

**Government of India**  
**Department of Administrative Reforms & Public Grievances**

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of April, 2020 are listed below:

**1. Important achievements /activities during the month of April, 2020 are given as under:**

COVID related Public Grievance

- a. A National Monitoring Dashboard was developed and implemented at <https://darpg.gov.in> where lockdown and COVID 19 related grievances received in CPGRAMS with all Ministries/ Departments and States/ UTs are monitored on priority basis. The National Monitoring Dashboard was developed by DARPG in pursuance of the recommendations of the Empowered Group of Officers 10 constituted under the Disaster Management Act 2005 on Public Grievances and Suggestions to ensure timely implementation of COVID 19 Response. The dashboard was launched by Hon'ble Minister of State (Personnel, PG & Pensions) on 01 April, 2020.
- b. The Department has been submitting daily reports including for weekends holidays and cumulative summary on source wise grievances (Ministry-wise and State-wise) to the Empowered Group-10 and PMO.
- c. Normally the grievances in CPGRAMS are to be disposed of within 60 days. However, DARPG emphasised to redress the COVID related grievances maximum within 3 days. DARPG has been constantly pursuing with the nodal officers for Public Grievances in the State Governments and in the Central Ministries so that the grievances arising out of COVID and lock down shall be addressed on priority. Six rounds of interactive video conferences were held with Grievance Officers of Central and State Governments during April 2020. Separate meetings were also held on cases relating migrant labour, essential food supplies and Banking issues with the related Ministries. As a result, disposal of COVID related public grievances have seen significant improvement. The average Grievance Redressal time has also come down from 3 days to 1.45 days / for the Central Ministries.
- d. DARPG has manually analyzed of around 20,000 cases and feed-back calls were made to ensure citizen satisfaction.

**ii. Civil Services Day:**

Civil Services day on 21 April, 2020 was marked with a nation-wide interactive video calling by Hon'ble Minister of State (Personnel, PG & Pensions) with 25 States and 5 UTs. The event which was to be held in Vigyan Bhawan was deferred due to lockdown in the wake of COVID 19.