

Government of India  
Department of Administrative Reforms & Public Grievances

**Monthly Summary for the month of August, 2018**

The Department of Administrative Reforms & Public Grievance in association with the NASSCOM organized a workshop on 24<sup>th</sup> August 2018, New Delhi with the purpose of developing an index on National e-Governance Service Delivery Assessment (NeSDA). The main objective of the workshop was to deliberate with the State/UT Governments on the strategic overview, approach and methodology of the assessment to be adopted for finalizing the framework of NeSDA.

2. **Steps taken for redressing public grievances**

2.1 This Department has instituted an Award Scheme for recognizing meritorious performance by the Ministries/Departments for effective redress of public grievances received on CPGRAMS. As per the evaluation criteria, the Hon'ble Minister, on 10<sup>th</sup> August 2018, awarded 'certificate of recognition' to three Ministries/Departments (NITI Aayog, Ministry of Textiles & Ministry of Labour & Employment) for the quarter ending March, 2018 and to three other Ministries/Departments (Department of Administrative Reforms & Public Grievances, Department of Science & Technology and Department of Defence Research) for the quarter ending June, 2018.

3. In the matter relating to monitoring implementation of e-Office in all central Ministries/Departments in a time bound manner, I would like to inform you that as on date, 39 Central Ministries/Departments have moved to e-Office platform. Department of Expenditure and Ministry of Civil Aviation achieved 80% of e-file percentage recently. 74 Ministries/Departments are now actively using the e-office platform.

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