

## LAUNCH OF CSMOP 2022 AND REVIEW OF CPGRAMS

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I am extremely grateful to Dr. Jitendra Singh ji for gracing the launch function of CSMOP 2022 and release of the DARPG publications on (a) CPGRAMS Monthly Report for July 2022 (b) Evaluation Report of the Initiative for Increasing Efficiency in Decision Making in Central Government (c) Swachhta Assessment Report 2022.

**The DARPG in the CPGRAMS Monthly Report for July 2022 has successfully operationalized the Grievance Redressal Index ranking Ministries/ Departments on the timelines/ quality of disposal.** I wish to acknowledge the support received from all the Nodal Officers and the Nodal Appellate Officers handling public grievances in the Ministries/ Departments for enabling foundational reforms in CPGRAMS in 2022 by adopting the 10-step reform in a short period of time. Our collective efforts are reflected in the comprehensive monthly report.

The launch of CSMOP 2022 marks the culmination of six months of committed work in DARPG's O&M Division led by Joint Secretary Smt. Jaya Dubey, Deputy Secretary Shri Ajit Sah, Under Secretary Smt. Namrata Kumari, Director ISTM Shri S.D.Sharma, and Deputy Secretary Shri V.Rambabu. I thank each of them on this occasion for their outstanding contribution.

Dr. Jitendra Singh ji's long association with Good Governance Practices under the policy of "Maximum Governance – Minimum Government" has witnessed many significant milestones. His quest for adoption of technology in Governance, process modernization, office automation, simplification of governance models and bringing citizens and government closer by unshackling bureaucratic red tape are well known.

Four of the most seminal initiatives that he has led include:

1. The Central Secretariat Manual of Office Procedure 2019
2. The Swachhta Campaign 2021-22
3. The Initiative for Increasing Efficiency in Decision Making in Central Secretariat from 2020-2022 and
4. CPGRAMS Reforms 2019-22

**The CSMOP has played a significant role in the Digital Transformation of the Central Secretariat.** The CSMOP 2019 had integrated the CSMOP 2010 and the CSMOP 2012 into a single policy document with the objective of creating a Digital Central Secretariat.

- The amendments introduced in the Central Secretariat Manual of Office Procedure 2019 made it possible to issue virtual private networks to Deputy Secretaries of Government of India and Digital Signature Certificates to Section Officers in Central Secretariat.
- The uninterrupted functioning of the Central Secretariat in the pandemic and lockdown was possible because of these amendments along with the wide spread adoption of e-Office.
- Deputy Secretaries, Joint Secretaries, Additional Secretaries and Secretaries had access to Virtual Private Network and could take policy decisions on e-files during this period.

- Further 25 percent Under Secretaries were issued laptops to ensure steady file movement.
- The adoption of Digital Signature Certificate up to Section Officer level brought credibility to the e-file system.

**The CSMOP was also the pivotal document for conceptualization of the Swachhta Campaign 2021.** The Swachhta Campaign was taken up with the Special Campaign for Disposal of Pending Matters and was implemented in Central Government from October 2-October 31, 2021. The monitoring of MP's references, adherence to timelines in furnishing comments on Inter-Ministerial References, Implementation of Record Retention Schedules for categorization of records, Public Grievances, Public Grievance Appeals, Office Inspections was pursued across all Ministries/ Departments under the provisions of CSMOP.

**As you are aware, under the Special Campaign, 3.5 lac public grievances were redressed, cleanliness campaign was carried out in 6154 sites, 21.90 lac files were weeded out, 12.01 lakh square feet of space was freed, and scrap disposal earned Rs. 62.54 crores.** There was significant reduction in pendency levels in Government, in all categories.

**The Hon'ble Prime Minister mentioned the successful implementation of the Swachhta Campaign in his 84<sup>th</sup> Mann Ki Baat** saying that "this is the new thinking in the country which is being led by all the countrymen together." The special campaign brought in a number of success stories in digitization, efficient management of office spaces, enhancement of office premises, environment friendly practices, inclusivity, protocols and mechanisms being put in place and waste disposal.

The Government's initiative for "Increasing Efficiency in Decision Making" represented one of the most complicated and far reaching administrative reforms witnessed in the Central Secretariat. It brought a silent reform in work culture, reduced hierarchies and resulted in significant adoption of new technology. It has also enabled responsive communication and enhanced efficiency in processing of receipts. The four-pronged approach for a flatter organizational structure adopted by the Central Government under this initiative was also rooted in the provisions of the CSMOP. DARPG has issued a series of circulars for universal adoption of the provisions envisaged under this Initiative in August 2022.

**The institutionalization of the Swachhta Campaign, the Initiative for Increasing Efficiency in Decision Making, upgradation of e-Office to ver 7.0, Digitization of CRU's and introduction of PG Appeals into the day to day functioning of the Government has necessitated significant revisions in CSMOP.** The CSMOP 2022 contains the provisions of the latest Government orders in Chapter 4, Chapter 5, Chapter 12, Chapter 14 and Chapter 15. It is envisaged that CSMOP 2022 would further strengthen the Government's quest for a digital Central Secretariat.

**The DARPG in collaboration with QCI had conducted 3<sup>rd</sup> Party Evaluations of the Swachhta Campaign and the Initiative for Increasing Efficiency in Decision Making in Government.** QCI teams of 22 officials visited 84 Ministries/ Departments over a period of 30 days to complete the evaluations. These reports have been shared with all Ministries/ Departments and contain a detailed mention of the success stories. I wish to thank all Nodal Officers of the Special Campaign who have enabled these qualitative publications by DARPG.

Government has made significant efforts for a comprehensive grievance redressal system. Several measures for strengthening CPGRAMS have been introduced. Monitoring

dashboards for stakeholders facilitate deeper analysis of grievances, capacity building of stakeholders under the Sevottam Scheme for effective redressal of grievances, universalization of CPGRAMS ver 7.0 for auto-routing of grievances to last mile, integration of State portals with CPGRAMS, operationalization of feedback call centers, developing an inclusive system by using common service centers, and a regional language interface. The CPGRAMS monthly report is a significant step in the direction of foundational changes in CPGRAMS.

**These 4 documents being released by Dr. Jitendra Singh ji represent Government's deep commitment for multi-dimensional administrative reforms that benefit every citizen in the Country.**

Once again, I thank Dr. Jitendra Singh ji for his unwavering support to DARPG, compliment the DARPG team of senior officials and thank all the nodal officers of Public Grievances and Special Campaign as also the Nodal Appellate Authorities who have strived tirelessly to make this event possible.

Jai Hind.

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