



ADDRESS AT GOOD GOVERNANCE DAY 2022

V.SRINIVAS, SECRETARY DARPG & DPPW



DATED DECEMBER 25, 2022

Respected Dr. Jitendra Singh ji, Smt. Radha Chauhan ji, Shri Deepti Umashankar ji, Shri Manoj Dwivedi ji, Shri Sanjeev Mathur ji, Shri Som Dutt Sharma ji, Senior Officers of DOPT, DARPG and DPPW,

On Sushasan Diwas 2022, I offer my homage to Bharat Ratna Late Shri Atal Bihari Vajpayee ji on his 98th birth anniversary. The Government has celebrated the week December 19-25, 2022 as the Second Sushasan Saptah (Good Governance Week) in Amrit Kaal Period. The Hon'ble Prime Minister has extended his greetings and best wishes to everyone associated with this initiative. The Hon'ble Prime Minister said that

“It is heartening to note that this year too, the Prashasan Gaon ki Ore campaign continues to be a part of the Good Governance Week. Guided by the Citizen First approach, the Government is striving tirelessly to make the ecosystem transparent and faster by simplifying procedures at every level. We have undertaken various citizen centric initiatives including redressal of public grievances, online services, disposal of service delivery applications and good governance practices. Our vision is to expand the service delivery mechanisms and make them more effective. Technology has immense potential to bring government and citizens closer. Today, technology has become a powerful tool to empower citizens as well as a medium to optimise transparency and accountability in day to day functioning. Through various policy interventions, we are strongly marching ahead toward digital empowerment of citizens and digital transformation of institutions. The people have resolved to build a glorious and self-reliant India during Amri Kaal of next 25 years. The Government's role is to complement the people's resolve by being an enabler in their efforts. Our role is to increase opportunities and remove obstacles from their path.”

Dr. Jitendra Singh ji had launched the second Nation-wide campaign “Prashasan Gaon ki Ore” on December 19th 2022, in an event attended 2700 officials including District Collectors, Chief Secretaries/ Additional Chief Secretaries and AR Secretaries of States/ UT's and Senior Officials from Central Ministries/ Departments. An Exhibition on Special Campaign 2.0 depicting the Government's pursuits for excellence in institutionalizing Swachhata and Reducing Pendency was inaugurated by Hon'ble Minister at the Vigyan Bhavan. The 24 panel Exhibition, presented the work undertaken during the Special Campaign 2.0 conducted in

October 2022 in which all Ministries/ Departments participated. The Annual Report of CPGRAMS 2022 was released on this occasion.

On this occasion, Dr. Jitendra Singh ji outlined the implementation roadmap on the Good Governance Vision of Hon'ble Prime Minister. The futuristic vision envisaged digital transformation of Institutions for digital empowerment of citizens and creation of a digitally empowered Nation through use of technology including space technology. The Annual Report of CPGRAMS brought forth the benefits of CPGRAMS being a game changer for common citizens. The operationalization of the "One Nation-One Portal" by integration of Grievance Redressal portals of States/ UT's coupled with technology upgradation CPGRAMS ver 7.0 has resulted in an all-time high of 1.15 lac PG cases/ month being disposed in Central Ministries/ Departments and over 50,000 PG cases/ month being disposed in State Governments bringing down the pendency levels to a decadal low in November 2022. The successful implementation of 10-step CPGRAMS Reforms has received unfeigned appreciation from the Parliamentary Standing Committee in its December 2022 report.

The Sushasan Sapth 2022 witnessed the Second Nation-wide campaign for Redressal of Public Grievances and Improving Service Delivery. Prashasan Gaon ki Ore 2022 has witnessed significant progress – 50.79 lac public grievances were redressed, 282 lac service delivery applications were disposed, 863 innovations in governance were documented and 194 Vision India@2047 District level documents uploaded on the GGW22 portal till December 24, 2022.

On December 23rd, 2022, District Level Workshops were held in all 768 Districts of India to deliberate on innovations and vision India@2047. The District level workshops were chaired by a senior retired IAS officer who had served as District Collector in that District. Chief Ministers of States/ LG's of UT's have supported the Prashasan Gaon ki Ore Campaign with regular messages and tweets. It would be pertinent to point out that the Parliamentary Standing Committee of Ministry of Personnel, PG and Pensions in its 121st Report had commended the phenomenal success of Prashasan Gaon ki Ore Campaign and recommended that such campaigns should be held more frequently.

Cabinet Secretary chaired a workshop on Good Governance Practices with an experience sharing session on Special Campaign 2.0 and the Initiative for Increasing Efficiency in Decision Making in which 540 officials from all Ministries/ Departments participated on December 23rd 2022. The Workshop deliberations envisaged accelerated efforts across Ministries/ Departments in creation of fully digital central secretariat, effective delayering/ delegation/ adoption of desk officer system – the steps outlined by Cabinet Secretary included adoption of e-Office 7.0 in all Ministries/ Departments by end February 2023, complete shift to e-receipts from physical receipts, constant monitoring/ reviews of delayering and delegation of financial powers in monthly reports of DARPG, and enhanced efforts for adoption of desk officer system. Further Cabinet Secretary complemented all Ministries/ Departments for the inspirational work undertaken in implementation of Special Campaign 2.0 and recommended the best practices may be shared with States.

In 2019 and 2021, the Good Governance Day celebrations were marked by release of the Good Governance Index – An Assessment of the State of Governance in States. In 2022, this biennial publication has been extended States/ UT's - Uttar Pradesh, Gujarat, Arunachal Pradesh, Jammu & Kashmir. The National e-Services Delivery Assessment Reports of 2019 and 2021 documented the progress made in e-services delivery by benchmarking portals of Ministries/ Departments. In line with the Prime Minister's vision, DARPG has embarked on implementation of recommendations of NeSDA 2021, for saturation of 56 mandatory and adoption of 850 optional e-services across all States/ UT's. Consultation meetings with States have been held. I am happy to inform you that the Hon'ble Chief Ministers of Maharashtra and Madhya Pradesh have extended full support to this initiative by expressing willingness to host Regional/ National conferences on e-Governance at Mumbai and Bhopal in 2023.

The Department of Pension and Pensioners Welfare has adopted technology in implementation of DLC Campaign 2022. The DLC Campaign held in November 2022 benefitted 30 lac pensioners. Further the launch of the Integrated Pensioner Portal with State Bank of India provides a range of 7 digital services to 11 lac Pensioners. The Second Anubhav Awardees Speak webinar series was held on December 22, 2022 and the session witnessed participation from 1500 Pensioners. Today the DPPW is bringing out two important publications – a compendium of 60 circulars

issued in Special Campaign 2.0 and the Implementation of CCS (NPS) Rules 2021. Both publications will be disseminated to all Pensioners across India.

Today marks the successful conclusion of the Prashasan Gaon ki Ore Campaign and Good Governance Week 2022 celebrations. The events have been symbolic of the strength of the whole of government approach in which Central Government Officials worked with State Government officials and District Officials upto Tehsil level.

I am grateful to Dr. Jitendra Singh ji for his leadership and extending his whole hearted support to successful implementation of Sushasan Saptah 2022 (Good Governance Week).

Several DARPG officials have strived tirelessly to make the Good Governance Week 2022 successful. My compliments to each one of those who enabled scripting of this successful campaign and taking the Nation's Governance Model of "Maximum Governance – Minimum Government" forward.

Jai Hind.

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