

Government of India
Department of Administrative Reforms & Public Grievances
Monthly Summary for the month of April, 2019

Reforms in the CPGRAMS system are being introduced to improve grievance redressal time through the development of a comprehensive mapping of the line-end offices with drop-down menus on the CPGRAMS portal and by creating a new portal for employees related grievances. The DARPG has pursued these proposals with the Ministry of Railways, Department of Posts and Department of Telecommunications. Secretary (AR&PG) chaired an inter-ministerial meeting on 25.04.2019 with the Ministry of Railways, Department of Posts and Department of Telecommunications regarding upgradation of existing version of CPGRAMS. Following discussions, consensus was developed on the roadmap forward. Follow-up meetings were held with the Chairman, Railway Board and Secretary, Posts which were attended by senior officials of the Department. Inter-Ministerial Meetings were also held on technical improvements in the existing CPGRAMS 6.0 version with Department of Telecommunications on 16.4.2019. A comprehensive reform of CPGRAMS would necessitate development of back-end software for which work has commenced. It is expected that a pilot project of CPGRAMS reforms would be launched in Ministry of Railways (Northern Railway Zone) in June, 2019.

1.2 A Training Program was organized for participants from Ministry of Finance, Department of Science & Technology and Ministry of Defence on 25.04.2019 in the DARPG. On a specific request of Department of Telecommunications, operational training on CPGRAMS was also organized wherein about 45 participants from the DoT attended on 29.04.2019. All improvements in the new version of CPGRAMS (6.0) in the office interface were exposed to the participants.

2. The DARPG has pursued with 5 Departments, namely, Ministry of Railways, Department of Posts, Ministry of Health & Family Welfare, Department of Telecommunications and UIDAI (which are receiving the highest number of public grievances) for updation of their Citizens' Charters. Following the meetings at Secretary (DAR&PG) level, the Ministry of Railways and UIDAI have updated their Charters. The Departmental Committees constituted in the Departments of Posts, Telecom and Ministry of Health & Family Welfare for updation of Citizens' Charters have also been meeting regularly and will be able to update their charters in coming days.

3. The proceedings of the meeting as well as the Award Ceremony held on 27th February, 2019 for distribution of the National Awards for e-Governance 2018-19 were issued. The DARPG also developed 6 case studies from the 2019 Awardees for knowledge dissemination in various institutions on the best practices in e-Governance.

4. The finalization of National e-Services Delivery Assessment (NeSDA) with State Governments and Ministries was pursued. Two rounds of Video Conferences were held with all State Governments. Meetings were also held with 8 Ministries/ Departments on the subject. The Assessment process is expected to be completed by June, 2019.

5. The DARPG had placed the draft Central Secretariat Manual of Office Procedure (CSMOP) 2019 on its website and had sought comments from all the Ministries/ Departments of Government of India. Follow -up interactive sessions through video conferencing were held to ensure early framing up of the Manual. The DARPG has received comments from most of the Ministries/ Departments which are now being incorporated into the CSMOP 2019. The CSMOP 2019 is expected to be released in June, 2019.

6. The DARPG has received requests from Governments of Tripura and Meghalaya for implementation of e-Office to their State Secretariats. Preliminary work on modalities of such an extension has been commenced. Consultations with State Governments would be taken up after General Elections 2019.

7. The National Center for Good Governance conducted important training programs in April, 2019. There were: (a) Training Program in Field Administration for Civil Servants of Myanmar and Maldives at Mussoorie and Delhi and (b) Comprehensive Training Program in Public Private Partnerships for Officers of Government of Gujarat at IICA, Manesar. The training programs were well received by the participants. An inaugural session at IICA Manesar along with Secretary, DIPAM and Director, ICA was held alongwith an inaugural session of training of Civil Services of Maldives in Mussoorie as well as valedictory session of training for Myanmar Civil Servants at Delhi.

7.1 The DARPG and NCGG in collaboration with West Africa Division of MEA have developed a training program for Permanent Secretaries/ Deputy Secretaries of Government of Gambia. The program dates have been fixed on June 10-21, 2019. An inter-ministerial meeting on the International Training Programs of NCGG was held on April 9, 2019.

7.2 The DARPG and NCGG have collaborated with NITI Aayog and United Nations Resident Commissioner for developing 5 National Capacity Building Workshops on Sustainable Development Goals for Senior Policy Makers in Government of India and State Governments, as well as for District Collectors. It is proposed to cover 150 Senior Officials and 115 District Collectors from Aspirational Districts under the Capacity Building Program. An inter-ministerial meeting in this connection was held on April 30, 2019.

8. Additional Secretary, DARPG addressed the Officers attending the Training Program in Field Administration for Civil Servants of Maldives and the Officers attending the Mid-Career Training Program for Civil Servants of Myanmar at the NCGG, Mussoorie on "India's Welfare State Programs 2014-2019 : Entitlements and Inclusion".

9. In pursuance to the observation made by Hon'ble Madras High Court, on a PIL filed by a visually handicapped person, to make websites of Central Government Ministries/Departments, GIGW compliant, a meeting under the chairpersonship of JS (e-Gov.) was held on 15.04.2019 with 11 (eleven) central Ministries / Departments.

9.2 In the matter relating to monitoring of e-Office implementation in all central Ministries/Departments in a time bound manner, as on date, 48 Central Ministries/Departments have achieved the target of e-Office implementation. The Ministry of Information & Broadcasting, Department of Biotechnology, Ministry of External Affairs and Ministry of Tourism are the latest to achieve 80% of e-file percentage recently. 75 Ministries/Departments are now actively using the e-office platform.

9.3 A meeting to review the progress of e-Office implementation with 20 Ministries / Departments was called for under the chairpersonship of JS (e.Gov.) on 15 April, 2019.