

Government of India  
Department of Administrative Reforms & Public Grievances

**Monthly summary for the month of August, 2019**

**4<sup>th</sup> Review Meeting of DARPG by MOS (PP)**

The Minister of State for Personnel, PG and Pensions reviewed the progress of the Department on August 28, 2019. The Minister expressed satisfaction with the progress of implementation of the 100 days agenda by the Department. Further the Minister also endorsed the 5 year Action Plan formulated by the Department. The Department was directed to send a delegation of senior officials to Srinagar for expediting on-going projects/ formulating new projects with the J&K Government. Accordingly, an 8-member delegation from DARPG visited Srinagar on September 4- 5, 2019 and held discussions with Chief Secretary, J&K and Advisor to Governor J&K. The Department's activities in J&K are being given a significant boost.

**Prime Minister's Awards for Excellence in Public Administration**

- i. Four meetings of the Empowered Committee under chairmanship of Cabinet Secretary were convened on 17<sup>th</sup>, 18<sup>th</sup>, 23<sup>rd</sup> and 24<sup>th</sup> August, 2019 in the Cabinet Secretariat for consideration of shortlisted Districts / Organisations / Officers for Prime Minister's Awards for Excellence in Public Administration, 2019.
- ii. The Awards Ceremony for the PM's Awards for Excellence in Public Administration 2019 will be held on October 31, 2019 at the Statue of Unity, Gujarat.

**Successful implementation of the 100 days agenda**

I am happy to inform you that the DARPG has successfully implemented the 100 days agenda of Government.

**National e-Governance Conference at Shillong**

The Minister of State for Personnel, PG and Pensions along with Chief Minister of Meghalaya inaugurated the 22<sup>nd</sup> National e-Governance Conference at Shillong on August 8, 2019. The 2-day conference on the theme "**Digital India: Success to Excellence**" was attended by 545 delegates from 28 States and Union Territories.

The Conference in its valedictory session, adopted the Shillong Declaration on August 9, 2019 outlining the roadmap forward for e-Governance in India. Amongst the major thrust areas in the Shillong Declaration are the recognition of the need to improve connectivity in the North Eastern States by addressing the issues and challenges of telecommunications connectivity at the grass root level and to formulate and implement a comprehensive telecom development plan. As a follow-up, the Shillong Declaration

has been circulated to all concerned line Ministries / Departments of GOI and all the State Governments/ UT's.

### **National Seminar on e-Governance – for Better Governance**

The DARPG also convened the National Seminar on e-Governance – for Better Governance at Thiruvananthapuram, Kerala, on August 26-27, 2019 as part of its efforts, wider dissemination and replication of successful projects. The National Seminar was inaugurated by the Hon'ble Governor of Kerala.

### **Reforms of the Central Public Grievance Redressal and Monitoring System**

Reforms of the CPGRAMS involve significant changes in the existing software and identification/addition of a large number of field offices handling grievances for improving the timelines of grievance redressal. The development of software with drop down menus for citizens to submit grievances to the field officers responsible for disposal has been completed. The Department of Posts will be the first Department wherein the improved CPGRAMS will be launched. The launch function has been scheduled for September 25, 2019.

### **India-Maldives MOU on Capacity Building of Maldivian Civil Servants:**

The India-Maldives MOU on capacity building was signed on June 8, 2019 on the sidelines of the visit of Prime Minister of India to Maldives. The MOU has been operationalized with timelines for first 10 training programs being drawn up following consultations between NCGG and Civil Services Commission of Maldives during the visit of DARPG delegation to Maldives on August 19-20, 2019. The 1<sup>st</sup> training program will commence on September 16, 2019. A Senior Minister in the President's Office of the Government of Maldives will be visiting NCGG Mussoorie on September 16, 2019 to deliver the inaugural address.

### **CPGRAMS**

One operational training on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) was held on 29th August, 2019 in the Department which was attended by 37 participants from various central Ministries/Departments.

### **Other activities**

- i. An inter-ministerial meeting for follow-up on the key result areas of DARPG/ NCGG collaboration with Maldives was held on 22.08.2019 in DARPG under the chairmanship of Secretary, DARPG, attended by representative of MEA. A presentation on the roadmap for implementation of the MOU was made to MOS Personnel, PG and Pensions on 29.8.2019.
- ii. In the matter relating to monitoring of e-Office implementation in all central

Ministries/Departments in a time bound manner. As on date, 49 Central Ministries/Departments have achieved the target of e-Office implementation. The Department of Industrial Policy & Promotion is the latest to achieve 80% of e-file percentage recently. 75 Ministries/Departments are now actively using the e-office platform.