

**Government of India**  
**Ministry of Personnel, Public Grievances and Pensions**

**Dated 25.12.24**

**Welcome Address of Shri V.Srinivas, Secretary DARPG and DPPW at the Good Governance Day 2024 dated 25.12.24**

At the outset I offer my homage to India's Former Prime Minister, Bharat Ratna, Late Shri Atal Bihari Vajpayee ji in whose memory, Good Governance Day is celebrated.

I extend a warm and hearty welcome to Hon'ble Minister of State for Personnel, Public Grievances and Pensions Dr. Jitendra Singh ji to the Good Governance Day workshop today.

The fourth Sushasan Saptah (Good Governance Week) has been observed from December 19-25, 2024. This year also the Prashasan Gaon Ki Ore Campaign was a part of the Good Governance Week.

**Sushasan Saptah - Prashasan Gaon ki Ore 2024**

To cite Prime Minister Modi, "In this decade of Amrit Kaal, we will give priority to Next Generation Reforms. We will ensure that all facilities like service delivery should reach citizens up to the last mile; it should reach the last person seamlessly, without hesitation or any kind of difficulty. For the overall development of the country, unnecessary interference by the Government and Government processes in the lives of the people has to be ended"

Through the Nation-wide campaign "Prashasan Gaon ki Ore" conducted from December 19-24, 2024, Government made the eco-system transparent and faster by simplifying procedures and processes at every level. Through various citizen centric initiatives including redressal of public grievances, disposal of service delivery applications, Government expanded the outreach of service delivery mechanisms and make them more effective. The emphasis is on projecting the immense potential of technology to bring citizens and government closer, as a powerful tool to empower citizens as well as a medium to optimize transparency and accountability in day-to-day functioning.

During Prashasan Gaon ki Ore Campaign, District Collectors organized special camps/ events at Tehsil Headquarters/ Panchayat Samitis to resolve public grievances for improved service delivery. The Campaign is monitored centrally on a real time basis through a dashboard created for this purpose on the 'Prashasan Gaon ki Ore' Portal. The Good Governance Week events

included a series of workshops on good governance to formulate visions for Districts@100 and present district level innovations.

The Prashasan Gaon ki Ore Campaign was conducted in 700 + districts across India and produced a significant people's campaign for good governance across the Nation.

- ◆ Total Number of Camps held – 36,316
- ◆ Applications disposed under service delivery – 2,89,39,476
- ◆ Public Grievances Redressed on State Portals - 13,64,604
- ◆ Public Grievances Redressed on CPGRAMS – 26,275
- ◆ PIB Statements issued – 1236
- ◆ District Vision @ 100 documents prepared – 136
- ◆ Innovations in Governance Reports – 943

In Uttar Pradesh, the Prashasan Gaon ki Ore was conducted in all 75 districts, in Madhya Pradesh in all 55 districts, in Rajasthan in all 50 districts, in Bihar in all 38 districts, in Assam in all 35 districts, in Maharashtra in 33 of the 36 districts, in Gujarat in 32 of the 33 districts, in Chattisgarh in all 33 districts, in Karnataka in all 31 districts, in Odisha in all 30 districts, in Jammu & Kashmir in all 20 districts, in Jharkhand in 23 of 24 districts.

Chief Ministers and Union Ministers participated in the Prashasan Gaon ki Ore Campaign across the country. The launch function was addressed by Chief Secretaries of Maharashtra, Madhya Pradesh, Assam and Bihar.

The Campaign was spearheaded by Chief Secretaries, Principal Secretaries of Administrative Reforms and District Collectors across the Nation. People thronged the Prashasan Gaon ki Ore Camps in all States/ Districts/ Tehsils/ Panchayats very enthusiastically. The Campaign represents a milestone for doorstep delivery of services on a size and scale that makes it India's largest people centric campaign for good governance.

### **The historic 3<sup>rd</sup> term of Prime Minister Modi – Governance agenda**

The Prime Minister in his historic 3<sup>rd</sup> term has laid down an ambitious and results oriented agenda for Good Governance which envisages each Ministry and Department to formulate initiatives and ideas for implementation as part of “Panch Pran” (five resolutions) announced in the independence-day address of Prime Minister on August 15, 2022. The Panch Pran of Amrit Kaal represent the vision of our Nation's Good Governance Principles and Practices – the goal of a developed India, to remove any trace of colonial mindset, take pride in our roots and unity and sense of duty among citizens. Prime Minister asked the Nation to focus attention on the “Panch Pran” for the coming 25 years, while empowering citizens and reaching the last

mile as the priorities for Viksit Bharat @ 2047 when the Nation celebrates 100 years of independence.

An agenda of “Maximum Governance – Minimum Government” envisages a digitally empowered citizen and a digitally transformed institution. Bringing Government and Citizens closer using technology is important for ease of living and ease of doing business. Accordingly, the Government seeks to effect qualitative improvements in the grievance redressal systems to make them more sensitive, accessible and meaningful. A whole of government approach to be adopted in formulating and implementing policies and schemes and concerted steps are proposed to be taken for India to become the 3<sup>rd</sup> largest economy in the world. This will necessitate upskilling and Government has said suitable incentives will be provided for encouraging officers to take full advantage of the capacity building courses and modules available on iGOT Karmayogi portal. Further, governance models need periodic monitoring of quality assessments by developing effective metrics to foster a competitive spirit amongst States and District to encourage them to adopt reforms in different areas of governance particularly in respect of statutory clearances and approvals. Another major area of action is the development of comprehensive action plans for implementing the concept of women led development.

Social justice is at the heart of policy making and the Government has worked to provide equitable opportunities to everyone. Saturation approach of priority sector schemes has been the defining the goal of Government’s all-round, all-pervasive and all-inclusive development model. The important priority sector schemes where saturation approach has been adopted include the Har Ghar Jal Yojana, PM Awas Yojana, Mission Indradhanush, PM Ujjwala Yojana, PM Jan Arogya Yojana, PM SVANidhi, PM Matru Vandana Yojana, PM Vishvakarma Yojana, PM Mudra Yojana, PM Poshan Yojana and Kisan Credit Cards Scheme. The vision of Sabka Saath, Sabka Vikas, Sabka Vishwas, Sabka Prayas has been the overarching national development goal.

### **DOPT – the Bulwark for Good Governance**

The Department of Personnel and Training represents the bulwark for Good Governance initiatives in India. The DOPT has led the biggest reforms in governance over the past decade with focus on employee wellbeing and ease of living of citizens. On this occasion, it is important to reminisce some of the landmark initiatives of the Department.

Some of the seminal reforms introduced include

- ◆ Filling up of Backlog Vacancies of 10 lac through Rozgar Melas
- ◆ Transparent recruitment process by discontinuation of interview for all Group C and Group D posts in Government of India and Trust in Citizens by introduction of self-attestation
- ◆ Promotions in Central Secretariat

- ◆ Introduction of 4 percent reservation for Persons with Disabilities under the Act of 2016
- ◆ Enhancing the creamy layer income limit for OBC's
- ◆ Assistant Secretary Program
- ◆ Welfare Measures for Employees – including Child Care leave, special maternity leave, special leave connected to inquiry of sexual harassment, supporting divyang women employees for care of their new-born, children education allowance for Divyang employees doubled
- ◆ RTI Amendment Act 2019 providing rule making power for tenure and service conditions for CIC/ IC's as also State CIC/ IC's, operationalizing the citizen centric RTI portal.
- ◆ Strengthening the Anti-Corruption Framework by amendment in the Prevention of Corruption Act 2018, operationalization of Lok Pal, performance reviews under Rule 56 (j) and Rule 16 (3) of AIS Rules 1958, deterrent action against unauthorized absence of civil servants, revamped probity portal
- ◆ Online Performance Appraisal System, implementation of SPARROW across 515 organizations
- ◆ Mission Karmayogi
- ◆ E-HRMS 2.0

In October 2024, Prime Minister unveiled the Karmayogi Competency Framework while asking civil servants to keep themselves abreast with latest technological developments so as to meet the rising standards. Mission Karmayogi envisions a future ready civil service that needs to keep itself abreast with artificial intelligence and information processing, presenting challenges and opportunities. The goal to create human resources that will become the driving force of our Nation's development to help us achieve Viksit Bharat by 2047. The Government of India's new paradigm in capacity building Mission Karmayogi seeks to improve efficiency in bureaucracy and develop a people centric approach in governance rooted in Indian civilizational ethos.

The Mission Karmayogi encapsulates three transitions – transition from Karmachari to Karmayogi, workplace transformation and shift from rule-based to role based civil servant. The Karmayogi competency model seeks identification and assessment of skill needs of civil service, enhance focus on behavioural and functional capacity building needs, enhance role-based capacity building and empowering officials to take charge of own professional journey, drive standardization, harmonization and shared learning capacity building practices and demand driven capacity building. A Karmayogi will be able to inculcate the Virtues and strive towards the vision by attaining competencies.

### **DARPG – Improving Citizen Centric Governance**

Presently CPGRAMS is the world's largest citizen interface platform. The CPGRAMS has been adopted and implemented across all Central Ministries/ Departments, attached, subordinate and autonomous bodies. By integrating advanced technologies, supporting

multiple languages and providing comprehensive tracking and feedback mechanisms, CPGRAMS ensures that citizen's grievances are addressed promptly and effectively, contributing to improved governance and public service delivery. In 2023, the initiatives of Intelligent Grievance Monitoring System, the CPGRAMS mobile app, training and capacity building using Sevottam has resulted in increased volume of resolution, enhanced public trust, accountability, efficiency, inclusivity and accessibility.

Special Campaigns represents the vision of Prime Minister Modi for institutionalizing swachhata and reducing pendency in government, for changing old practices, weeding out old files and papers in Government Offices better utilization of free space improve sanitization protocols and above all technology adoption. Special Campaigns are implemented to focus on digitization, efficient management of office spaces, enhancement of office premises, environmental friendly practices, inclusivity, sanitation protocols and mechanisms for waste disposal. This effort for “ Ek Kadam Swachhata Ki Or” in institutions of Government has enabled a new thinking in the country that office spaces can be aesthetically beautiful and clutter free and work environment can be enhanced.

The Special Campaign for Institutionalizing Swachhata and Reducing Pendency in Government is implemented from October 2-31, every year from 2021 onwards. Government has decided to implement the Special Campaign for next 5 years, adopting a saturation approach to cover all field offices, focus on public centric ministries, overseas missions and posts, banks and public sector undertakings. The Special Campaign focused on swachhata in office spaces, and targeted reduction in MP's references, Parliamentary assurances, PMO references, Inter-Ministerial references, State Government references, Public Grievances, Records Management Practices and monitored through a single digital platform. In the period 2021-2024, Special Campaign covered 11.5 lakh offices, 131.4 lac files were weeded out, 643 lakh sq feet of space was freed and Rs. 2364 crores of revenue earned. The Special Campaigns represented a whole of government approach and brought significant reductions in pendency. Consistent monitoring enabled increasing efficiency in Government.

### **DPPW – Improving Pensioners Welfare**

Pensioners form an important constituent of India's society. The Government's major schemes for Improving Pensioners Welfare envisage timely sanction of pension on BHAVISHYA portal, timely payments of pensions, timely redressal of pensioner grievances, digital empowerment of pensioners through the Jeevan Praman App (Digital Life Certificate), ANUBHAV awards for recording of administrative memoirs of individual officers. An important administrative reform for pensioners has been Pension Adalat which was introduced to resolve chronic grievances of Central Government Pensioners. The objective was to provide on-the-spot resolution of unresolved grievances in CPENGRAMS Portal. In the period 2017-2024 over 18000 cases were redressed in Pension Adalats.

It is also pertinent to mention that Government has pursued Digital Empowerment of Pensioners as a stated policy objective. The Nation-wide Digital Life Certificate campaigns held in 2022, 2023 and 2024 have significantly enhanced the digital empowerment of pensioners, with nearly 4.5 crore pensioners availing the benefits of Jeevan Praman over the 3 DLC Campaigns. Face Authentication was introduced in November 2021 and more than 30 percent of the DLC's were submitted using face authentication in 2024. Technology adoption by Pensioners has been a significant success.

### **Chintan Shivir of Ministry of Personnel, PG and Pensions**

The Ministry of Personnel, Public Grievances and Pensions had conducted its Chintan Shivir on 17-18 February 2023. The Prime Minister's meeting with officials was the key highlight of the Chintan Shivir deliberations of Ministry of Personnel, Public Grievances and Pensions. *Prime Minister Modi shared his vast experience in governance, urged officials that impersonal governance models need to find life through deep personal commitment. This could be achieved through personal interactions, spending time together to think about common good and seeking to find happiness in every job assigned.* The corollary is that lack of commitment, inability to work in teams, inertia at work place results in institutional decay.

### **Conclusion**

The vast gamut of work undertaken in ushering in the technology revolution in governance from 2019- 2024 that has enabled millions of Indians to reap the benefits of transparency in governance, faster timelines of disposal and quality decision making. It can be said that the legacy of Former Prime Minister Bharat Ratna Late Shri Atal Bihari Vajpayee ji provides inspiration for the Nation's relentless commitment to excellence on Good Governance Day 2024. Under the visionary leadership of Hon'ble Prime Minister Modi and guidance of Dr. Jitendra Singh ji, let us join together to celebrate Good Governance Day 2024 in a befitting manner.

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