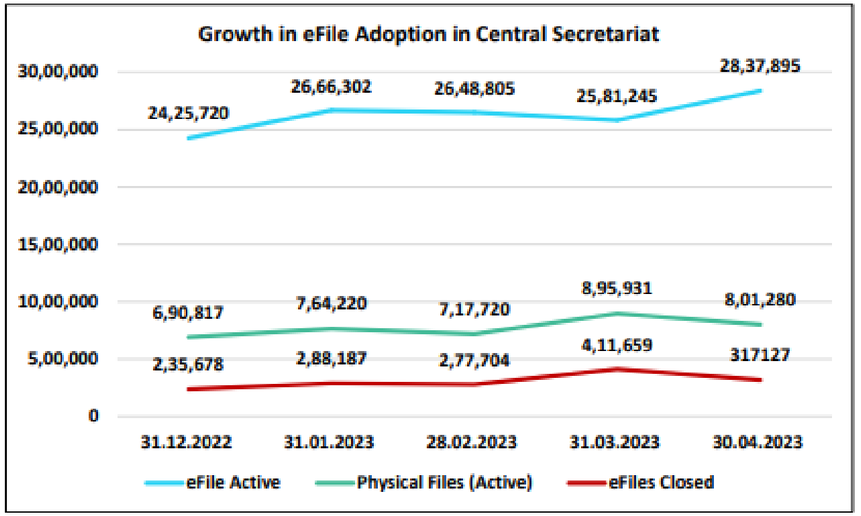


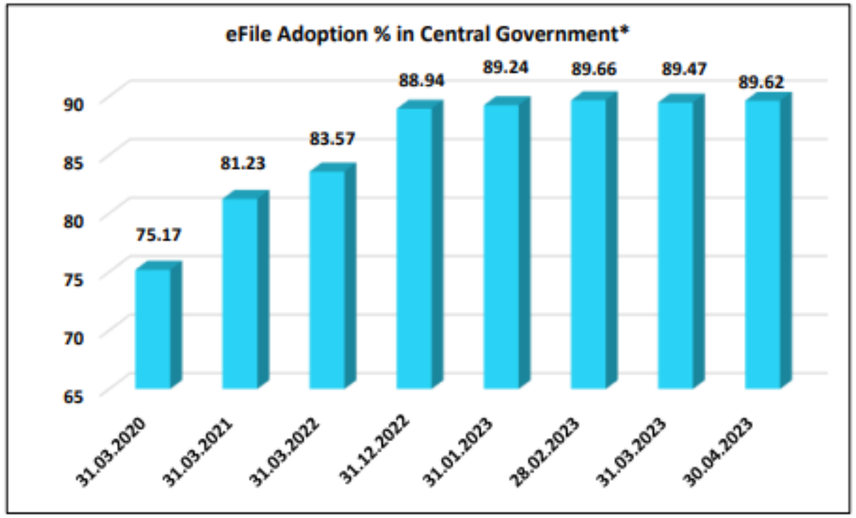
eOFFICE : DIGITAL TRANSFORMATION OF GOVERNANCE

The eOffice aims to support Governance by ushering in more effective and transparent inter and Intra-Government processes.

S.No	Parameters	Jan-23	Apr-23
1	**eReceipts generated**	3,89,609	3,29,658
2	**pReceipts generated**	40,788	30,537
3	**Active eFiles**	26,66,302	28,37,895
4	**Active pFiles**	7,64,220	8,01,280
5	**Inter-Departmental File Movement**	6406	9,085
6	**eOffice 7.0**	72 Min/Dept	75 Min/Dept

Growth in eFile Adoption in Central Secretariat





SPECIAL CAMPAIGN 2.0 - ABOUT

Under Special Campaign 2.0, for cleanliness in offices and for disposal of pending references, Ministries/Departments to give special attention to attached/subordinate/field offices including in the remotest parts of India.

Objective of the campaign: *Minimizing Pendency and Institutionalizing Swachhata*

Thrust areas of the campaign: MP's References; Parliamentary Assurances; PMO IDs; IMC References; State Govt References; PG Cases; Record Management Practices; Swachhata Campaign in office spaces

Outcomes of Swachhata Campaign

Office Sites - 101,582

Space Freed - 89.85 lac sq ft

Revenue Earned - Rs 370.83 crore

SPECIAL CAMPAIGN 2.0 – SOCIAL MEDIA OUTREACH

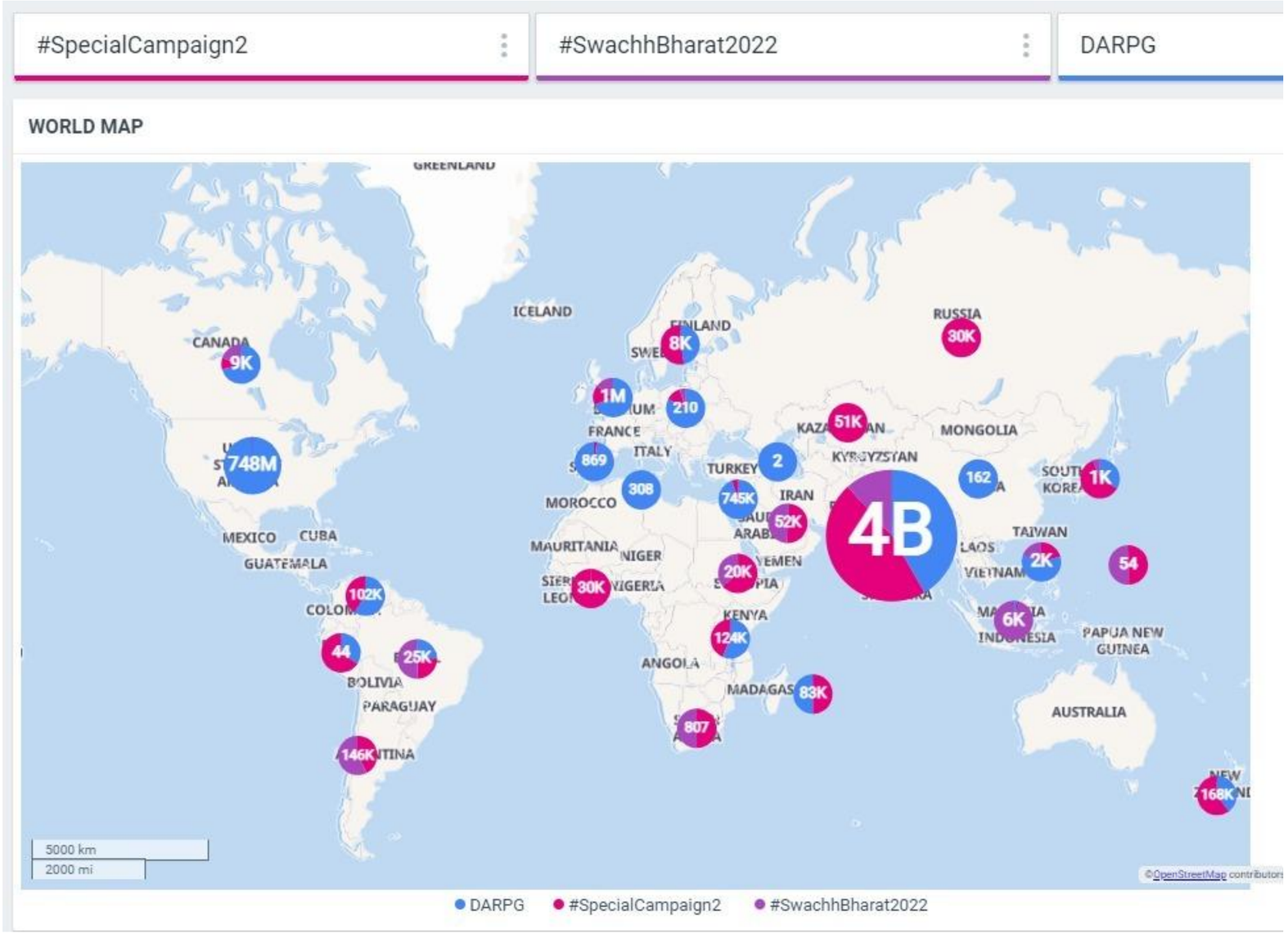
67,000 social media tweets by 78 Ministries/ Department, 1100 infographics

4Billion Impressions

9 lakh engagements

1377 Tweets from DARPG twitter handle,

3% engagement rate



SPECIAL CAMPAIGN 2.0 – BEST PRACTICES

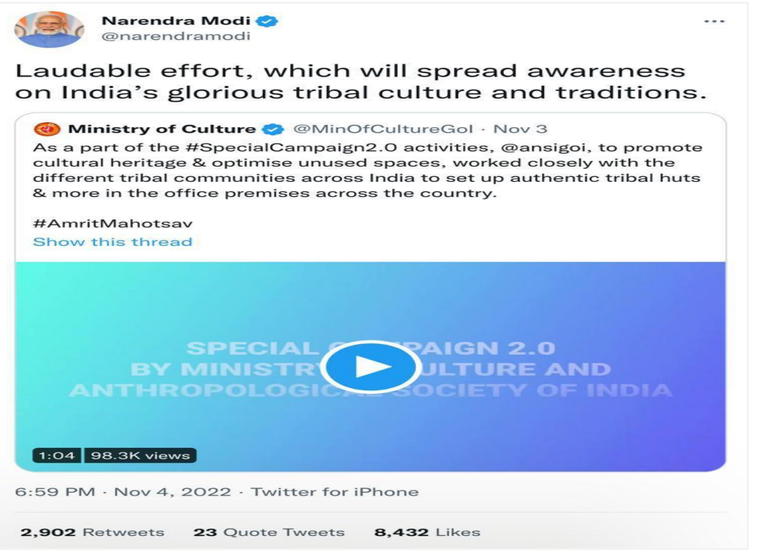
“Best from Waste” Vertical Gardens, Ludhiana, CBDT

Kachra Udyan, Bokaro, Ministry of Coal

Dept of Posts replaced use of sealing wax with Recyclable Seals

ARANYA, New Customs House, Delhi, CBIC

Plastic Rakshasa at Bengaluru, Railway Station



Glorious eco-friendly traditions of Jarawa tribe, A&N Islands

SPECIAL CAMPAIGN 2.0 – PUBLICATIONS

#9YearsOfSeva

GOOD GOVERNANCE INDEX

GGI is a comprehensive and implementable **framework to assess the State of Governance across the States and UTs which enables ranking of States/Districts.** The objective of GGI is to create a tool which can be used uniformly across the States to assess impact of various interventions taken up by the Central and State Governments including UTs. Based on the GGI Framework, the Index provides a comparative picture among the States while developing competitive spirit for improvement.

The GGI 2019 **encompassed 10 Governance Sectors and 50 Governance Indicators**. For GGI 2020-21, same **10 Governance Sectors are retained while indicators have been revised to 58**.

GOOD GOVERNANCE INDEX

Top ranking States in the Sectors as well as in Composite Ranks, as per GGI 2021 is as follows:

Sectors	Group A	Group B	NE & Hill States	UTs
Agriculture & Allied Sector	Andhra Pradesh	Madhya Pradesh	Mizoram	D & N Haveli
Commerce and Industry	Telangana	Uttar Pradesh	J & K	Daman & Diu
Human Resource Development	Punjab	Odisha	Himachal Pradesh	Chandigarh
Public Health	Kerala	West Bengal	Mizoram	A & N Island
Public Infrastructure and Utilities	Goa	Bihar	Himachal Pradesh	A & N Island
Economic Governance	Gujarat	Odisha	Tripura	Delhi
Social Welfare and Development	Telangana	Chhattisgarh	Sikkim	D & N Haveli
Judiciary and Public Safety	Tamil Nadu	Rajasthan	Nagaland	Chandigarh
Environment	Kerala	Rajasthan	Manipur	Daman & Diu
Citizen Centric Governance	Haryana	Rajasthan	Uttarakhand	Delhi
Composite	**Gujarat**	**Madhya Pradesh**	**Himachal Pradesh**	**Delhi**

DISTRICT GOOD GOVERNANCE INDEX

Union Minister of Home and Cooperation **Shri Amit Shah** released India's first District Good Governance Index (DGGI) for **20 districts of Jammu and Kashmir on January 22, 2022.**

Gujarat CM **Shri Bhupendrabhai Patel** released the Gujarat's District Good Governance Index (DGGI) at valedictory session of 3-day 'Chintan Shibir' at Kevadia on **May 20, 2023**. DGGI Gujarat benchmarks governance in all the **33 Districts of Gujarat on 65 indicators under 10 sectors.**

NeSDA 2021 – KEY OUTCOMES

1. Increased delivery of e-Services

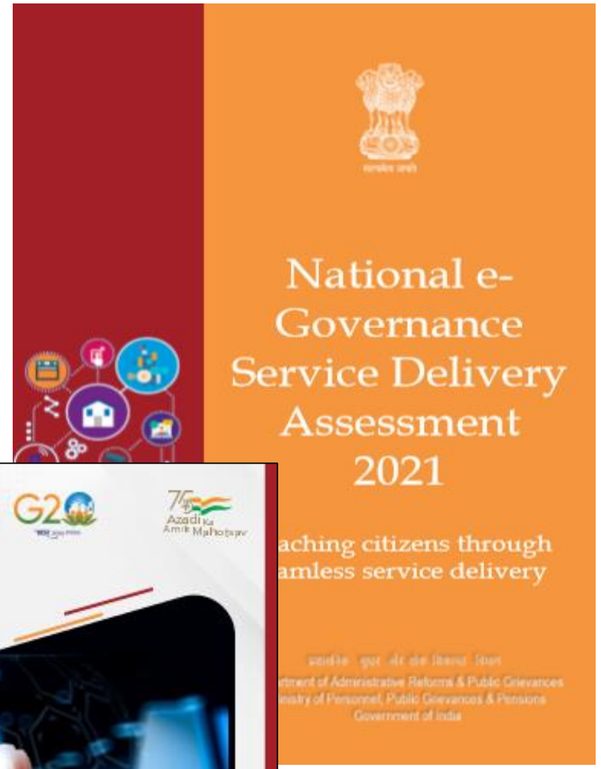
- Over **60% more services evaluated**, from 872 services in 2019 to 1400 services in 2021. **69% of all possible mandatory e-Services have been delivered** by States and UTs, up from 48% in NeSDA 2019
- **74% respondents for nation-wide Citizen Assessment Survey are Satisfied / Very Satisfied** with e-Services

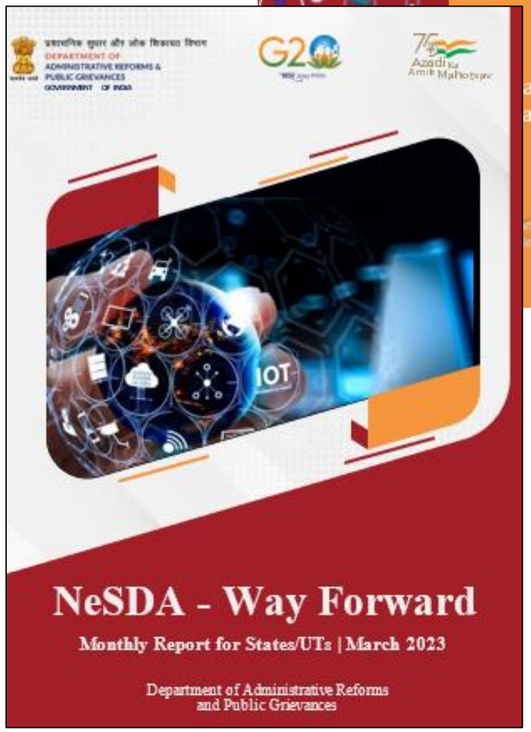
2. Rise of Integrated / Centralized Portals

3. Improvement across Parameter Scores

In NeSDA 2021, scores have improved for –

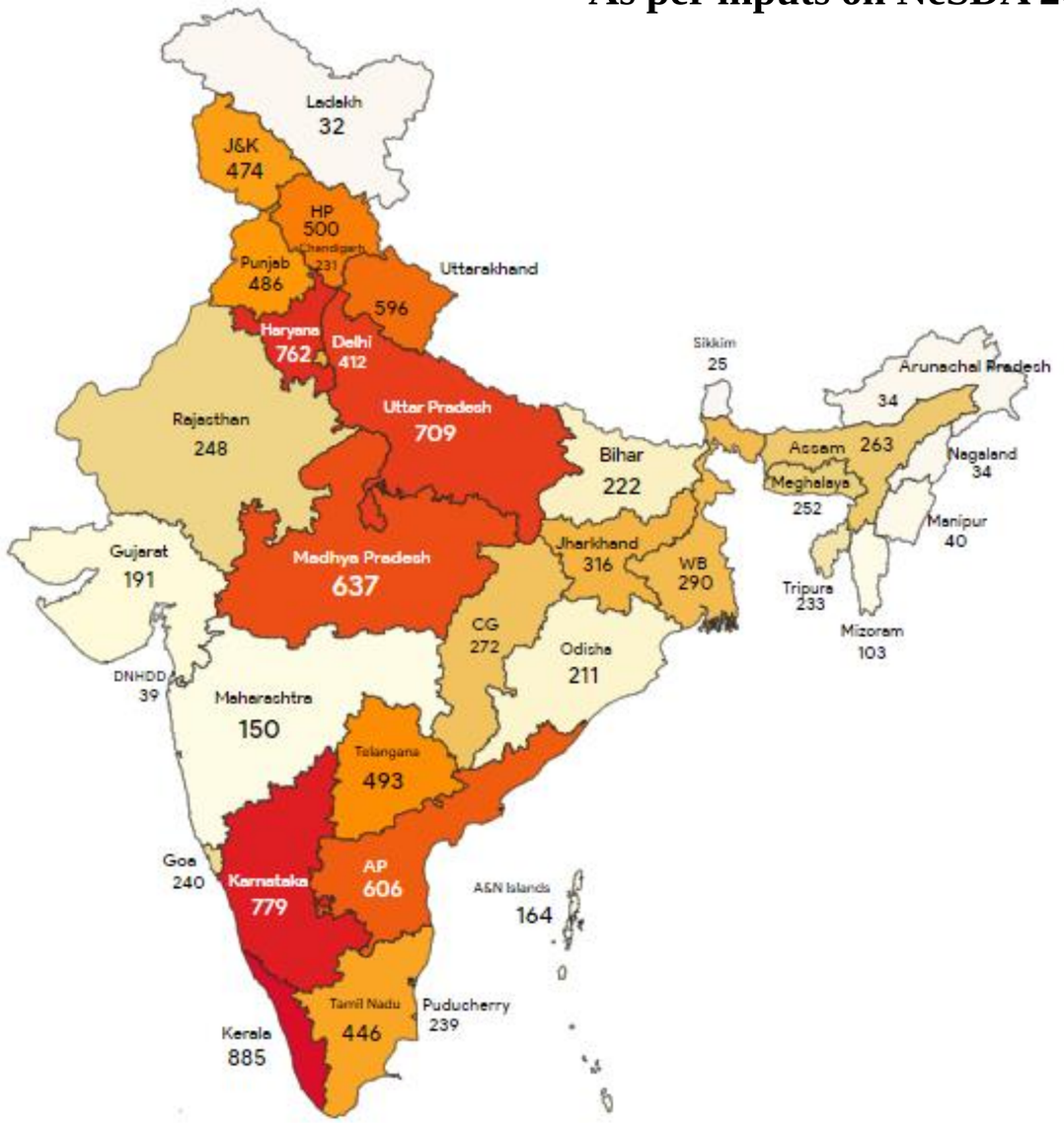
- All **4** parameters for State/UT/Central Ministry **Portals**
- All **7** parameters for State/UT/Central Ministry **Services Portals**
- **28 State and UT** and **22 State** and **UT Services Portals**
- **4 Central Ministry** and **6** Central Ministry **Services Portals**
- **Information Security & Privacy** was the most improved aspect across all sectors

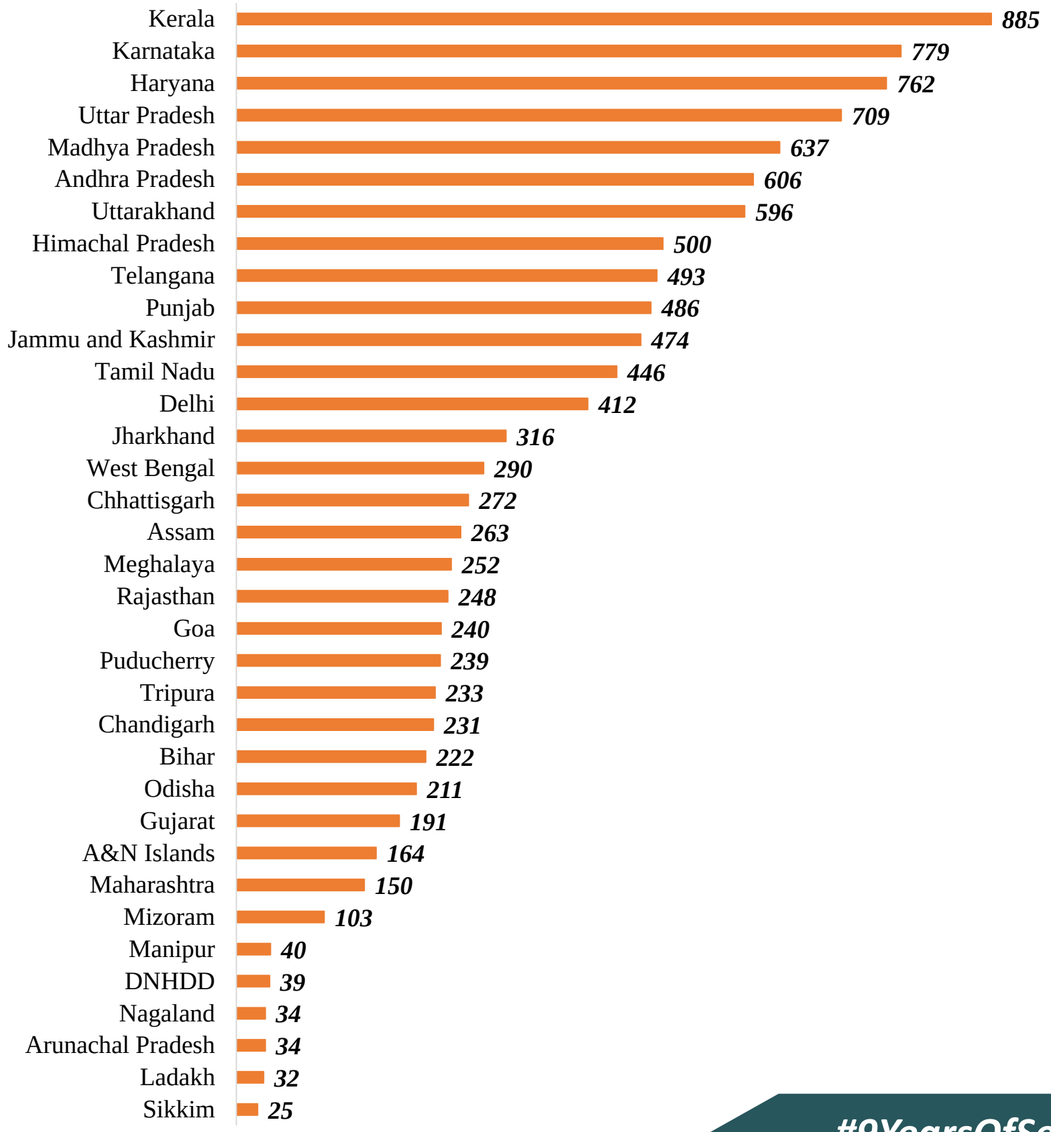




NeSDA 2021 – Way Forward

Status of e-Services
As per inputs on NeSDA 2021 – Way Forward dashboard

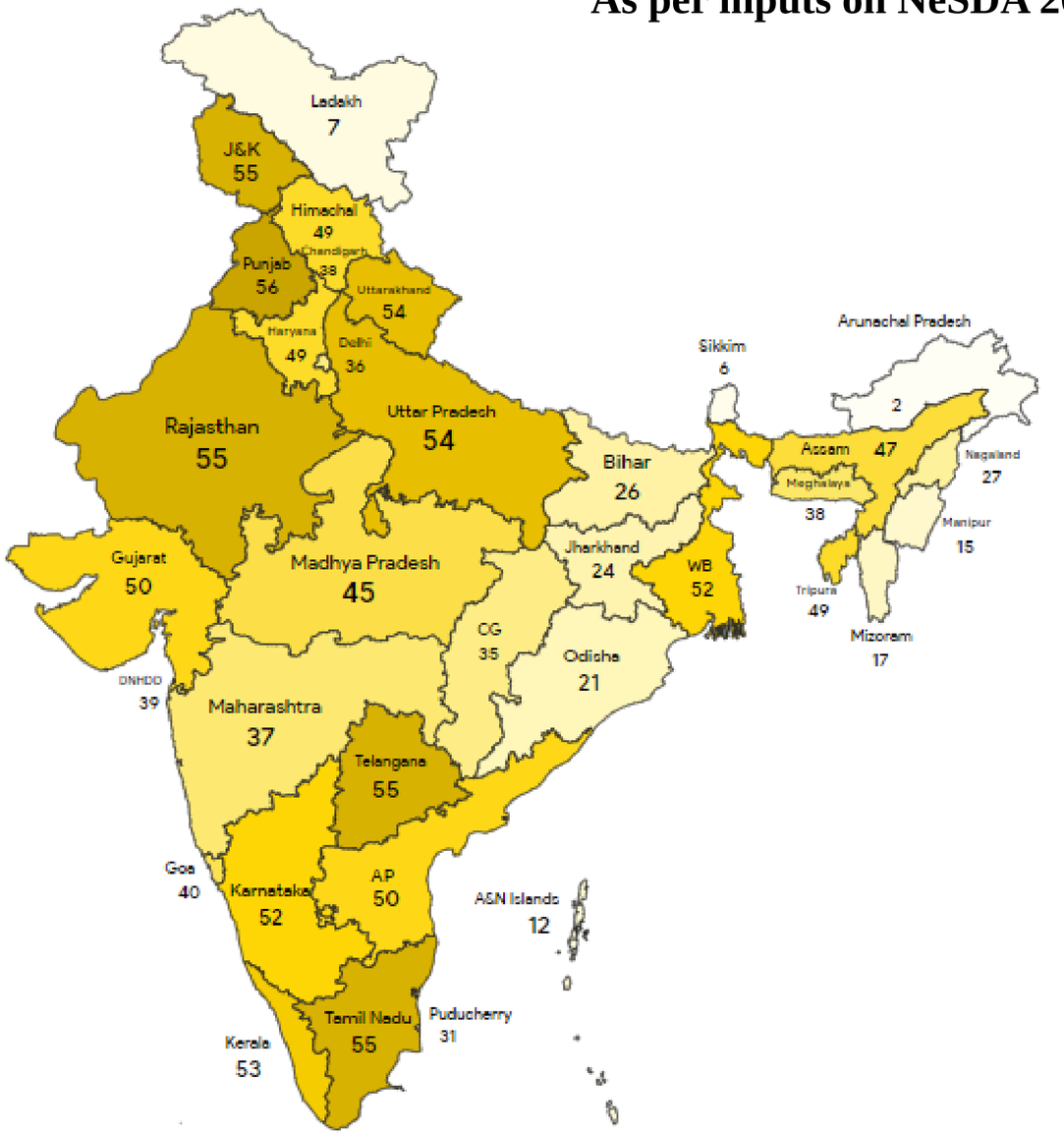


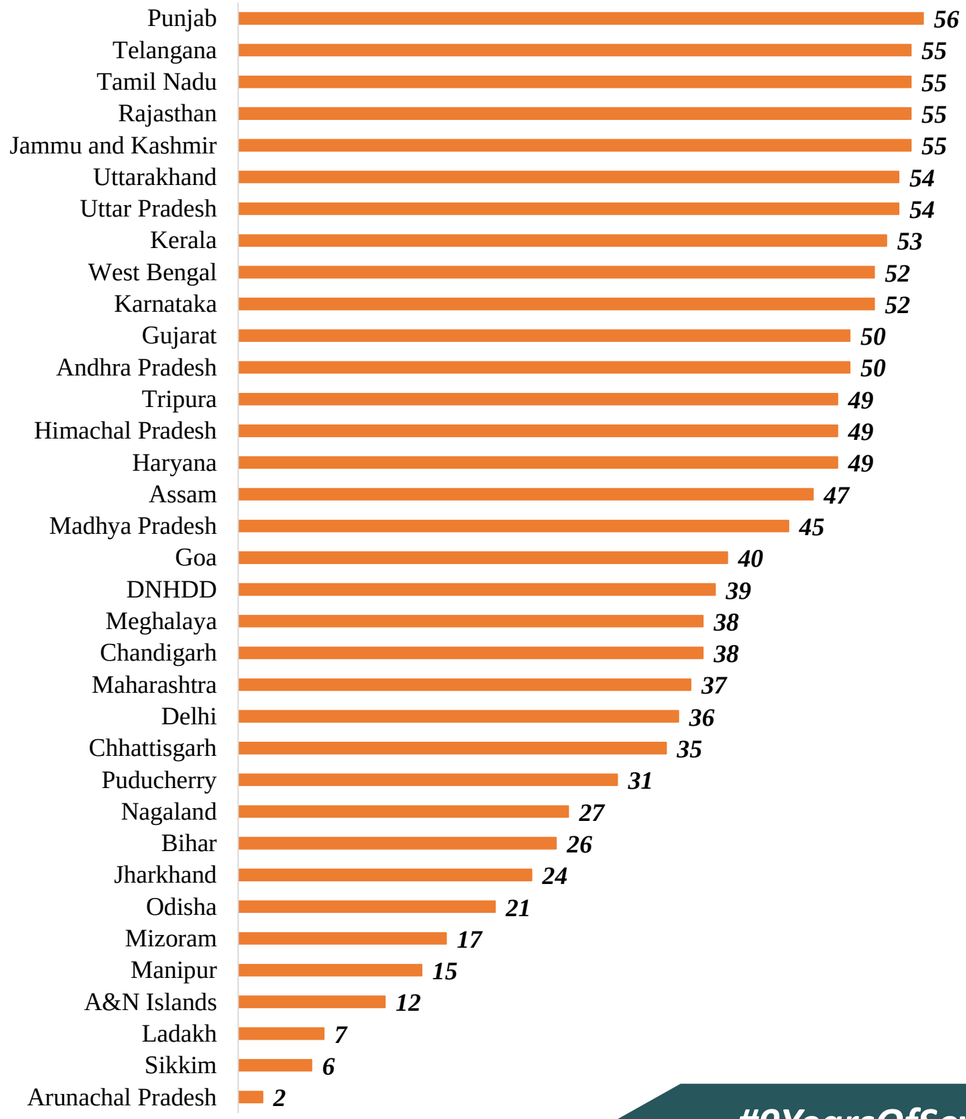


#9YearsOfSeva

NeSDA 2021 – Way Forward

Status of Mandatory e-Services
As per inputs on NeSDA 2021 – Way Forward dashboard





GOOD GOVERNANCE WEEK – PRASHASAN GAON KI ORE 2021 AND 2022

" At the core of Good Governance is service delivery at the grassroots level. In Amrit kaal, we remain resolute in our efforts towards making a positive impact in people's lives and creating a developed India. "

- Shri Narendra Modi, Hon'ble Prime Minister

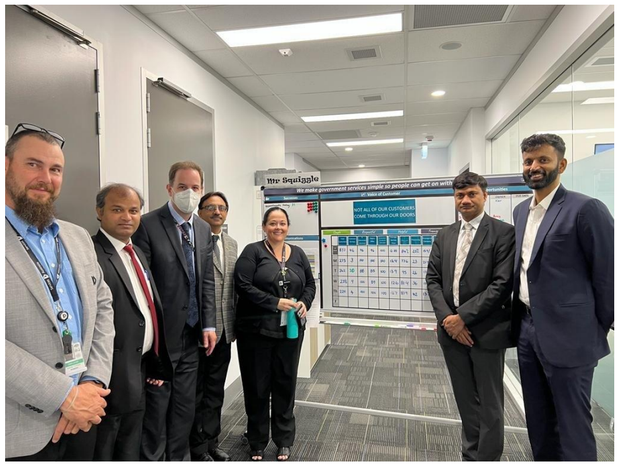
Good Governance Week 2021

INTERNATIONAL EXCHANGE & COOPERATION

Partnership Agreements and MoUs signed on ***Cooperation in Public Administration and Governance Reforms*** *with:*

- The Cabinet Office (Her Majesty's Government) of the **United Kingdom** on 11th November, 2015
- The Ministry for Devolution and Civil Service of **the Government of French Republic** on 25thJanuary, 2016
- The Ministry of the Presidency and of Administrative Modernizations **of the Portuguese Republic** on 24th June, 2017
- The Public Service Division of **Singapore** on 1st June, 2018
- The Australian Public Service Commission (APSC), **Australia** on 4th June, 2020
- The Public Service Commission of The **Gambia** on 8th July, 2021

Bilateral meeting with Gambia



DARPG-APSC Joint Working Group meeting

Bilateral meeting with Singapore

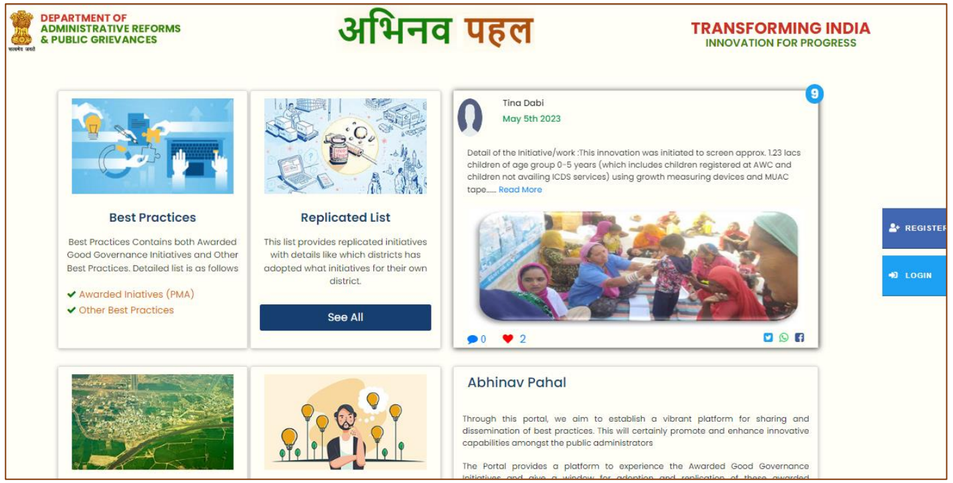
VISION INDIA@2047

- DARPG **constituted an Advisory Group** under the chairmanship of MoS Jitendra Singh with **15 Sector Specialists** with National Experts from Senior Civil Servants, IIT's, IIM's Central and State Universities, and Public Policy Research Organizations.

- A **working group** under the chairmanship of Secretary DARPG was constituted for formulation of the Vision India@2047 under the overall supervision of the Advisory Group

- A **3-day workshop between young civil servants-academia-start-ups was held at IIT Madras** from 7th - 9th March' 2022 which was **attended by 400 delegates**

- Launched **Abhinav Pahal portal** to share District's Vision in 100 years of Independence i.e. Vision @ 2047



THANK YOU